

Clark County Safekey F.A.Q.

2022-2023

- **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. (www.clarkcountynv.gov/parks)
 - **Paper and handwritten forms will not be accepted.**
 - Please visit our Admin. Office if you need assistance completing an electronic registration form: **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.