



FOR YOUTH DEVELOPMENT™  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## **FAQ for YMCA School Age Care (Before and After Care)**

- **Do we still have openings?**

Yes, we rarely cap the programs. We will continue to hire staff to stay within student/teacher ratio.

- **What are the hours of operation?**

Our SAC programs open at 7:00am and go until the beginning of school; then again in the afternoons from the end of school until 6pm.

- **What is the cost per session/registration fee?**

The cost is \$11.25 per session with a weekly **3** session minimum. (An example of the 3 session minimum is if a child was registered for Monday am care, Tuesday and Thursday pm care = 3 sessions. Any combination to make 3 sessions or more each week is acceptable. If your child attended every morning and every afternoon, that would be 10 sessions.)

A \$50 registration fee is required for each registration. The registration fee will be waived through September 21.

- **Is there an early pick-up/drop-off rate?**

No, each session costs \$11.25, regardless of how long your child attends the program in the morning or afternoon.

- **Is there a sibling discount?**

The YMCA does not offer sibling discounts, however scholarships are available (see next question for scholarship information).

- **Does the YMCA offer Personal Pricing/scholarships?**

Yes, Childcare Personal Pricing scholarship forms can be found online at [ymcatwincities.org](http://ymcatwincities.org) or at the Parent Table in the YCare room. Parents should complete and turn in to the Customer Service Center (CSC) with required documents. Please inform the parents that it can take up to 2-4 weeks for processing.

- **Do you allow drop in care?**

No, unfortunately we do not allow drop in care. This would be if a parent has a conflict and needs care for one day, we need to follow protocol with the 3 session minimum.

- **How can a parent pay and when is payment due?**

Payments are due by the Friday the week before service. Parents can make a payment online, by calling the CSC, setting up automatic payments to come out of their bank account, or by bringing check, cash or credit card payment to a YMCA branch.

- **Can I change my child's schedule?**  
Yes, you can make changes to your child's schedule. Changes need to be made by the Monday the week prior to the week of care. Any changes made to your child's schedule after that Monday will be assessed a \$2.00 late fee per session.
- **What forms are needed at the time of registration?**  
Online registration is always encouraged ([www.ymcatwincities.org](http://www.ymcatwincities.org)). Otherwise, we need three (3) forms at the time of registration: the registration form, emergency contact form complete with immunization information, and waiver form. These 3 forms need to be completed and signed. **A \$50 registration should also be collected at the time of registration.** Child can start the program once the registration has been received by the CSC.
- **Does the Y offer care on School Release Days?**  
There will not be School Release Days offered at St. Croix Preparatory Academy, however there are Release Days offered at other YCare locations. Please see the website for School Release Day locations and information.
- **What are the student/teacher ratios?**  
The student teacher ratio in our programs for K-5<sup>th</sup> grade is 1:15.
- **What activities do the children do at YCare?**  
The staff plan a variety of structured and fun theme based activities each day ranging from arts/crafts, gym games, cooking projects, and much, much more.
- **Do you do homework with the kids?**  
Yes, parents should talk to the site staff the parents want their child to go to homework club, otherwise staff will offer between 20-30 minutes of staff supervised homework time.
- **Do the kids go outside at all?**  
Yes, we will take the children outside every day weather permitting. We follow the severe weather guidelines and will not take children outside if the Heat Index reaches over 95 degrees or the Wind-chill Factor is below zero.
- **Is there a snack time at YCare?**  
The Y encourages parents to send healthy snacks with your child each day. Time is given each morning and afternoon for children to enjoy a snack brought from home.
- **When does the CSC need to be contacted?**  
The parents should call the Customer Service Center (CSC) for the following reasons:
  - To confirm registration
  - To ask billing questions
  - To set up payment plans
  - For help with their online account

Customer Service Center: 612-230-9622

- **Please contact the following for ALL other questions about YCare:**  
**Kim Spry: 651-490-4882 – [kimberly.spry@ymcatwincities.org](mailto:kimberly.spry@ymcatwincities.org)**  
**Jon Spry: 651-490-4886 – [jon.spry@ymcatwincities.org](mailto:jon.spry@ymcatwincities.org)**  
**Tamara Boeck: 651-490-4887 [tamara.boeck@ymcatwincities.org](mailto:tamara.boeck@ymcatwincities.org)**