



Kaleidoscope Kidz-RAP Parent Handbook for 2024 - 2025

PROGRAM INFORMATION

Purpose

The City of Hercules Recreational Afterschool Program (RAP) is designed to provide Recreation programming to create a stimulating and creative environment for children. The programs are designed to address parental concerns about Afterschool care and to ensure a secure and caring environment.

Philosophy

The philosophy of the programs is to maintain a structured, Well-managed programs which enhances children's learning by providing a varied program of recreation, physical activity, and arts and crafts activities. The programs are not designed as an educational program, but one that is based upon enrichment, socialization, and recreation.

Each child shall have personal rights that include, but are not limited to, the following:

- ❖ To be accorded dignity in his/her personal relationships with staff and other persons.
- ❖ To be accorded safe, healthy, and comfortable accommodations, furnishings, and equipment to meet his/her needs.

Legal Requirements

WE ARE MADATED REPORTER: State law requires program personnel to report to Child Protective Services any possible incident of child abuse or neglect that may be observed with the program. Any unusual skin markings or unusual behavior patterns must be reported. Do not ask the Children's staff if we reported an issue to CPS by law, we cannot answer you. If we did, we did it to protect the children in our care. Failure to report suspected or known abuse or neglect by program personnel may result in prosecution by the Children's Protective Services.

The state law does authorize the supervising staff member of the facility to deny access to a parent/guardian in the case that the parent/guardian is behaving in a manner that poses a risk to the children or staff in the facility, or, the adult is a non-custodial parent/guardian, and the facility has a court ordered restraining order on file. Please refer to your emergency information packet for detailed information.

Personnel

All personnel working in our programs are screened and subject to background investigations as mandated by the State. Prior to employment with the City of Hercules, all staff must undergo a comprehensive health screening, including a TB test, drug test, a criminal record clearance, a child abuse index clearance, and fingerprinting.

In addition, all employees participate in a training program that reviews updated policies and procedures and emergency procedures. In addition, staff are required to maintain current certificates in Adult CPR/AED, Pediatric CPR and Basic First Aid. This course is through the American Red Cross Training services.

All staff must have participated in safety protocols like COVID-19 staff training those details policies/guidelines and procedures. We will be following the CDC recommendation, the current Contra Costa Health Service order and City of Hercules requirements.

As a city government employee, all employees took an oath to be disaster service workers and as such we are considered an employee providing essential services.

Communication with you...

The City of Hercules, Park and Recreation is here for you. Our programs are modeled after summer camp, Program, RAP, and Preschool. All the programs you've grown to love. Our top priority is to give your child a safe, fun environment and strive to give the best possible care. We will follow all the Health Orders from the Contra Costa Health Services, California Department of Public Health, and the CDC Interim guidance for Child Care Program. The policies will be modified and updated as guidelines continue to change. Please see Safety Protocols under the Health Section for how we will make this a safe nurturing environment for everyone. Special note: we ask that you keep your child (ren) home if feeling sick. Please contact us immediately if anyone in the household contacts COVID.

Emergency Information

To register you need to first fill out a registration sheet and pay for the first session. Thereafter you can pay in full or pay by option #B installment payments due on the 5th of each month. The Community center staff cannot take your packet at registration unless all of it is filled out. Once this process is completed you will be sent through email and invitation to go into ePACT to fill out the emergency packet.

NEW PROCESS: ePACT

Emergency information: A child cannot attend unless the parent completes the new online emergency forms through our new app ePACT. There will be no exception to this rule. Nobody can attend if they do not turn in a completed emergency forms at registration. If this is difficult you can still fill out a paper packet if you request.

You can update your child's emergency information anytime on ePACT. It is mandatory that accurate records be always maintained in case of emergencies. If there is any legal order restricting a non-custodial parent/guardian from picking up a child, please notify the office immediately and provide written court documentation on ePACT/or in person. Court documents are the only way we can enforce a legal issue between two parents. We ask that you do not put our staff between your legal issues with your ex-spouse.

Program Schedule

The program is **open** Monday through Friday on all school days according to the West Contra Costa County School District calendar. On **Non-School days** when school is closed the program closed. For example, during vacation periods, such as thanksgiving, winter, and spring breaks, and parent conference day or school in-service days. See the calendar for days the program opens or closed. In most cases the Recreation Department offers special camps on non-school vacation days. These weeks are billed separately at camp rates see the City of Hercules Parks and Recreation guide for details. Conversely, we only charge for the days in session, we do not charge you for holiday breaks.



Kidz Center office

There are no office staff in the three Kidz center offices till after 12:30pm. Any questions regarding billing must always be directed to the Community Center not the site staff. The Community Center office hours are M –TH 8:30am – 5:00pm and you can reach them at 510.799.8291/799.8290. If you have concerns about your child's classroom and you cannot direct it to classroom staff, please feel free to call the Recreation Leader III in the site office. All those contact numbers are at the back of the handbook. The Recreation Manager is also available to help with any issue that needs to be resolved.

Classroom ventilation

We will introduce fresh outdoor air as much as possible, for example by opening windows and the classroom door. Each classroom has an air conditioning unit to provide optimal air quality using the setting that brings in outside air.

Emergency Advisory Notice

We will close if there is an advisory that we are experiencing poor air quality, or weather issues. The resource index for poor air quality conditions that we currently use is the air quality index on www.airnow.gov. At an unhealthy 171 or above we will follow the lead of the West Contra Costa Unified School District guideline and cancel classes. See attached chart on the AQI concerns and rating index.

AQI Index-Guidance for Poor Air Quality Conditions

Air Quality Index	Concerns	Camps/Childcare/Outdoor sports camps
Good 0 - 50		It's a great day to be active outside.
Moderate 51 -100	Children who are unusually sensitive to air pollution could have symptom example asthma-wheezing.	Good day to be active outside.
Unhealthy for sensitive groups. 101 – 150	Air Quality is Unhealthy for sensitive groups. Children, teenagers, older adults and those w/ breathing or heart issues should limit outdoor activities.	Consider moving lunch and other outdoor activities indoors. If engaging in vigorous outdoor activities, limit to a maximum of 15 minutes. Excuse children with sensitivity to air pollution (e.g., asthma) from outdoor physical education activities.
Unhealthy 151 – 200	<i>Per policy at 151 we will move all outdoor activities inside. At 171 we cancel programs.</i>	Sensitive groups: Avoid prolonged or heavy exertion. Consider moving activities inside for everyone.
Very Unhealthy 201 -300	Everyone should be active indoors only.	Re-schedule outdoor events and will consider closing programs.
Hazardous 301 – 500	Program closed.	All programs are closed

BILLING AND PAYMENT PROCEDURES

See the **Fee information sheet** for all the details on program fees. You can find this form in the Emergency packet on the back pages.

Payments are due by the 5th. You pick your plan option A.B. Both payment options have a \$109.00 non-refundable registration fee at enrollment.

Option #A is 2 payments. 50% due at time of registration and 50% due by 8.5.2024. If you drop early, payment returned will be based on option #B fees.

Option- # B – This plan is **10 equal installment** payments first one due at registration and ending on May 5th, 2025. This fee option is due on the 5th of the installment cycle. See the Installment Plan form for dates.

Late fees: After the due date.

1st -\$36.00

2nd - \$41.00

NSF fee

Insufficient funds. This is when the status of a checking or credit card account does not have enough money to cover the transaction. A decline in credit card transaction is your responsibility. We encourage you to update your credit card before the 3rd of the month. NSF - must be cleared with cash, money order or cashier's check.

NSF charge fee: \$40.17

How can I pay: Community Center open Monday – Thursday, closed on Fridays.

1. You can pay at the Community Swim Center: the office hours 8:30am-5:00pm, Monday – Thursday. You can mail your payment or deliver it to the Community/Swim Center located at 2001 Refugio Valley Road, Hercules CA. 94547. For your convenience, there is a 24-hour mail drop-for checks, no cash, in front of the Community/Swim Center.

2. Pay online Web trac Visit: www.ci.hercules.ca.us once the child enrolled. Click Parks & Rec Online web trac. Login into the system (directions for first time will appear.) Once you are logged on roll over **my account in the blue toolbar**. Click the **pay old balances link**. Select which cycle you would like to make a payment for.
3. Another option is to fill out **Auto-debit payment form**: We will run your authorized payment on due dates. You will receive your household receipt through email.
4. If full payment is not received by the 10th day of the installment cycle, your child will not be allowed to return to the program until your balance is paid in full. We are working with an automatic accounts receivable management program on all accounts that extend 30 days past due. Accounts that are 30 days past due, with no payment or special arrangements will automatically be transferred to this collection agency. Your child will not be allowed to return to our programs until your balance is paid in full. Your account will also be frozen from any other activities in our department.
5. Late Payment for option #B: Split household - Program fees are the responsibility of the person who registers the child. For those who have split households this is between you and the person you are splitting the payment with. We do not get involved in split payments for households, so if you are the one registering the child, *you are* responsible for the whole tuition, not half of the payment. It will not be the CSC office staff's responsibility to track down the other ½ of the tuition.

Withdrawal from Program

If dropping, you are responsible for the whole installment cycle, no pro-rating in middle of cycle. Drop by the withdrawal date, see the installment plan Option #B form for those dates. There is an **\$80.00 Withdrawal fee** with your drop notice. You must complete a Program Change Form and drop by the set withdrawal dates. See the Installment Plan option #B sheet for this information.

Refunds

No refunds after March 27, 2025.

There are no refunds or credits. There is no reimbursement for sick days, absent days, vacation days, or suspension days. If a child will not be attending for an installment cycle, but plans to return to the program, payment must be paid in full, to reserve that child's place in the program. If payment is not made, the space will be filled with participants on the waiting list. Any questions regarding reimbursement/refund please see the Recreation Manager, we have made some exceptions for absences due to long-term illness or unforeseen State Emergency's.



PROGRAM

Program Structure for RAP

The program is structured to offer a variety of daily activities such as arts & crafts, games, sports, cooking, science, drama, self-discovery, cultural appreciation, and life skills. We will set aside time Monday – Thursday for homework, however this is a recreation program with an emphasis on socialization and keeping the children active outside.

Meeting Spot for RAP at school

Each site has a meeting spot at each school site. The staff will be wearing a blue apron or blue staff shirt. It is the child's responsibility to come to the meeting spot after class is dismissed. If your child needs to stay after school for any reason, they must come to the meeting place and inform the staff that they will be staying after school. The schoolteacher should be responsible for returning your child to our care.

Children will not be allowed to leave the site with any person unless the parents give written authorization. Only adults listed on the emergency card will be allowed to take the child (ren) from the site. Any person not familiar to the program staff will be required to show identification upon arrival at the site. Please do not be offended if a staff person asks for identification, this is for your child's safety.



Children Entering/Leaving the site.

Parents/guardians must sign their child (ren) in/out when taking their child to and from the site. You must sign your first initial and your full last name on the sign-in/sign-out sheets. Please do not sign “Mom” or “Dad” we require a full name. When dropping off/picking up your child, if you appear to be intoxicated, or are displaying unusual behavior, staff will take every precaution for the safety of your child and others, including calling the police. We do not want to be put in this situation but will take the necessary measures if this problem should arise.

Leaving Kidz Centers: The Children’s Programs do not allow children in Grades K-4th to sign out, or to pick up another child from our programs. Children in 5th grade or above may sign in/out with the parent’s written permission. We must have written authorization in advance of allowing a child to sign out of the program. During the winter months, children are not allowed to walk home after 4:15 p.m. This is for the child’s protection.

Minimum Days

We pick up your child early every Wednesday which is a minimum day. We also pick up early during conference time and other minimum days around (50) minimum days. You do not need to pay an additional fee for these minimum days.

Absent Child Procedure

Office Staff must be notified if your child will not be attending program or if your child is out due to illness. The number for the office phones for each Kidz center is on the back page. You can call this number 24 hour a day and leave a voice message if closed. Please call us before your child gets released from school; staff will already be looking for your child. The following procedure goes into effect when we cannot find your child after school:

1. Staff will begin to search for the child by first contacting the school and speaking with the child’s schoolteacher and office staff.
2. If the child attended school, but cannot be located, staff will then contact the parent/guardian at home or at work.
3. If parent/guardian is unavailable, staff will contact the additional persons on the emergency information form.
4. If the child cannot be located, staff will immediately notify the Hercules Police Department.
5. Hercules Police will respond to the Afterschool site and start immediate emergency procedures, make a report, attempt to notify parents, etc.
6. Hercules Police Patrol Officers are notified and placed on alert. The Police Chief is notified that there is a potential missing child.

In addition, in situations where we have a legal issue, such as custody and/or restraining order, the responding Police Officer is advised of this information and the situation is handled accordingly.

What we need you to do for us:

1. Provide a note or call the Afterschool Office after 12:30pm if you have made other arrangements for your child after school. Leave a voicemail if nobody is in the office.
2. Do not assume your child has already told us that they are not coming to RAP that day. We cannot take the child’s word for it. We must have verification from parent.
3. The Kaleidoscope Kidz RAP Policy does not allow children in Kindergarten to Fourth grade to sign out, or to pick up another child from site. Children in 5th grade or above may sign out with the parent’s written permission.
4. If your child did not attend school or went home ill, please call to let us know that we do not need to pick up your child that day.

HEALTH MATTERS

What if my child/family member/staff tested positive for COVID?

If any of the above develops symptoms of COVID-19 or test positive for COVID-19 they should not return until they have met all the guidelines stated in the Contra Costa Health Order. We must inform our families that they might have been exposure.

Any of our programs can be cancelled due to illness in the program, or change in State, County, or Federal guidelines.

DAILY HEALTH MATTERS



Safety Protocols

We ask that parent/guardian and employees complete a health screening before coming to the program each day. All children in attendance must be healthy enough to participate in the center's daily routine. A child who is running a temperature of 100 F degrees or more will not be allowed to remain on site. If your child displays any of the symptoms below, you will need to pick up your child immediately. If the parent/guardian is unavailable, the other persons on the emergency authorization card will be contacted. We do not want to share the illness with others. Do not return till your child is well from his/her illness. Please notify us if your child is dealing with an illness. Our contact information is on the last page of this handbook.

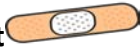
Wellness Questions for your household, in the last 24 hours.

The parent/guardian will be asked to confirm that their child does not have the following.

Symptoms:

A fever, cough, running nose, new loss of taste or smell, shortness of breath, chills, headache, sore throat, and flushed cheeks.

Medical Treatment



Emergency contacts and medical release forms must be on file for each child at the program site. Each site has appropriate first aid supplies for very minor injuries, such as shallow cuts, scratches, or scrapes. For serious injuries, such as severe bleeding, and breathing problems we will contact the 911 emergency services. Epinephrine pen will be used in case of an allergic reaction and assistance will be obtained through the 911 emergency services as well.

Allergies

Food allergies policy: All Children's Programs are **NUT FREE ZONES**. We have several children in our program with different food allergies. Please fill out the emergency forms with clear directions. You will need to fill out the "**Parental Consent & Directions for the Self-Administration of Medicines, Release Waiver form.**" You must request this form on the Emergency Information card in your completed packet.

All parents must understand that for some children this can be a life-threatening. We ask that everyone adheres to our policy of a NUT FREE ZONE.



Infectious illness

Parents are responsible for reporting all communicable diseases that their child may contract, i.e., COVID-19, chicken pox, pink eye, head lice, etc. A child will not be allowed to remain on site if head lice are detected. Parent/guardian will be notified, and arrangements must be made immediately for pick up. The child may return to the program after being treated with medicated shampoo and all eggs are removed from hair follicles. We will notify you if we have a case of any communicable disease on site. Please read the Parent Information Wall/Roster every day.

All children in attendance must be healthy enough to participate in the Center's daily routine.

Medication and Sick Children

If your child becomes ill during school hours, he/she will not be allowed to attend the Afterschool program. Your child will need to be picked up from the school office. Please notify the RAP office staff that your child is ill and will not be attending that day. ***If your child arrives sick in any of our programs, we will immediately send your child home.***

Staff are not allowed to administer any form of medication; with the exception of Epinephrine pen and breathing treatments, these are life threatening. Staff will immediately call 911 as well. That includes, but is not limited to, prescription and non – prescription medicine.

If your child requires medication you will need to make arrangements with the Recreation leader III to come in or have an authorized representative come and give your child, the medication. Please discuss any medical issues with the Recreation Leader III before your child begins the program. In the case of an emergency, such as an allergic reaction, staff will immediately call 911.

Emergency Medical Treatment: Ambulance Services

The City of Hercules does not pay for ambulance services or medical treatment. An attempt will be made to gain permission from the parent/guardian for non-serious emergency use of an ambulance, as in the case of a suspected broken bone. Parents/guardians will have the choice to transport by ambulance or they may transport the child in their own vehicle. If staff are unable to contact parents/guardians, staff will follow the medical advice from paramedics and transport the child by ambulance if recommended. Ambulance company policy does not allow staff to ride in the ambulance with the child. If parent/guardian cannot be contacted, a staff member will follow and will remain with the child at the hospital until the parent/guardian can be reached. In non-serious emergencies, the parent/guardian may ask that the child remain on site until the parent/guardian can arrive to pick up.

REMEMBER: The City of Hercules does not pay for ambulance service or medical treatment.

CHILDREN'S PROGRAMS PROCEDURES

Parent Information Wall

There is a Parent Information Wall located in each classroom. It is the parent's responsibility to read all messages on this wall. This is one of the ways staff can communicate with parents about special activities the child will be involved in. The Parent wall has the monthly lesson plan and daily events in your child's classroom.

Accessibility Special needs or Fears

Please note on the Emergency Information card under medical if your child has an allergy, or any disabilities. All children are welcome, and we do our best to accommodate those with a disability. The program does not have the resource to provide one-on-one attention/care. Prior to enrollment, you need to contact the Recreation Manager to discuss the appropriateness of the child's placement. In some cases, if you provide an assigned aide, it can make all the difference for the child and the program you enrolled in. Please understand we must follow the student to leader ratio in all classrooms.



After School Activities

The staff cannot be responsible for bringing and picking up your children for other after school programs/activities. If your child is involved with after-school activities, such as music or scouts, you must make arrangements for them to be picked up from the site and taken to the activity. We cannot spare the staff to walk the children back and forth to other activities. If you want your child to participate in after school activities, you must sign a permission slip giving authorization for your child to attend the activity. The form is in the Kidz center office, we will make sure that the Afterschool staff are aware.

Holiday Celebrations

We understand families have traditions and celebrations it is part of growing up. We make every attempt to provide a wide variety of seasonal and cultural experiences for our classes. But if you wish for your child to not participate in some holiday traditions, we will do our best to accommodate your family. Another option is for you not to bring your child on that day, this is your choice.



Toys

Please do not allow your child to bring a toy. They can be easily broken, and sometimes cause conflict between the children. **What should my child not bring?**

**Electronic games * iPod/iPad *Trading cards *Toys-unless it is a share day. * Money *Furry friends.*

“Share Days” are the only days children can bring toys from home. It will be on the class lesson plan if we have a special share day.

Electronics

We understand that children have been given a school iPad to use for schoolwork. We are allowing the school iPad to be used during homework time only. By signing A PERMISSION SLIP, and you have spoken to your child about the responsibility they have using iPad for homework. They are responsible for the care of their equipment and any damage that may happen during this time. The iPad can only be used for homework at that time per day. It must go back into the child backpack after homework time.

The City of Hercules is not liable for lost, broken, or stolen items. Most electronics need to stay at home. There are some exceptions and that’s the school iPad, Smart watch and cell phones. The cell phone must stay in your child’s backpack. The Smart watch is a nice thing to have but we also ask that you not keep calling your child on it. If you need to talk to your child, you can call your child anytime at the site. The Smart watch like the cell phones is difficult when everyone uses it during our short time with each other. We understand some parents feel it is important for their child to have one for emergencies. But please understand we are not responsible for the cell phone/smart watch being lost, broken, and stolen.

Activity Plan

Each month’s activities are based upon a theme. Our Leaders are required to write an Activity Plan every month based on theme of the month. The theme may be related to the theme, and State. We provide seasonal sports, outdoor education, and free play experiences. We have a PM P.E. instructor who works with each class once a week on sports skills and sportsmanship. The Activity Plan will be posted on the parent wall, and you can also request a copy of one.

Special Activity Days

Special activity days will be announced on the monthly Activity plan. This could be celebrating a theme hero, Unity Day, or rare movie day. All movies shown will be either G/PG.



Appropriate Clothing

Wearing the appropriate clothing is an essential part of your child’s experience. We need your child to wear or have in his/her cubicle a pair of sneakers for P.E. and for outdoor play. If you have a concern about your child getting paint on themselves or their clothing, please send an old shirt for your child to wear.

Snacks



All our programs provide a snack each afternoon; you can see the monthly snack menu on the parent information wall. If your child has a food allergy or dietary restrictions, you must note it on your child’s Emergency Card. You may need to provide a snack if your child has extreme dietary restrictions. These items may be stored on site in the office.

Lost and Found

Each class will have a container marked lost and found. This container of lost and found items stays at the sites for two weeks. After two weeks we donate the items. We remind the children to keep their clothing items and put them in their backpack. As suggested for younger children all articles of clothing should be marked with your child's name on them.

DISCIPLINE POLICY

Guideline

The following guidelines will only be implemented after behavior modification and all other steps have been followed. Staff must show all efforts in working with the child within the classroom. If a child persists in displaying unacceptable behavior, additional procedures will be followed.



Three Warnings

He/she will be reminded of the rules of the program. At this time, an incident report will be written, and parents will be notified that their child is having trouble following the rules. Our policy is to always redirect the behavior. We do not believe in Time Out. If the behavior modification and steps are not being met, then we may need to ask you to come pick up your child for unacceptable behavior for that day. Behavior would include making threats to staff or peers, physical and/verbal abuse of staff, peers, or oneself, running away from staff and or out of the program boundaries. We cannot tolerate difficult behavior.

Dismissal from programs

The City of Hercules reserves the right to terminate registration at any time, if the Recreation Manager, and Recreation Coordinator determines that this action is in the best interest of the program. The Recreation Leader III will schedule a meeting with the parents to discuss the reasons for the dismissal. In general, your child may be dismissed from the program for the following reasons.

- It is determined by the Recreation Leader III, Recreation Coordinator, or the Recreation Manager that our program is unable to meet your child's needs.
- Parent/guardian has not cooperated with the child's discipline needs.
- Continued discipline problems or unacceptable behavior. See above examples.
- Your family is not following the policy regarding COVID-19 or other regulations to keep us all safe.
- Other reasons which may be unique to this program.

MISCELLANEOUS/FREQUENTLY ASKED QUESTIONS

What is the City's Tax I.D. Number?

The City of Hercules Tax I.D. number for all tax issues is 94-6027345.

Do you have a lost and found?

Lost and found items are kept in a box in the office. Lost and found items are kept on site for two weeks, and then they are donated to a charitable organization.

Do you provide all day care when school is closed?

Yes, in most cases we do provide care via a seasonal camp. See the camp section in the Recreation Guide for more information.

Where do I mail my Installment cycle payment?

All payments may be mailed, or hand delivered to the Community/Swim Center at 2001 Refugio Valley Road. There is a mail drop in front of the building available 24 hours a day, no cash please. You can pay online through Web-trac; you just need your household #. Payments are due on the 5th of the month for option #B. See the section "Billing and Payments procedures."

Do you charge families for Non-School days like holiday breaks?

Cycles/fees are based on school days only... If the school CLOSED RAP will be closed. Therefore you are not charged for holidays/breaks. The fees are determined for the days the program runs only.

If the West Contra Costa School District closes for an emergency, will you provide care that day?

No, we cannot provide care for school closures for emergencies. If school closes, we will close too. Staff cannot pick up your child from school. Our staff will not arrive till their shifts begin and there will be no one on site.



LOCATIONS OF KIDZ CENTERS

Lupine

1905 Lupine
(510) 799-8259

Ohlone

201 Turquoise Drive
(510) 799-8224

Hanna Ranch

2470 Refugio Valley Road
(510)245-4803

Office Hours: 12:30pm-5:30pm Monday – Friday. Ask for the Recreation Leader III.

Mail or drop off payments to the Community Swim Center:

Open M-TH 8:30am-5:00pm (510) 799-8291 /8290
Parks and Recreation Office
2001 Refugio Valley Rd.
Hercules, CA 94547

All payments can be mailed to Community Swim Center, see the different options under payment details. The office staff can help you with all your billing issues or the Recreation Manager.

Recreation Manager

Ambra Garfield
2001 Refugio Valley Rd.
Hercules CA. 94547 (510) 799-8230
agarfield@ci.hercule.ca.us
Monday - Thursday 7:30am-5:30pm.

We want to thank you for giving us this opportunity to be of service to your FAMILY. Our staff will ALWAYS strive to earn your continued confidence. Please let us know if you have any suggestions and feel free to call us if you need further assistance. The Recreation Manager is available to answer your questions Monday – Thursday.