

Clark County Safekey F.A.Q.
2023-2024

- **I cannot find my child(ren)'s school listed on the registration form?**
 - We have our schools listed **alphabetically** by their **last name**.
 - If you still cannot find the school, please email us at: CCSafekey@ClarkCountyNV.Gov or call 702-455-8251 for assistance.
 - There are five (5) different Safekey programs throughout the Las Vegas Valley, we service 90 elementary schools and 3 jr./middle schools.

- **Where and how can I complete a registration form?**
 - All our registration is done electronically via our website in both English and Spanish. [Safekey Before & After School Programs | Official Site \(clarkcountynv.gov\)](https://www.clarkcountynv.gov/safekey)
 - **Paper and handwritten forms will not be accepted.**
 - Please contact our Admin.Office at 702-455-8251 if you need assistance completing an electronic registration form or we can assist you in person at :**2601 E. Sunset Rd., Las Vegas, NV 89120.**

- **I cannot log in to my online account.**
 - Please email CCSafekey@ClarkCountyNV.Gov or call the Safekey Admin. Office at 702-455-8251 and we will do our best to assist you.

- **How much does Safekey cost?**
 - We have a school-yearly, non-refundable, **\$10 registration fee** that must be paid prior to selecting dates/sessions.
 - **A.M.** Safekey: \$5 a day, per child // **P.M.** Safekey: \$9 a day, per child (*\$14 a day per child if both sessions are needed.*)

- **Can I just put money on my account?**
 - Unfortunately, not, as our registration system requires transactions to be specific to daily a.m. or p.m. sessions.

- **How do I know if my child's school is an early start school?**
 - Please email CCSafekey@ClarkCountyNv.Gov or call 702-455-8251 to verify bell and Safekey start times.
 - Our program schedule correlates to the school's specific bell schedule.

- **Is there a fee if I am late to pick up my child?**
 - Beginning at 6:01 p.m. a late pick-up fee of \$5.00, per child, will be assessed for every 10 minutes the participant(s) remains at the Safekey site.

- **How far in advance can I prepay?**
 - You can pay as far in advance as you would like. Either a day, week, or month in advance, as long as there is availability for the date/session.

- **The date/session I need my child(ren) to attend is listed as “Unavailable”.**
 - Unfortunately, when a date/session reads as “Unavailable”, that school site has reached its capacity for the day and additional children cannot and will not be accepted.
 - We cannot add additional children past the capacity due to liability, staff-to-participant ratios, and safety protocols.

- **Why can't I pay past a certain date?**
 - Our calendaring system is open on a quarterly basis this school year giving the fair and equal opportunity for parents/guardians to select dates/sessions before they are maxed out.
 - The quarterly opening will be based on the CCSD calendar for uniformity.

- **Why do you have capacity limits on daily enrollment?**
 - Due to being short-staffed this school year, for the safety of participants and staff we must have an appropriate staff-to-participant ratio.
 - As we hire new staff, sites' capacities will be adjusted accordingly.

- **Where and how can I make a payment?**
 - All payments can be done online (www.clarkcountynv.gov/parks), at any Clark County Community/Recreation Center or our Administration Office.
 - Payments **are not** accepted via phone or email, or at your child's school.

- **Who can pay?**
 - Anyone can make a payment on behalf of your child, but all transactions will fall under the primary households' name and account.

- **Is my credit card information kept on file?**
 - For your protection, we do not store any credit card information.

- **Who is authorized to pick up my child?**
 - The only people authorized to pick up a child are the individuals listed on the registration form as emergency contacts. Everyone is required to show a picture ID.

- **My child(ren) *did not* attend a date/session.**
 - We will not be issuing any credits, refunds, or transferring any dates/sessions that have already been purchased.

- **Do I create an online account per child or every new school year?**
 - No, only one account is necessary per household. Including any already existing Clark County Parks and Recreation accounts.
 - Children may be linked between two separate households with notice.

- **Do I need to complete a Medication Authorization form for my child?**
 - *Only* if your child requires prescribed medication during Safekey hours or in case of emergencies (allergic reactions).

- **Where is Safekey held?**
 - Safekey is held on school campus, in the school's cafeteria/multipurpose room, unless otherwise specified by Safekey site staff.

- **What payment methods are accepted?**
 - We accept cash, checks, Visa/Mastercard/Discover cards.
 - We **do not** accept American Express or payments over the phone.
 - Payments **are not** accepted at the Safekey school site.

- **What if I receive Urban League subsidy?**
 - If you have not done so yet, please forward your child(ren)'s valid U.L. certificates to CCSafekeyUL@ClarkCountyNV.Gov for processing.
 - U.L. certificates need to be submitted every new school year with the correct/current school listed.

- **I need a printout of all the payments I've made this year for tax purposes.**
 - You can have a childcare statement emailed by following these steps:
 1. Log into your account (*top right on desktop/top left bars on mobile*)
 2. Once logged in, hover over your last name, and under "Reports" you will select "Childcare Statement".
 3. Change "For Tax Year" to the tax year you need. Other two options may be changed to your preference as well.
 - A report for that tax year will be emailed to the email address we have on file. (*You can verify/change your email address under "Account Settings"*)
 - **Our Tax ID number is 88-6000028.**

What if I need a copy of a specific receipt?

- Copies of receipts are sent via email to the email address we have on file. We suggest reviewing your junk/spam inbox.
- You may also receive copies via email under "Reprint", then selecting "Reprint a Receipt". All receipts/transactions will be listed chronologically.