



# Parent Handbook 2025-2026



*Families are responsible to abide by all contents of this handbook.*

Updated March 2025

## Table of Contents

STAR Introduction.....	3
ePACT Information.....	4
STAR Arrival & Departure Procedures.....	5
Authorization for Pick-Up.....	5
On-Site Visits.....	5
After School Activities.....	5
School Days off.....	6
School Closings.....	6
Parent Communication.....	7
Absences.....	7
On-Site Phone numbers.....	7
Late Pick-Up.....	8
Injury and Illness.....	9
Medication/Parental Procedures and Responsibilities.....	10
ADA and Reasonable Accommodations.....	10
Child Code of Conduct.....	11
Adult Code of Conduct.....	12
Mandated Reporting of Abuse, Neglect, Abandonment or Exploitation.....	12
Toilet Training.....	12
Program Attire & Outside Play.....	12
Personal Belongings.....	13
Chromebook .....	13
Snacks.....	14
Registration, Payments .....	14
Program Schedule Changes.....	15
Additional Fees.....	15
Tax Information/FSA Benefits.....	16
Refund .....	16
Payment Schedules.....	2 <sup>nd</sup> attachment

Welcome to the Hoffman Estates Park District's STAR Before & After School Program. STAR is Student development Through Academics & Recreation. This parent handbook has been developed to provide you with information regarding our policies and procedures. Please know your child's Site Coordinator is available during program hours by cell phone (page 7). You are also able to leave a message with the same cell phone number during off program hours.

Feel free to contact the STAR Program Manager Monday – Friday from 9:00 AM – 5:00 PM.

### **STAR Administrative Staff**

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#### ***Please note:***

- The STAR program reserves the right to cancel any program at any time.
- Information that is handed out at your child's program site will be delivered to the person signing your child in/out. This includes disciplinary notices, late pick-up notices, correspondence from the office, day off information, etc.
- Please remember to update your child's emergency information in the event that any of your contact numbers or e-mail addresses change. If we are unable to reach the parent or guardian using the telephone numbers on your child's Epact, your child may be dropped from the program. This is in place to ensure the safety of your child.
- The STAR Before and After School Program is not licensed or regulated by DCFS. We are a licensed exempt program that is an extension of the school experience.

**Photos/Videos:** Registrants and participants permit the taking of photos and videos of themselves and their children during Park District activities for publications and use as the Park District deems necessary.

## ePACT Information

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Hoffman Estates Park District will continue utilization of ePACT Network for better safety. ePACT is a secure emergency network, that will be used to collect medical and emergency contact information electronically. Not only will ePACT replace paper forms, but it will also ensure communicate with you in the event of an illness, injury, or larger scale emergency. **If ePACT is not filled out by the first day of STAR you will forfeit your spot in STAR.**

### Why are we using ePACT?

- To save you time - With ePACT, you only need to complete your child's information once, and then verify that it is still correct for additional programs or subsequent years (which can be done in just two minutes)!
- Improved privacy and security – Eliminating paper forms ensures that your key information is safe and secure, while authorized staff members can still access this information privately.
- Better support – ePACT makes it easy for you to share comprehensive health and emergency contact details, so we can provide the best support to your child. Plus, you can update information anytime as the documentation will automatically update any new details.

### How it works

- You'll receive an email invite to share information with Hoffman Estates Park District STAR Program.
- Click 'Complete Request' to create a free account, or log-in if you already have an existing ePACT account.
- Enter the required information, like medical conditions, and share it with Hoffman Estates Park District STAR Program so authorized program staff has access.

### Please Note:

ePACT makes it easier for you to share emergency information with us, while also ensuring we have access to records anytime, anywhere with the mobile app – even without an internet connection.

- Rest assured that you always own your account and the information in it. Plus, ePACT maintains the same levels of security as online banking, and limits access only to the administrators we assign for enhanced privacy.

**ePACT Support:** Have questions or feedback? Please contact [help@epactnetwork.com](mailto:help@epactnetwork.com) or call 1-855- 773-7228 ext. 1 to speak with ePACT's Customer Success Team.

## STAR Arrival & Departure Policies

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**AM STAR** is provided at your child's school from 7:00AM until school begins.

Children must arrive at STAR accompanied by a parent, guardian, or authorized person listed in Epact. Parents are required to sign them in and record the time of their arrival. The doors will not open before 7:00 AM. In most cases, site coordinators will check you in and out at the door.

**PM STAR** begins at school dismissal until 6:00 PM. Children are to go directly from their classroom to the gym or designated STAR room. We will inform your child's teacher/office that your child is registered for the PM STAR Program.

***\*\*Children cannot be dropped off at the STAR program if they did not attend school; children must come directly from their classrooms or on the bus to attend the program. Once the child is signed out of the STAR program they are not able to return, unless prearranged with the Program Coordinator\*\****

### Authorization for Pick-Up

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Each day a parent, or authorized person (16 years or older with a valid ID), must come to the designated door to sign the child out. Children will only be released to verified/registered persons in the child/ren's ePACT account for everyone's safety. Legal guardians or those authorized to pick up must present a valid photo ID. Hoffman Estates Park District will not release any child to an unauthorized person. In the case of emergencies, when someone is not on the authorized list to pick up your child, and a one-day written notice is not possible, you must contact the Site Coordinator on the site cell phone. If there are any questions, parents will be contacted before the child is released. A text or message can be left on the site cell phone for the staff (see page 7 for site numbers)

**\*Any legal documentation regarding pick-up restrictions must be submitted to STAR office for review and verification\***

### On-Site Visits

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For the safety all participants, we ask that you depart the school grounds once your child has been signed out from the STAR program. STAR does not allow on-site visits to the program.

### After School Activities

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If your child attends an after-school activity in the school and they attend PM STAR, you need to inform the Site Coordinator in writing of the day and time he/she will be attending the activity. Your child must go to the gym and check in before attending their after-school activity. STAR staff does not escort nor bring children back from district hosted activities.

## School Days Off (including ½ days and holidays)

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### Days off Program Information

- This is a separate program from STAR and requires pre-registration. Please register in advance as these are NON-REFUNDABLE programs and **registration closes 1 week prior to day off**.
- Child care is available on most school holidays and in-service days.
  - Half Day In-Service days are from 11:40 AM/12:15 PM – 6:00 PM
  - Full Day days off are from 7:00 AM – 6:00 PM
- Half Days – Children, after dismissal and eating lunch, will be picked up from their elementary school. They will then be transported by the Hoffman Estates Park District bus to a local field trip or in-house activity. Only children registered in the STAR program can attend these half days. A sack lunch is required unless otherwise stated.
- Full Days – The Hoffman Estates Park District offers childcare for children needing care on most school holidays, institute days, and in-services. The drop-off and pick-up location is available at the Triphahn Center and Willow Recreation Center. Your child must arrive by 9:00 AM.
- Products containing nuts are **not** allowed at any Days Off Program.
- If your child uses an inhaler, epi-pen, or Benadryl or takes prescription medication or over-the-counter medication, the parent/guardian/authorized person must bring the medication and give it to Site Coordinator at the time of sign-in and ask for the medication back at the time of sign-out. Medication cannot be transported overnight by Hoffman Estates Park District staff and written consent forms must be completed at the time of sign-in.
- If a child's suspension coincides with a day, off, the child will not be allowed to attend. To sign up please go to [Heparks.org/field-trips/](http://Heparks.org/field-trips/).

### School Closings

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If School District 54 or School District 15 announces school closings, AM and PM STAR will also be canceled. Refunds will not be issued on the day school is canceled due to inclement weather or emergency closing. Frank C. Whiteley follow School District 15 severe weather days off. Lakeview, Fairview, MacArthur, Armstrong, Muir and Lincoln Prairie STAR sites follow School District 54 severe weather days. Both districts may add these missed days to the end of the school year.

STAR will be offering child care on **SEVERE COLD** days off of school for children Kindergarten through 6<sup>th</sup> grade at the Triphahn Center, 1685 W. Higgins Rd. Parents may drop off children as early as 7:00 AM, pick up is no later than 6:00 PM. Registration will be available online or in-person at the Triphahn Center **within the hour** after the school cancellation is announced. You **MUST** show registration via receipt or emailed receipt when you drop-off your child in the morning. Children must bring a sack lunch and drink. The cost is \$75 per child.

Child care is not offered on cancelled school for **SNOW DAYS** due to large amounts of snow or ice. See [www.heparks.org](http://www.heparks.org) for up to date weather-related days off information.

**Unexpected Late Start/Early Dismissal** - If schools open late there will be no morning STAR. If school dismisses early, there will be no afternoon STAR.

Please check the local news stations or visit the school websites to confirm if the district is closed.

District 54: [www.sd54.org](http://www.sd54.org)

District 15: [www.ccsd15.net](http://www.ccsd15.net)

## Parent Communication

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STAR information will be available at the sign in/out table at each site and as well as emailed to the household account email address. Emails are our main form of communication. Be sure to check your emails frequently. There are times where our emails get sent to Junk/Spam folders. Please be sure to check in these folders as well. The newsletters and flyers contain important information on each month's activities, upcoming days off program information, and other important parent information.

STAR evaluations are provided during the school year for parents to offer suggestions and recommendations for improvement. Suggestions are always welcome.

## Absences

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If your child is going to be absent from the **after-school** program, it is required you report their absence to the appropriate number listed below. You do not need to call for AM absence. Please **DO NOT email the STAR Program Coordinator**. Communication of absence must be with the Site Coordinators.

<b><u>If your child attends program at:</u></b>	<b><u>Please Call:</u></b>	<b><u>Email:</u></b>
<b>Armstrong School:</b>	224-688-0326	star.armstrong@heparks.org
<b>Fairview School:</b>	847-561-2238	star.fairview@heparks.org
<b>Lakeview School</b>	847-561-2026	star.lakeview@heparks.org
<b>Lincoln Prairie School:</b>	224-688-9525	star.lincolnpairie@heparks.org
<b>MacArthur School:</b>	847-815-1436	star.macarthur@heparks.org
<b>Muir School:</b>	224-523-2221	star.muir@heparks.org
<b>Frank C Whiteley School</b>	224-688-9524	star.whiteley@heparks.org

Absences should be called or texted in by 10:00 am. All absences will be reported to a voicemail system and it is often difficult to clearly understand the messages. Please identify yourself, give your **child's** first and last name (spelling the **child's** last name), the date, and the reason for the absence. We do not prorate fees due to non-attendance or allow rescheduling for registered days that fall on a holiday or school in-service.

**Please DO NOT call or E-mail the STAR Program Manager to report an absence.**

**SPECIAL NOTE:** *Please remember that parents are responsible for calling their After-School Program site phone to notify their child's absence.*

I understand that in the event that my child is not present on a day they are scheduled to attend program and STAR has not received a phone call, an attempt will be made to reach parents and emergency contacts to verify their whereabouts. If a return call is not received within a reasonable time frame Hoffman Estates Park District STAR may deem it necessary to alert the Hoffman Estates Police Department.

I understand that if this call should be made and is a false alarm there is a charge that I will take full responsibility for any fees charged.

**Non-reporting of absence, a per-call fee of \$10.00 will be implemented.**

#### Late Pick-Up

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It is the Hoffman Estates Park District's policy to assess a fee for late pick-up from child care programs. In keeping with this, we will require parents/guardians to be charged for the extra time required for supervision after the program has ended. All late parents/guardians will receive one verbal warning prior to receiving a late fee. Payment of a late fee will be assessed at pick-up time, and must be paid to the Hoffman Estates Park District within one week. The site staff are unable to collect these payments. ***Please note:*** Families will be auto-charged a late fee once the notice is submitted to the office. For those who do not have a saved card linked to their household, families will have 48 hours to submit payment. Failure to make late fee payment within 48 hours will result in possible suspension or removal from STAR program until payment is received. The Program Coordinator will contact the family to ensure payment is made.

The pick-up time of 6:00pm will be strictly enforced. The "master time" follows time on the site phone. If a parent is unable to pick up their child by the end of program time, it is the parent/guardian's responsibility to make other arrangements. Any individual that arrives after the end of program time to pick up a child will be charged a late pick-up fee of **\$10 per child and an additional \$1 per minute fee after the initial 5 minutes**. Whomever picks up the child will be required to sign a "late fee statement" which will be submitted to the Program Coordinator.

All program sites close and need to be vacated by the end of program time (6:00pm). Prompt pick-up of your child is expected.

If a child has not been picked up within five minutes of the end of the program, staff will attempt to contact the parent/guardians and/or emergency contacts listed on the participant emergency form. If after 30 minutes and after emergency numbers have been unsuccessful, staff will contact the police. Your child will then need to be picked up at the Hoffman Estates Police Department. ***If late pick-ups become habitual, your child may be suspended or removed from the program.***



## Injury and Illness

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For any child who is injured and requires more than basic first aid, the following steps will be taken:

1. Contact emergency contacts
2. Attempt to contact parent/guardian
3. If necessary, the child will be transported to the nearest hospital by ambulance, accompanied by a staff member. Siblings will remain at STAR.
4. The Hoffman Estates Park District does not provide accident insurance for its participants.

If a child arrives at STAR ill, the parent/guardian will be contacted and required to take the child home. If a child becomes ill at STAR, the parent, guardian, and/or emergency contact person will be notified to bring the ill child home. As mandated by the school districts, a child must be fever free and/or taking antibiotics for 24 before returning to the STAR program.

### Strep/Ringworm/Impetigo/Hand, Foot, and Mouth Disease/Conjunctivitis/Mono/Covid 19

In the case of a contagious disease, please contact STAR staff immediately so other parents can be notified. For the safety of all, ill children should be kept home for 24 hours before returning to STAR. A few guidelines to follow in determining whether you should keep your child home are:

- Children should be fever free for 24 hours before returning to STAR. Sometimes children are anxious to “get back” and return too soon. They are more susceptible to germs and they can become ill again because their resistance is lowered.
- If prescribed, children should be on antibiotics for 24 hours before returning to STAR to ensure they are no longer contagious.
- If matter coming from nose is not clear in color, it is usually symptomatic of an infectious process beginning. Please keep your child home.
- Children should be free of diarrhea for at least 24 hours before returning to STAR.
- A rash may be the first sign of many illnesses, such as scarlet fever. A rash or spots may cover the entire body or may appear in only one area. Do not send a child with a rash to STAR until cleared by a doctor.
- If any child has a rash, fever, or other signs of illness, the parent/guardian will be called and must pick up the child within 30 minutes. If a parent/guardian cannot be reached, staff will contact persons listed on the participant’s emergency form as authorized to pick up the child.
- **Head lice-** If your child has head lice, the parent/guardian will be called to pick up the child. Upon the child’s return, parents/guardians will need to provide proof of completion of head lice treatment.
- **COVID 19-** Cook County Health department will determine quarantine status/time upon exposure.

## Medication/Parental Procedures and Responsibilities

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Children requiring any type of medication must have a signed **Medication Release Form** on file. If your child is taking medication, the medication must be in its original container with the child’s full name on the

label and the correct dosage enclosed, along with a doctor's note detailing specifications. Medication and instructions must be given to the Site Coordinator upon the child's arrival at STAR.

Over the counter medications may be administered with a completed consent form, however, only new, unopened containers will be accepted. The over-the-counter medication must remain at the site until the child is no longer taking the medication. We do not transport medication from your child's STAR site.

**The parent/guardian must:**

1. Complete and sign the following forms: *Medication Dispensing Consent Form, Medication Consent Form, Permission to Dispense Medication, and Epi-Pen Outline (if needed)*.
2. Provide all medication to the Site Coordinator. Where appropriate, parents/guardians must count out the number of pills/tablets delivered to the Park District in the presence of Park District staff. Prescription medication must be in the original prescription bottle with label intact. Non-prescription medication must be in the original unopened bottle which includes the child's name, medication dosage, and time of day medication is to be given. Over-the-counter medication, once opened at site, cannot be brought back and forth from home. In cases of field trips, the parent/guardian must provide an adequate storage device for the medication, i.e. an insulated bag/cooler for insulin.
3. Communicate with Park District staff regarding specific instructions for medication including self-administration, where appropriate.

**Please note:**

- If a child does not have sufficient medication onsite, the parent/guardian will be notified to pick the child up within 30 minutes.
- The Park District staff will not calculate the amount of dosages participants must take.
- The Hoffman Estates Park District does not provide accident insurance or medical insurance for its participants.

## ADA and Reasonable Accommodations

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The Hoffman Estates Park District believes in the right to an excellent recreational experience for all individuals from all backgrounds and ability levels. If your child requires reasonable accommodations while attending the program, Hoffman Estates Park District will work with your family in cooperation with the Northwest Special Recreation Association (NWSRA) so that your child can participate in their home park district program. When registering, the parent should inform the STAR Program Coordinator of any accommodations needed for their child. The park district staff will contact NWSRA for assistance with the accommodation. **Please note:** assistance is not guaranteed.

## Child's Code of Conduct

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The Hoffman Estates Park District STAR staff would like your child to have the best experience possible while at the STAR Program. Thus, all children must understand and follow the STAR guidelines and rules. These guidelines and expectations are in place to ensure the safety of your child and the staff.

1. Listen to staff direction.
2. Respect STAR staff and other participants.
3. Respect facility property.
4. Use appropriate language
5. Keep hands, feet, and other objects to yourself.
6. Participate in planned activities.
7. Use an inside voice when indoors.
8. Respect the bus and rules of the bus, when applicable.
9. Follow staff instructions on the playground.
10. Follow STAR rules
11. Be positive and have fun!

Staff will attempt to redirect a child and offer alternatives to the inappropriate behavior. A written disciplinary notice will be presented to the parent if the behavior does not improve. Three written notices may result in a three-day suspension. A fifth write-up may result in the child being dropped from the program. Families can request to schedule a meeting at any time with the STAR Program Coordinator/Site Coordinator.

Should a child choose not to follow any of the listed rules, these are the guidelines that the staff will follow to handle a situation:

**Step 1:** Verbal warning.

**Step 2:** Time out or time away from the group.

**Step 3:** Report sent home.

**Step 4:** Conference with parent.

**Step 5:** Meeting with the STAR Program Coordinator, necessary staff, parent(s)/guardian(s), and child. At this time, suspension or expulsion will be discussed.

- Situations that will result in an automatic report without warning are: stealing, use of profanity, inappropriate verbiage, excessive violence (hitting, kicking, biting, etc.), and property damage.
- A child that threatens to bring a weapon or has brought a weapon to the program, or threatens bodily harm toward an individual will be suspended immediately pending an investigation. Parent/guardian will be called to pick up their child and notification will be made to the Police Department and School District 54 or District 15.
- If, at any time, a child's behavior threatens the safety of themselves or others, the parent/guardian will be notified and **must** pick the child up **within one hour**. This includes off site locations. In the event that a child engages in behavior which poses a threat of bodily harm to himself or herself, others, or facility property, an immediate meeting with the parent(s) or guardian(s) will be called. If such behavior warrants it, an immediate suspension or expulsion may result.

**The STAR Program Coordinator reserves the right to review each situation on an individual basis and may eliminate steps depending on the severity of the incident.**

#### Adult Code of Conduct

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Any authorized parent/guardian or site personnel who displays any of the following behaviors at pick-up or drop-off time will no longer be permitted at the site:

- Physical abuse, shaking, grabbing, hitting, pushing, etc.
- Verbal abuse, including inappropriate language or threats towards a child, another adult, other families or any staff.
- Use or possession of alcohol or illegal substances.
- Smoking or vaping on the premises.
- Firearms are prohibited from school premises.

Communication between any parent and another child, other than his or her own, regarding the child's behavior, will not be tolerated. If there is an issue between two children, the parent should bring it to the attention of camp staff.

If staff suspects an authorized person of substance abuse or view any act of child abuse or its effect, the police, DCFS and District 54/District 15 will be notified. The staffs' first responsibility is to the safety of the children.

#### Mandated Reporting of Abuse, Neglect, Abandonment or Exploitation

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STAR realizes the crucial role mandated reporters play in keeping children safe and ensures that mandated reporters are aware of their responsibilities to report when there is reason to suspect that a child may be abused, neglected, abandoned, or exploited. It is the responsibility of STAR that any suspicion or allegation of abuse, neglect, abandonment or exploitation perpetrated against a child/youth is reported in accordance to the Abused and Neglected Reporting Act. Hoffman Estates Park District staff are considered mandated reporters under the law. Staff are not required to discuss their suspicions with parents/guardians prior to making a report to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making the report.

Additionally, as Mandated Reporters, if staff suspect a parent/guardian or authorized emergency contact person of substance abuse or suspect any act of child abuse, the proper authorities will be notified. The camp staff's first responsibility is the safety of the children.

#### Toilet Training

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All children enrolled in STAR must be toilet trained. If a child has a bathroom accident, a parent will be called to bring a change of clothes (may include shoes) to the program within 30 minutes. If a parent cannot be reached, the emergency contacts will be called. More than three incidents will result in a meeting with the site coordinator, STAR Program Coordinator, and parent(s)/guardian(s).

## Program Attire & Outside Play

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Children need to be dressed appropriately for the weather. STAR children will play outdoors when the weather permits. For inclement weather, children must be dressed appropriately. Jackets, hats, scarves, boots, snow pants, gloves, etc. are required to go outside. Children must wear gym shoes daily to allow for full participation. STAR follows School District 54 and School District 15 recess policies.

When we go outside for activities, all children are required to go outside, unless we have a note from a parent/guardian regarding a medical condition. Unfortunately, our program is not able to provide one-on-one care for your child. For restrictions longer than three days, please provide a doctor's note.

## Personal Belongings

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The Hoffman Estates Park District and its staff are not responsible for items brought from home. Personal items brought from home are the responsibility of the child. Please label all items: clothes, shoes, lunch boxes, water bottles, back packs, towels, etc.

- **NO electronic devices are allowed**
- **NO personal toys/games are allowed**
- Exceptions: books and school issued Chromebooks

If these items are brought to the STAR program, staff will confiscate them until a parent/guardian arrives.

## Chromebook/IPAD

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The use of Chromebooks and iPads during STAR will be limited to homework assignments and/or projects assigned to the student by the classroom teacher, and only during Homework Time. Chromebooks and iPads are not allowed to be used at any other time during the program, for any reason, and should be stored within the students' backpacks when not in use.

### **"Homework" use of Chromebooks and iPads limited to the following DURING HOMEWORK TIME ONLY:**

- Word processing
- Completion of projects (such as power point presentations or other documents)
- Other homework as designated by the teacher
- "Educational" Game websites

**Please note:** Assignments must be written in the students' assignment notebook or otherwise documented so STAR staff are aware of the requirements of the assignment.

### **The Following is NOT permitted AT ANY TIME DURING STAR:**

- Social media websites
- YouTube or other music/video streaming websites
- Gaming/Entertainment websites

- Projects/assignments that require the sound turned on (to avoid distracting other students in the program)
- Recording/taking photos on the Chromebook

**STAR staff are expected to report misuse of the devices to the parent/guardian of the child. Chromebook/iPad users should be encouraged to use a portion of the STAR program area where they are not a distraction to others, but also where their activities are in full view of the STAR staff.**

**In addition to this, please reference District 54's Acceptable Use of the Chromebook Guidelines and the Acceptable Use of the Internet Guidelines for all Chromebook usage as well as District 15's Network Use Agreement.**

### Snacks

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Children enrolled in the PM STAR program will NOT be provided snacks. If you feel your child would benefit from a morning or afternoon snack, please feel free to send them with your child. Please pack your child a snack from home if they are unable to eat the snack provided.

STAR is a **nut-free** environment



To help ensure the safety of children with these allergies, products containing nuts are not permitted at any of our STAR programs (including AM/PM STAR) or at any of our Days Off programs.

If your child has any dietary restrictions, please indicate it in the child/ren's ePACT profile as well as bringing it to the attention of the Site Coordinator.

### Registration, Payments & Program Schedule Changes

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#### **Registration**

A \$50/child non-refundable registration fee is required at the time of registration. A total of nine (9) monthly payments for STAR will be made through electronic fund transfer (EFT). You **must** fill out an EFT authorization form to authorize the automatic monthly payment charge for STAR fees to the bank account, credit, or debit card of your choice on the 10<sup>th</sup> of each month or the next business day thereafter. EFT withdrawal dates cannot be altered.

## **Payments**

Monthly billing payment withdrawals are made on the 10<sup>th</sup> of every month from August 10, 2025 through April 10, 2026. (First Payment will be prorated based on the start date of your child's grade/school)

**\*Any families registering after the first day of school must have approval from the STAR program Coordinator.**

## **Program Schedule Changes**

A STAR Change Form must be completed for any changes to your child's program. The change form is available to print from our website: <https://www.heparks.org/child-care/star-school-program/>. This form then may be emailed to [pcalvey@heparks.org](mailto:pcalvey@heparks.org). You may also visit the front desks of the Triphahn Center or the Willow Recreation Center to fill out in-person. On-site staff are unable to approve or process any changes. All requested attendance changes **must be** received by 12:00 PM on the Wednesday prior to the week requesting the change. Changes go into effect on Mondays and are at the discretion of the STAR/Camp Program Manager.

## **Additional Fees**

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### **Change in Attendance**

A fee of \$10.00 will be charged for each change made to initial registration, excluding household information. The forms are available on our website: <https://www.heparks.org/child-care/star-school-program/>, at the Triphahn Center or Willow Recreation Center. All schedule changes must be turned into the STAR Program Coordinator by 12:00 PM on the Wednesday prior to the week of the changes. Schedule changes go into effect on Mondays and are at the discretion of the STAR/Camp Program Coordinator.

### **Late Monthly Payment**

A fee of \$20.00 will be incurred for any payments received after the 15<sup>th</sup> of the month.

### **Declined Credit Cards and NSF Checks**

There is a \$20.00 charge for each occurrence. Restitution must be made within five days or the child will be suspended from the program until the account is up to date. NSF fees will not be waived due to compromised credit cards; it is your responsibility to contact the billing associate with updated information. All NSF checks must be made by cash or credit card.

### **Outstanding Balances**

Families with past due balances will be suspended from the program until the account is brought up to date. After 30 days the child will be withdrawn from the program. Eligibility to register for any other Park District program will be restricted until the account is brought up to date.

### **Financial Aid**

The Hoffman Estates Park District does accept the IDHS Child Care Assistance Program funding. Child care financial aid may be available through other resources. For information call the DHS Child Care assistance program at 312-823-1100 or by visiting [www.actforchildren.org](http://www.actforchildren.org).

### **State of Illinois Assistance**

Families receiving Assistance for Child Care must provide the STAR Program Coordinator with the "Approval of Request for Child Care Payment" provided from Illinois Action for Children. This completed form must be on file with the STAR Program Coordinator prior to the time of registration. Payment or Action for Children Approval must be provided prior to the child starting the program. Parents are responsible for all co-pays, registration fees, late fees and field trip tickets as the state does not cover these fees.

### **Tax Information/Flex Benefits**

A child care tax statement will be emailed at the end of January to each family to the address on file in the household. If you need a statement of payments, you can access this information through your Park District account. Please see below for further instructions on how to access your online account.

### **Online Payment**

1. Visit the website at [www.heparks.org](http://www.heparks.org)
2. Click 'registration' at the top left of the webpage
3. Log-in to your household account. Unless previously personalized, your user name is your phone#, area code no dashes, and your password is your household ID#.
4. Once you have accessed your account; select my account, pay old balances, proceed to check out and remit payment.