



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Afterschool Matters – Frequently Asked Questions

For more detailed information about the Afterschool Matters program, please visit the YMCA of Springfield's website to review the *Parent Handbook*. All policies & procedures within the *Parent Handbook* must be followed. (www.springfieldymca.org)

1. What are the hours of the program?

Afterschool Matters is held from school dismissal until 6:00 pm on days school is in session. This includes early dismissal days.

2. What about days when school is not in session?

The YMCA's School Days Out Program is a full-day (7am – 6pm) childcare program offered on days when school is not in session. This program is held at both the Downtown YMCA & Kerasotes YMCA locations. Please visit our website & click on School Days Out under the Programs & Classes section for more information & registration.

3. Does the YMCA provide transportation for Dist. 186 children who attend Afterschool Matters at the Downtown location or for School Days Out?

No, the YMCA does not provide transportation to either facility. Parents/guardians must provide transportation for their child.

4. What are the age requirements?

Your child must be between the ages of 5 – 12 yrs. old & in kindergarten – 6th grade.

5. What sort of activities do the children do?

Daily activities include homework assistance, reading & writing time, arts & crafts, STEM projects, outside play, snack time, & much more!

6. Is there a registration fee?

Yes, there is a \$50 registration fee per child that is due at the time of registration. The registration fee is non-refundable.

7. How do I make my weekly payments?

Our preferred method of payment for the afterschool care programs is automatic withdrawal. Payments are processed weekly, 7 days before the start of each week.



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

8. Does the YMCA offer sibling discounts for Afterschool Matters?

No, we do not offer sibling discounts for any childcare programs. However, YMCA members receive discounted rates on all programs. Please visit the YMCA of Springfield's website for more information about becoming a member!

9. Can I get a refund or discount if my child is absent from the program?

No, the YMCA does not process refunds or discounts on weekly fees for absences. If the school is closed for an entire week (Monday-Friday), the fees are prorated to reflect 50% of the part-time rate.

10. Does the YMCA accept Community Child Care Connection (CCP) or DCFS financial assistance for childcare?

Yes! Please contact the Youth Development Billing Manager for further guidance.

11. Can I cancel/change my child's registration during the school year?

Yes, we require a 2-week written notice for all cancellation/change requests. Please contact the Youth Development Billing Manager with these requests.

12. Who do I contact for billing or registration concerns vs. program specific questions?

Please contact the Youth Development Billing Department regarding any billing or registration concerns/questions. Please contact the Youth Development Director overseeing your child's school/site for any program specific questions. Contact information can be found on the YMCA of Springfield's website on the Afterschool Matters page.

13. What if there are no more spots in the program?

You can still register! Your child will be added to the waitlist until a spot becomes available on the roster. The Youth Development Department will contact you if/when there is an opening.

If you have any questions not answered above, please feel free to contact the Youth Development Department for further assistance. As always, we thank you for choosing the YMCA of Springfield!