



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



## FREQUENTLY ASKED QUESTIONS



### School Age Care 20/21 YMCA OF SPRINGFIELD

**Is it too late to register?** Registration can happen at any time but we need 3 to 5 business days before your child can begin. Register prior to July 15 and we will waive the \$50 registration fee. You will receive an email from our staff confirming your start date..

**Does the Y provide care on school holidays?** On most school holidays, we offer childcare for our SAC program participants. Sometimes care is offered at the school site and requires a minimum registration. Your site coordinator will have additional information. Additional fees and registration may be required.

**Who do I speak to regarding concerns and questions about my school site?** Each SAC location has a site coordinator who oversees day to day operations. Names of site coordinators and site phone numbers will be available at the start of the school year.

**My child will be absent for an entire week, can I have those fees waived?** Absence for an entire week will result in fees reduced by 50%.

**How do I make a change to my child's attendance schedule or cancel enrollment?** Any changes, updates or cancellations require two weeks notice in writing. Forms are available at your school site or you may email the Billing Coordinator.

**I am going to have assistance from CCP or DCFS to pay for childcare, what do I need to do?** See the CCP/DCFS Form for instructions.

**Are registration fees refundable?** No

**Does the YMCA have scholarships?** Yes. We have financial assistance and information can be found on main SAC page (at the bottom).

**The program I want is full, what do I do?** You may register and be added to the waitlist for no initial fee. If a spot opens, we will contact you.