

# FAQ

As you search for and make decisions about after school activities for your children, The Quincy Family YMCA wants you to know everything about us and our licensed Afterschool Program. Learn more about what makes our afterschool programming different and see answers to frequently asked questions below. We hope the information on this page is helpful when making the important decision to send your child(ren) to the Y. As always, feel free to contact your us if your questions are not answered here.

## **Q: Where is the Afterschool program located?**

A: Where isn't Afterschool located? We take field trips weekly, but kids arrive after school at the Quincy YMCA.

## **Q: What time does Afterschool start and end each day?**

A: Children are picked up after school end each day and need to be picked up at the YMCA by 6:00pm.

## **Q: How do I register for Afterschool?**

A: Registration must be done in person, one packet is required for each child and must be completed and turned in at the time of registration. Forms are available at the Welcome Desk or online. All information must be completed before you will be allowed to register your child. A \$40 activity fee is also required to secure your child's spot.

## **Q: What are the qualifications of the counselors?**

A: Our counselors are trained in CPR, First Aid, child abuse prevention, emergency procedures, water safety, and our afterschool curriculum that incorporates values and education. All counselors are over the age of 18 years and must pass a background check prior to employment.

## **Q: What happens if my child is sick or gets hurt?**

A: Parents will be notified by staff if their child has not been feeling well for a period of time and does not seem to be getting any better. Moderate injuries will also be communicated to the parent once proper first aid has taken place. In the case of a severe injury needing professional medical attention, the parent or guardian will be contacted immediately.

## **Q: What is the procedure for when my child needs to take prescribed medication while at the Y?**

A: We will have a form on hand that the parent will be able to complete and we will make sure all medicine is taken properly and on time. Medication MUST come in the original pharmacy container. It must list clearly the child's name, the doctor's name, the name of the medication, the correct daily dosage, and the correct time of the day the medication is to be administered.

## **Q: What is the counselor to child ratio?**

A: 15-1

## **Q: May children bring toys and similar items from home to the Y?**

A: We will have show and tell, but please know that anything brought from home is not the YMCA's responsibility.

## **Q: Does my child need to bring snacks to the Y?**

A: We will provide a healthy snack every day after school.

## **Q: What is a typical day like? Does the Afterschool program offer field trips as an activity?**

A: There is no such thing as a typical day or week. Upon arrival after school children will have a snack, work on homework, participate in various large and small group activities such as STEM activities, arts & crafts, games, sport lessons or swim time and enjoy free play. Children will experience a variety of field trips throughout the year.

## **Q: Will my child be placed in a group with other children of the same age?**

A: Yes each child will have a close group that they will be with everyday.

## **Q: Is child care available on days when school is not in session?**

A: Yes child care will be available on school out days, half days, snow days and holidays. School out day child care is available from 7:30am-6:00pm.

## **Q: Does the Y offer Financial Assistance?**

A: Yes we do not turn anyone away. We will help you as much as we can. Assistance is provided by West Central Child Care, DCFS or YMCA scholarships.

## **Q: Do I have to send my child all school year?**

A: No, but new this year children are locked-in for a semester at the full or part-time rate. At the end of the semester you may change your child's status. You will be charged each week for the rate you choose.

## **Q: Who do I pay? What type of payment is acceptable?**

A: You will receive an invoice every Friday. The full balance must be paid within 14 days. Any balance not paid 14 days after your registered session will be assessed a \$15 late fee. We accept cash, check or debit/credit card. The Y offers a 10% discount if you enroll in automated draft. Automated draft is set up through a debit card, credit card or bank account. The automated draft is taken out at time of billing on Friday.