

## COMMONLY ASKED QUESTIONS ABOUT OFFICE PROCEDURES

### 1. What should I do if my child is absent from school?

**Answer:** When your child is absent from school, please notify the school office that morning by leaving a message on voice mail. For audit records we will need to know your child's name, the name of the classroom teacher, whether the absence is due to illness or a personal matter, and the child's relationship to the person calling. If you have called, it is not necessary to send a note with your child when he/she returns to school. The office phone number is (818) 249-3187.

### 2. Can I request homework if my child is out ill?

**Answer:** Homework may be requested for students who will be or have been out for two or more days. Simply email the classroom teacher requesting homework. The homework will be in the office and ready to pick up at the end of the day.

### 3. What do I do if I need to pick up my child before dismissal time?

**Answer:** If you need to pick your child up before the end of the day, please send a written note or email his/her teacher. Your child will not be called away from the classroom until you arrive to pick him/her up.

### 4. How does my child buy a hot lunch?

**Answer:** A variety of hot lunch entrees are available everyday. Students have the option of buying a lunch card. The cards are filed in alphabetical order, by teacher and are kept in the school kitchen. If a student forgets his or her lunch or lunch money, he/she may borrow money from the cafeteria one time only. The money must be paid back before the student will be allowed to borrow again. Unfortunately, the office does not have a fund that can be loaned to students.

### 5. What if my child needs to take medication while at school?

**Answer:** Students cannot have any type of medication in their possession, unless we are provided with specific written instructions from their doctor. If your child needs to take medication while at school, a form must be completed by the child's physician and be on file with our health clerk. All medications are stored in the health office. This includes prescription drugs and all over the counter meds (aspirin, cough drops, etc.)

### 6. What if my child needs to wear wrap such as an ace bandage or brace?

**Answer:** If your child needs to wear any type of a wrap while at school, a form must be completed by the child's physician and be on file with our health clerk.

### 7. Are students allowed to use the telephone?

**Answer:** Due to the limited number of phone lines and the large number of calls coming in to the school, the phones may be used by students in emergency situations only. A forgotten lunch, instrument or homework assignment is not considered an emergency.

### 8. What if there is an emergency and I need to get a message to my child?

**Answer:** If there is an emergency and you need to get a message to your child, call the office. The office staff will make sure your child receives the message. Students are not pulled from instructional time to receive phone calls.

### 9. Money Issues:

**Answer:** When your child brings money to school to pay for a field trip, lunch card, or school supply, it would be very helpful if the exact change were sent in an envelope clearly marked with the student's name, teacher and reason for the money. Unfortunately, the office does not have a cash box and cannot make change.

### 10. Forgotten School Items:

**Answer:** Forgotten school items such as lunches, homework, may be brought to the office by 11:00 a.m. Students are responsible to check in the office for items. Classrooms will not be interrupted to receive forgotten items. Instruments may be taken directly to the Orchestra teacher.