



# Frequently Asked Questions

## **Q: Where are the drop-off and pick-up locations for my child?**

A: There are several - the one that works best for you may depend on the age of your child and your mode of transport (car, bike, on foot). Please see the **Parking Lot Procedures 2018** handout for detailed maps and descriptions of traffic flow.

## **Q: How do I contact my child's teacher?**

A: You are always welcome to reach out to your child's teacher. Email is the best method of contact but for more urgent matters call the Charter Oak office. Here are a few options:

- Charter Oak Front Office at (860) 233-8506.
- A staff directory can be found at <http://charteroak.whps.org>,  
click on —> “School Information”  
click on —> “Contact Us/Staff Directory”
- School directory, usually distributed shortly after the start of school

## **Q: Where do I set up my child's lunch account?**

A: COIA offers Breakfast (\$1.25) and Lunch (\$2.75). There are several ways to pay:

- Send in cash with your child when purchasing a meal
- Pre-pay by submitting a check or cash to the school cafeteria made payable to “West Hartford Nutrition Services.” If paying by check you must purchase a minimum of 10 meals.
- Pre-pay using our on-line service, [www. PayPAMs.com](http://www.PayPAMs.com). A nominal convenience fee will be charged. I can take several days, usually 2-3 days, for the balance to be reflected on your child's PayPAMs account.

## **Q: Am I allowed to drop into the cafeteria and have lunch with my child?**

A: Yes! Find out what time your child has lunch - the Front Office can give you this information if your child can't - and check in as a visitor at the reception desk. DO be respectful of the rules of the cafeteria, DON'T hesitate to help out on Salad Bar Wednesdays!

## **Q: How often is the Salad Bar offered at Charter Oak?**

A: The salad bar is offered bi-weekly on Wednesdays.

School lunch menus are distributed monthly or can be accessed at [www.whps.org](http://www.whps.org).

**Q: Who do I ask about bus service, changes, or additions to service?**

A: Contact our transportation provider, **First Student**, at **(860) 953-2030** or **(860) 953-2032**.

**Q: Will my child be marked Tardy if the bus is late picking them up?**

A: No, the office marks your child Bus Late not Tardy.

**Q: What events are happening at Charter Oak?**

A: Refer to your PTO Weekly Newsletter for the most updated calendar or the school web site, [charteroak.whps.org](http://charteroak.whps.org), click on Upcoming Events in the far right column.

**Q: Is Charter Oak on Facebook?**

A: YES! Please connect with us on social media for the most up-to-date information.

Charter Oak: <https://www.facebook.com/coiawhps/>

Charter Oak PTO: <https://www.facebook.com/charteroakinternationalacademyPTO/>

**Q: I'm curious about the PTO! How can I help?**

A: **You** are our PTO at Charter Oak. We charge no fees and require no minimum of volunteer time. Tell us how much time you have to give and some general areas of interest or expertise and we will offer suggestions. Grandparents are welcome to join and in many cases you can bring the entire family!

Our PTO supports almost every school event and fundraiser so there is no better way to know what is happening at school. Your involvement is guaranteed to enrich your child's and your family's educational experience! Contact us at **[charteroakpto@gmail.com](mailto:charteroakpto@gmail.com)**.

**Q: I know a family who needs translation services. Is there translation help available?**

A: If you or someone you know needs translation services, please call us at (860) 299-5013 to set up an appointment.

**Q: No hablamos inglés. ¿Hay ayuda disponible en relación a traducciones?**

A: Si usted o alguien que conoce necesita ayuda con traducciones, por favor llámemos al pedir una cita.

*Welcome to the Charter Oak school community! We hope you found this document helpful. If you have any suggestions please contact us at [charteroakpto@gmail.com](mailto:charteroakpto@gmail.com).*