

# Falmouth YMCA SACC & Out of School Time

## Parents Frequently Asked Questions

### **Top 10 FAQs:**

#### **1. Is there drop in care?**

Same as current: Yes. This option is for parents/guardians unable to commit to a set schedule.

#### **2. Is there a full and part time program for regular schedules?**

Same as current: Yes. Parents/guardians requiring regular care may register for 1, 2, 3, 4, or 5 days per week of care on a set schedule.

#### **3. Will I be denied a spot if I register for the drop-in care?**

Same as current: No.

#### **4. Will I be billed for days my child does not attend?**

For regularly scheduled children, we require payment as per EEC billing requirements. For drop-in usage, payment will only be required for days used.

#### **5. May I use an EEC voucher for the drop-in program?**

Same as current: EEC does not permit voucher usage for drop-in programs. However, regularly scheduled children will be eligible to use their voucher.

#### **6. Is there a registration fee?**

For all current families enrolled in Falmouth Kids Club, there is no registration fee.

For new families enrolling in the program, there is a one-time \$25 registration fee to set up the family in the database. Additional children in this family at the same address will not pay a registration fee.

#### **7. Is there a deposit for the program?**

For a regular schedule, we require first and last week schedule deposit. The last week deposit will be applied to your final bill in the program. This is waived for families on scholarships and EEC vouchers.

For drop-in, we will require first and last day deposit. This will be applied to your first day and last day or refunded at the end of program use.

#### **8. What do I do if I cannot afford the program fees?**

No family is turned away due to an inability to pay. Families may apply for assistance. The following factors are considered: income, expenses and individual circumstances.

**9. Who will be supervising the children?**

EEC qualified staff will be supervising children. All Falmouth Kids Club staff interested in continuing employment with the program are transitioning over to the YMCA. Additional staff will be hired to meet EEC required ratios.

**10. Will a program be offered on 1/2 days?**

Same as current: Yes. All children enrolled in the program may participate in the 1/2 day program. Reservations for 1/2 days will be communicated with advance notice.

New: The 1/2 day fee will be the same as the PM rate.

**Other FAQs**

**Will snacks be provided?**

Yes.

**Will my child have a chance to do homework while at the program?**

Yes.

**Will the program be open for children with special needs?**

Same as current: Yes. The YMCA will work with individual family needs and the school district to provide access to the program.

**How do I register for the programs?**

In addition to offering publicized on-site registration and open houses, parents may also set up an appointment with your school location site director/coordinator.

**How do I pay my tuition?**

Options include: Mail check or money order payable to YMCA Cape Cod (include your child(ren)'s name in the memo, OR set up automatic weekly EFT from a checking account (forms available from the YMCA), OR pay by credit card (Mastercard, VISA, American Express or Discover).

**How do I withdraw my child from the program?**

We ask for two-week written notice to the program director. Last week's deposit will be applied as payment for the last week enrolled in the program.

**How do I sign my child in/out?**

For signing into the program for the drop-in afterschool program, we will offer a simplified 'booking' system for signing into the program.

There will be a staff managed attendance sheet at each location to sign in for the am program and sign out at the end of the pm program.

**Will my child need money while at the program?**

We discourage children from bringing money to the program.

**Should my child bring valuables to the program?**

Please have children leave all the valuables and toys at home.

**Does the program have a lost and found?**

Please ask your site director/coordinator for the location of lost and found.

**What happens if I pick up my child after 5:30 pm?**

We will ask the parent to sign the late time on the sheet. Accounts will be charged \$10 for every 5 minutes late.

**Who can pick my child up from the program?**

Anyone previously listed by you and written on the emergency/pick-up authorization form may pick up your child.

**If school is closed due to official holiday or inclement weather, will the program be open?**

Same as current: The program will not be open when the schools are officially closed. However, the YMCA is planning to provide a program during school vacations such as winter and spring break week. Information about these options will be released in the fall.

**What do I do if my child is sick on a day they regularly attend the program?**

We ask that you call and leave a message with your site director/coordinator in advance.

**What do I do if my child does not need care on a day they regularly attend the program?**

Please let your site director/coordinator know in advance.

**How do I make changes to my child's on-going attendance schedule?**

We ask that you give two week written notice to our program director. This does not apply to drop-in users.

**How can I be involved in my child's experience at the program?**

By communicating with the staff at pick up and participating in activities such as family dinners & talent shows. Parent/guardian feedback and open communication is welcome at each program.