



## AFTERSCHOOL CARE

### QUESTIONS & ANSWERS

**What date is my afterschool payment draft on?** Accounts are drafted on Fridays prior to the week of attendance.

**What happens if my bank draft is returned?** You will be charged an additional \$20.00 Return Draft Fee. You are required to make a payment in full and update new credit card at the main YMCA or service will be terminated.

**If I am late picking my child up from the after-school program is there a fine and how do I pay it?** A fee of \$1.00 per minute is charged and payment is required at pickup. If payment isn't received at pickup the fee will be drafted from the card on file, the following day. If your child is picked up late on three occasions, your child's participation in the program may be suspended or terminated.

**What are the weekly rates for the after-school program?** The cost for 3 -5 days for members is \$65.00 a week per child and for non-members it's \$85.00 a week per child. If a child is signed up for 1-2 days a week the cost is \$36.00 for members per week per child and \$47.00 for non-members per week per child. Income-based participants DO NOT receive additional attendance discounts.

**If my child attendance changes, whom do I tell?** Notify the Program Coordinator and Director of all changes to your child's attendance plans. Deadline to notify changes is on Wednesday the week prior to the draft on Friday's. No credit is given once payment has been drafted for the week without prior communication in advance on the required date of the Wednesday before draft occurs on Friday. Email attendance information to [rmcgruder@ymcachattanooga.org](mailto:rmcgruder@ymcachattanooga.org) and [skey@ymcachattanooga.org](mailto:skey@ymcachattanooga.org).

**Will I automatically be charged for school break camps and other holidays the schools are scheduled to be closed?** No draft will occur during holidays or scheduled breaks; unless you register for childcare for the holiday and break camps that are held at the Cleveland Family YMCA during these times. Parents are required to pay the balance at the time of registration for all break and holiday camps.

**Can my child attend the program when school is closed for teacher-in-service, staff development, parent conferences, etc.?** The program will operate at the YMCA on these days. An additional fee is required for students to attend. The cost for attendance is \$15.00 per child per day in addition to afterschool weekly fees.

**What activities will my child be participating in?** A typical daily schedule includes character development, homework assistance, devotional activities, reading time, group games, center time, board games, etc. Please check with your Site Supervisor for more site-specific details.

**Can my child bring a snack and if so, are there any restrictions on what they can bring?** The YMCA receives after school refreshments from the YMCA Mobile Fit Program and Cleveland City Schools. If you choose to send a snack for your child, please consider other products that do not contain peanuts, peanut butter or any product that has peanuts/peanut oil included. We make significant efforts to limit food with allergens. While foods containing nuts are strongly discouraged, we cannot guarantee a 100% nut-free or allergen-free environment and, therefore, cannot be labeled as an allergen-free or nut-free facility. Snacks may not be available at all afterschool sites so please check with your Site Supervisor to see if snacks are available to be served at your child's afterschool site.

**How do I change my list of authorized adults to pick up my child?** The parent or legal guardian who registered the child for the program is required to complete the authorization pick-up form to add or remove authorized adults. Once the form is completed, email it to [rmcgruer@ymcachattanooga.org](mailto:rmcgruer@ymcachattanooga.org) and [skey@ymcachattanooga.org](mailto:skey@ymcachattanooga.org) from your email that is listed on file with the YMCA. If email isn't received from the email we have on file for you, the changes will not be approved.

### CLEVELAND FAMILY YMCA