



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FOX VALLEY FAMILY YMCA

Before & After School Enrichment Program

Parent Handbook

YMCA Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.
Membership For All helps to ensure that everyone belongs at the YMCA regardless of income level.

FOX VALLEY FAMILY YMCA | www.foxvalleyymca.org | 630-552-4100

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Welcome to the Fox Valley Family YMCA's Before & After School Enrichment Program.

As we look forward to a great school year, we want to extend a warm welcome to all our new and returning families! Whether this is your first year with us or your fourth, we're so glad you're here.

This year, we've refreshed our Before & After School Enrichment Program to include more structure, enrichment, and opportunities for connection and growth. We encourage you to review the following pages carefully—this handbook will answer many frequently asked questions.

What's New for 2025–26:

- **Weekly Enrichment:** Hands-on learning through STEAM and LEGO® Education.
- **Active Play:** Staff trained through PlayWorks to lead inclusive, team-building games.
- **Structured Schedules:** Daily routines that help kids feel prepared and confident.
- **Lower Rates:** Reduced rates, with the best value for full-time participants.
- **Family Membership Included:** Full-time (before and after, 4–5 days/week) families receive a YMCA Family Membership.
- **Simplified Billing:** Monthly drafts on the 1st for easier planning.
-

We're also excited to welcome our new Youth & Family Director, Shelli Allred! Shelli brings years of experience in the classroom and enrichment settings and a passion for helping kids thrive.

Thank you for choosing the Y. We're honored to be part of your child's school year—and we can't wait to see you on the first day!

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PURPOSE & PHILOSOPHY

PHILOSOPHY & PURPOSE

Help children achieve their potential through:

- Pursuing an interest they are passionate about
- Feeling a sense of belonging and making new friends
- Practicing the core values of Caring, Honesty, Respect, Inclusion and Responsibility
- Providing safety, support, care, and fun for children
- Providing opportunities to gain knowledge, skills, and abilities by trying new things
- Encouraging physical activity
- Improve healthy living among family members
- Increase family ability to work and play together
- Help families share their values
- Increase sense of community within program participants by delivering a positive environment at the YMCA
- Broadening community, national, and world understanding of children and families through our daily programs

CULTURE OF INCLUSION

The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. As our laws and communities continue to change, one thing is constant: the YMCA is, and always will be, a place where individuals and families from all walks of life are welcomed and supported. We demonstrate this through equitable practices and procedures and offering programs and services that continually evolve to meet the changing needs of our community.

NON-DISCRIMINATION STATEMENT

The Fox Valley Family YMCA is an organization committed to diversity, inclusion, and non-discrimination. We welcome all people regardless of ethnicity/race, creed, color, national origin, sex, honorably discharged veteran or military status, marital status, gender, gender expression, gender identity, sexual orientation, age, religion, socio-economic status, or ability.

CHARACTER DEVELOPMENT PROGRAM

At the Y, we encourage and strive to help develop our five core values of caring, honesty, respect, inclusion and responsibility in our participants. Understanding and displaying the Y's core values are vital to our commitment of offering a safe, fun and nurturing experience for all.

ACCOMMODATIONS

Y staff members are trained to help children with mild to moderate diverse abilities. However, our facilities are not adequately staffed to work with children who need significant assistance with personal care, constant one-to-one support, or have great difficulty managing their behavior in a group setting. If your child requires specialized accommodations, please reach out to the program director prior to registration.

CODE OF CONDUCT

CODE OF CONDUCT

The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. Therefore, the Fox Valley Family YMCA has adopted a code of conduct to govern the actions and behavior of all people while in our facilities and while participating in YMCA programs. All individuals are expected to:

- Uphold the YMCA core values of respect, responsibility, honesty, & caring
- Provide an atmosphere free of derogatory or unwelcome comments, or actions of a sexual nature, or actions based on an individual's sex, race, ethnicity, age, religion, abilities, sexual orientation, or any other legally protected statutes
- Be respectful and cooperative with YMCA staff and others

The following will NOT be tolerated by anyone at YMCA facilities and in YMCA programs:

- Abusive, harassing, and/or obscene language or gestures
- Threats of harm, physical aggression, violent acts, or bullying
- Weapons of any kind
- Damaging or defacing YMCA property
- Possession, sale, use, or being under the influence of alcohol, tobacco, cannabis or illegal drugs
- Offensive or unlawful conduct
- Purposely leaving the area of supervision without permission

It may become necessary for the benefit of the child, as well as for the safety of the other children and staff, to remove a child, parent/guardian or family from our program.

PARENT/GUARDIAN CODE OF CONDUCT

To ensure that Y programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. All parent/guardians must:

- Conduct themselves in a manner that represents the core values of the Y: caring, honesty, respect, and responsibility
- Refrain from foul language at all times, while at a Y program location or interacting or engaging with Y staff or participants
- Not show or exhibit derogatory conduct toward any Y staff, participants, or other parent/guardians
- Not use or be under the influence of illegal drugs, alcohol, tobacco, or cannabis at a Y location
- Not take pictures/videos of other participants or Y programs
- Comply with requests from staff for photo ID
- Pay camp fees according to billing schedule

COMMUNICATION

FAMILY & STAFF COMMUNICATION

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. At registration, it is important that you provide the Y with the best email and cell phone number for successful communication.

If at any time throughout the day you need to reach us, please call 630-552-4100.

Katelynn Marcoux
School Age Child Care Director
kmarcoux@foxvalleymca.org
(P) 630-552-4100 x230 (C) 630-636-8867

Shelli Allred
Youth and Family Director
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To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools.

DROP-OFF & PICK-UP

DROP-OFF & PICK-UP

DROP-OFF

- Drop-off begins at 6:30 am. Please remember to text or call the SAFE phone for your site upon arrival, so a staff member can promptly greet you and your child at the door for drop-off and sign-in.

PICK-UP

- Pick-up: Please remember to text or call the SAFE phone for your site 5-10 minutes before pick up, so a staff member can have your child ready to be signed out and picked up
- You or anyone picking up your child, must have a driver's license or photo ID with them. NO EXCEPTIONS.
- If anyone other than you will be picking up your child from SAFE, they MUST be listed on the Authorized Pick-up list. Any changes to the pick-up list must be made in advance and made in writing.

LATE PICK-UP

Failure to pick up your child by 6:00 p.m. will result in a late fee charge. The late fee is \$1.00 for each minute after 6:00pm. A child with unpaid late fees will not be allowed to return to SAFE until fees are paid. In addition, if you have not communicated with YMCA staff or picked up your child by 6:30pm we are mandated to notify local Law Enforcement.

Please note: When a child is not picked up in the expected time frame during emergency situations including, but not limited to inclement weather or natural disasters, we will follow the above "late pick-up" policy. Parents are given 45 minutes from when the parent has been informed of the need for a SAFE student to be picked-up. This includes SAFE participants being sent home for behavior issues.

DROP-OFF & PICK-UP

DROP-OFF PICK-UP (CONT.)

ARRIVAL, DEPARTURE AND RELEASE PROCEDURES

Parents/guardians must sign their child in and out each day. Your child will only be released to the persons listed on the authorized pick-up section at registration. This person will be requested to show proper identification (Driver's License or government issued photo ID).

Only those designated on our enrollment form will be allowed to pick-up. All changes must be made with the program director in writing. If you indicate on your child's enrollment form that he/she may be released to a sibling under the age of 18, the sibling must be listed as an authorized person to pick up your child on the child's enrollment form.

If a parent/guardian is not allowed to pick up a child, the YMCA must have a copy of the court order signed by a judge. Without this documentation, we are obligated to release a child to either parent/guardian if both are listed on the enrollment paperwork. The Y will only follow what the court order states. In the unfortunate event of a difficult/dangerous custody situation where a court order is in place, please contact the School Age Childcare Director to set up guidelines regarding the release of your child. You must have a copy of any court documents regarding the restriction of release of children in our care. Parents are responsible for resolving any issues that may arise from their child's participation in our programs. The YMCA will not get involved in disputes between parents.

Enrichment ACTIVITIES

TYPICAL PROGRAM SCHEDULE

A typical morning & afternoon includes:

- Morning drop-off parents **MUST** sign their child in
- Light breakfast
- Before and Afterschool students will head to their classroom once the bell sounds
- Afternoon-Students will be dropped off at by a teacher and checked in by our Enrichment Program staff
- Snack
- Homework help
- Arts & Crafts
- Enrichment Activities
- Pick-up by 6:00pm. Text or call your site phone 5-10 minutes prior to pick up so that your child has time to pack up all belongings. Parent will sign-out their student at pick-up time.

OUTDOOR & RECREATIONAL PLAY

During scheduled activity times, we will utilize the school playground whenever weather permits. Children will also have the opportunity to engage in group games such as basketball, soccer, and other age-appropriate activities. These experiences are designed to promote physical health, teamwork, and fun in a safe and supportive environment.

TECH-FREE ZONE: NO PHONES ALLOWED

The YMCA Before and After School Enrichment Program is a Tech-Free Zone. To encourage social interaction, creativity, and active play, we ask that children do not bring phones, tablets, or other personal electronic devices to the program.

Phones are not allowed during program hours. If a phone is brought, it must be kept out of sight. Staff may collect and securely store devices if necessary.

Chromebooks or school-issued devices may only be used during scheduled homework time and under the supervision of staff. At all other times, they must be kept put away.

Please note that the YMCA is not responsible for any lost, stolen, or damaged electronic devices.

Program ESSENTIALS

WHAT TO BRING

- Water Bottle
- Change of clothes

LOST AND FOUND

YMCA is limiting items held in lost and found for up to a week. We want to be mindful of storage space and how to prevent exposure of staff and members from items, week to week. As such, We will only hold the following specific list of items in the lost and found:

- Jackets/Sweatshirts
- Water Bottles (with names on them)
- Prescription glasses, durable medical equipment, prescription medication
- Shoes
- Backpacks

We will keep these items for no longer than 1 week from the end of the previous week. After this time, these items will be donated. Please note that these items will be held at the discretion of staff. Items that are soiled, damaged, or otherwise deemed not able to be safely stored will be donated. The list of items We will not hold on to includes but is not limited to: socks and underwear, hats, water bottles (without names), sunglasses, sunblocks, toys, arts and crafts projects including tie dye.

We highly encourage parents to label all items with their child's name and grade to help our staff identify items. Many items look similar and it can be confusing for both staff and children.

Please do not send children with stuffed animals, toys, blankets or other items from home. Items like jewelry can be easily lost or damaged. Electronics, including phones, are not permitted to be used during program hours. Phones will be confiscated and returned to families at the end of the day if participants are seen using these items. The YMCA is not responsible for any lost, damaged, or stolen items—including confiscated phones.

FOOD

Snack Northern Illinois Food Bank. Menus are available at the beginning of each month. The Y makes every effort to stay in sync with the menu calendar. However, fluctuation in attendance may cause the menu calendar to change.

Please note, we are a nut free program.

ACTIVITY DAY

TYPICAL DAY AT AN ACTIVITY DAY

Activity Day is childcare provided to school-age students in grades K-6 on non-school attendance days. Activity days are held at the Central Branch of the Fox Valley Family YMCA (3875 Eldamain Rd). Care begins as early as 6:30 am and ends at 6:00 pm.

A typical Activity day includes:

Morning drop-off. Parents MUST sign their child in at arrival

- Breakfast
- Activity day participants will head to their designated groups with their daily schedules that include
 - Arts & Crafts
 - Program Enrichments in the gym
 - Gymnastics
 - Lunch
 - Swim
 - Outside(weather permitting)
 - Snack
- Pick-up end at 6:00pm. Text or call your Activity Day phone 5-10 minutes before pickup so that your child has time to pack their belongings. Parent will sign out their child at pick-up time.
 - The YMCA will provide breakfast & Snack to all Activity day
 - Participants MUST bring their own bagged lunch.

*Please note, we are not free program

GYMNASTICS

Activity day participants will have the opportunity to use gymnastics each activity day. Activity day participants will get to use the foam pit, mats and other tumbling areas.

SWIMMING

Activity day participants will have the opportunity to swim each activity day. Please bring swim gear and a plastic bag for wet clothes is recommended. Activity day staff are unable to help activity day participants change into and out of swim gear, Activity day participants must be able to change clothing on their own.

SWIM TEST

A swim test will be given each time the activity day participant swims. The swim test requires activity day participants to swim to 25 yards without stopping and unassisted. If this is completed, the activity day participant can go without a life vest. All other swimmers must wear a life vest provided by the Y. Goggles are not provided but activity day participants may bring them. Please note, the YMCA is not responsible for lost or stolen items, including goggles. Participants in the activity day will not be allowed in the pool if they do not wear appropriate swim attire. Jeans/jean shorts are not allowed.

PHOTO RELEASE

The Fox Valley Family YMCA may take photos, videos or sound recordings of your children in our programs. We often use them for crafts, projects and/or marketing purposes. The YMCA is not required to contact you regarding the use of photos.

ACTIVITY DAY ESSENTIALS

WHAT TO BRING

- Water Bottle
- Change of clothes
Lunch

LOST AND FOUND

YMCA is limiting items held in lost and found for up to a week. We want to be mindful of safe storage space and how to prevent exposure of staff and members from items, week to week. As such, we will only hold the following specific list of items in the lost and found:

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- Water Bottles (with names on them)
- Prescription glasses, durable medical equipment, prescription medication
- Shoes
- Backpacks

We will keep these items for no longer than 1 week from the end of the previous week. After this time, these items will be donated. Please note that these items will be held at the discretion of camp staff. Items that are soiled, damaged, or otherwise deemed unsafe for storage will be donated. The list of items we will not hold on to includes, but is not limited to: socks and underwear, hats, water bottles (without labels), sunglasses, sunscreens, toys, arts and crafts projects, including tie-dye.

We highly encourage parents to label all items with their child's name and grade to help our staff identify items during the Activity Days.

Please do not send children with stuffed animals, toys, blankets or other items from home. Items like jewelry can be easily lost or damaged. Electronics, including phones, are not permitted during activity day. Phones will be confiscated and returned to families at the end of the day if participants are seen using those items. We are not responsible for any lost, damaged, or stolen items—including confiscated phones.

STAFF TRAINING

STAFF TRAINING

The program operates under direct supervision of the School Age Childcare Team. Many staff including support staff (Coordinators) have a background in education, sports and recreation, or child development. All staff have cleared a strict background process that includes fingerprinting. Staff are certified in CPR, AED, First-Aid, and Child Abuse Prevention as well as many specific trainings offered through our training provider. They have had successful experience working with children and have been trained by YMCA Personnel as well as WEST BEND training portal and are looking forward to working with your child.

STATEMENT FOR PREVENTION OF ABUSE

Y staff are trained in recognizing and reporting suspected child abuse and neglect. Staff are required by law to report suspected abuse or neglect. The child abuse hotline is 800-422-4453. The Fox Valley Family YMCA is committed to keeping all children safe and we make every effort to prevent child abuse. The Y recognizes that child abuse exists in a number of forms, including emotional, physical, and sexual abuse, as well as child neglect. As mandated reporters, it is our responsibility to recognize and report all suspected child abuse to the appropriate authorities. Staff are trained to know the signs of abuse and supervise the youth in a way that they can see them at all times so that they are ready and able to respond appropriately.

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parents or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of its concern for the welfare of children and youth, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all employees are screened, and background checks are conducted upon hiring or rehiring. Additionally, employees who have contact with children and youth receive training in recognizing, reporting, and preventing child abuse, which includes training in recognizing signs that a child is being groomed for abuse. Some of the guidelines employees are expected to follow are:

- Avoid being alone with a single child where you cannot be observed by other staff or adults.
- You may not associate with children who participate in YMCA programs outside of approved YMCA activities. For example, baby-sitting, weekend trips, foster care etc. are not permitted.
- Giving personal gifts to program participants or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines.
- Children or youth should not be singled out for favored attention.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.

STAFF TRAINING

STATEMENT FOR PREVENTION OF ABUSE (cont.)

- Children may be informed in a manner that is age appropriate to the group of their right to set their own "touching" limits for personal safety.
- Children should only be released to authorized persons in programs with controlled pick-up procedures.
- Any information regarding abuse or potential abuse will be documented in writing.
- At the first reasonable cause to believe that any child abuse exists, it should be reported to your supervisor or branch executive so that proper reporting can be initiated.
- At the first reasonable cause to believe that an employee or volunteer abused a child or youth, even if it was not during working hours, his or her conduct should be reported to the program director and the branch executive or another designated branch representative. Additionally, it is the YMCA's protocol to make a report to the appropriate authorities. Appropriate actions will be taken regarding the employee or volunteer, including suspension or termination from YMCA employment or volunteer status. Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor and/or branch executive and designated members of the Association office. The Keeping Kids Safe brochure is available online or at the program site as a resource.

SICK CHILD POLICY

Please do not send your child to if they are sick and/or running a fever. If a child becomes ill during our program, a parent or person authorized to pick up will be contacted to pick up the child. Children must be symptom free for at least 24 hours before returning to our program. A doctor's note may be required. Medical reasons for your child to remain home include but are not limited to:

- A temperature of 100.4 or more.
- Persistent nausea, vomiting, or diarrhea.
- Heavy nasal or eye discharge.
- Any questionable rash or skin condition: This can include chicken pox, poison ivy, poison oak, or poison sumac, etc.
- Any communicable diseases: This can include conjunctivitis, herpes virus which causes cold sores, lice, etc.

MEDICAL EMERGENCIES

If your child is at risk of having an allergic reaction from food or bee stings or other medical emergencies that requires specific action or medication, you must indicate this on your child's registration form and provide us with an individual care plan. Any life threatening emergency occurring to any child during program attendance will result in a call to 911. Be sure that your child's Health History remains current and up-to-date so that staff have all information necessary to adequately care for your child. All staff are certified in CPR and First Aid and will administer as needed. Parent(s)/guardian(s) will be called to and informed of the emergency and procedures for picking-up their child at the first possible moment after the child is safe. Minor injuries will be treated and you will receive a verbal or written report when you pick up your child. Keeping parents/guardians informed is important to us. However, our first priority is the safety of the child.

INSURANCE

The YMCA does not provide accident or health insurance for its members, it is the responsibility of the parents or guardians to provide coverage for children enrolled in our programs.

INCIDENTS & ACCIDENTS

EMERGENCY PROCEDURES

Our Before and After School Program will practice monthly fire drills and have a posted evacuation plan. The YMCA has written emergency policies for a variety of issues. In case of an evacuation emergency such as fire, bomb threat, or gas leak, children will be kept in the nearest safe area and parents will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contact will be called as soon as possible and informed of procedures.

EMERGENCY/INCLEMENT WEATHER

YMCA has a disaster/emergency plan. In the event of a disaster/emergency the YMCA Program Administrators will follow our current policies and plans that are in place. We ask that parents wait to be notified before trying to call camps, as the staff need to focus on the safety of the children and any weather emergency. If water or electricity remains off at our site for more than 2 hours, we will contact each parent to pick up his or her student as soon as possible. In the case that our location is compromised significantly and deemed dangerous, we may transport students to an alternate location until we feel it is safe to return. It is imperative to keep emergency contact information current so we can reach you in an emergency. The YMCA follows the guidelines set forth by ISBE (Illinois State Board of Education).

BATHROOM POLICY

YMCA staff will follow "the rule of three" No child will be alone in a one on one situation with staff. We require all children to be potty trained to attend our Before and After School Program.

OUCH REPORTS

An "ouch" report will be completed when your child has incurred a slight injury that would require a Band-Aid or ice pack.

ACCIDENT REPORTS

An accident report will be written in the event of a more serious injury that may require a phone call to the parents/guardians.

INCIDENT REPORTS

An incident report will be written in the event a child breaks a code of conduct rule and your child is involved or for any discipline issues.

BITING POLICY

Biting is considered an aggressive behavior. If your child bites, an incident report will be given to parents. Excessive biting may result in expulsion from our Before and After School Program.

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

The YMCA staff uses positive behavior management techniques that are developmentally appropriate and adhere to the YMCA's Core Values of Caring, Honesty, Respect, and Responsibility. Our programs offer large group opportunities and are not intended for individual 1:1 care. Using these behavior management techniques, our staff will:

1. Develop program rules and expectations that are clear, consistent, and fair. Children will participate in establishing group expectations as developmentally appropriate.
2. Teach children conflict resolution and interpersonal skills that empower them to solve and regulate social and emotional challenges effectively.
3. Encourage behavior that supports the YMCA's Four Core Values (Caring, Honesty, Respect and Responsibility).
4. Use natural and logical consequences while redirecting children to a more acceptable behavior or activity.
5. Provide intentional opportunities for children to express thoughts and feelings in a safe and judgement-free environment.

Discipline Action Steps – staff will utilize the following forms of discipline

1. Take a Break - Invite a child to step away from a negative or challenging situation so they can regain control of their emotions and behavior. Staff will check in and assist child with rejoining the group.
2. Verbal or written communication to parent/guardian regarding a child's behavior.
3. Develop a Behavior Action Plan/Improvement Plan this will include the final warning and a contract on appropriate behavior.
4. Behavior Write-Up & Suspension - Staff will document behaviors and incidents that are recurring and/or serious. Upon review of the incident, the following suspension policy may be enacted: Minor/Major/Significant
 - 1st Incident: Warning and report to parents.
 - 2nd Incident: 1-day suspension
 - 3rd Incident: 2-day suspension
 - 4th Incident: Removal from the program

Our youth programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to:

- Behavior that requires constant attention from the staff
- Behavior that inflicts physical or emotional harm to children, staff or one's self
- Behavior that abuses the staff and/or ignores and disobeys the rules
- Behavior that jeopardizes the health or safety of self or others
- Campers that leave the programming area or refuse to stay under supervision
- Behavior that contradicts our core values of caring, honesty, respect, and responsibility. If a child cannot adjust to the program setting and adhere to behavior expectations, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program environment. Our program leadership reserves the right to excuse a child early due to behavior. If your child misses days due to suspension or expulsion, no refunds will be provided. We strive to support children and families with program and community resources to encourage positive social and emotional development. Please reach out to your program director if you need assistance finding these resources.

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

CHILDREN WHO LEAVE PROGRAMMING AREAS

The staffing structure and physical layout of our program space requires that all children stay with their group. We have established very strict policies for the rare occasion when a child might leave the group. Children who leave the group, but who remain on site may be suspended. If a child leaves the premises, we will call the police to help us locate the child and take disciplinary action from there.

PERMANENT WITHDRAWALS/EXPULSION

The Y reserves the right to permanently suspend a program participant at anytime. Reasons may include but are not limited to: non-payment or habitual insufficient funds, continued disciplinary actions with a program participant, parental or child abuse and harassment of staff members, actions or behaviors by a program participant that has or could severely harm themselves or another or any other reason that is deemed fit by the director and the CEO.

The YMCA staff will work cooperatively with families of children to develop the best plan of care for your child. A collaborative approach is the only way to correct repeated inappropriate behavior. Family patience, support and follow through are not only appreciated, but also necessary. Expulsion from the program will be considered in extreme situations. If the child's behavior is a safety threat to themselves, other children, or YMCA staff, members, or volunteers and attempts at guidance have been unsuccessful children may be expelled. If children are expelled no refunds will be provided.

REGISTRATION, BILLING POLICIES & ASSISTANCE

REGISTRATION AND PAYMENT

Upon registration you will be required to submit a \$50.00 registration fee per program participant. Program tuition will be a monthly draft on the 1st of each month (credit card, debit card or banking information).

CONFIDENTIALITY

Child records are kept confidential. Only those staff that must have access to the information will have access. For camps eligible to receive State/Federal funding, licensors are granted access to all center records including child records during inspections to evaluate and enforce the practice of ensuring all records are complete and current.

KEEPING RECORDS CURRENT

All enrollment paperwork is scheduled to be updated at least annually, to ensure we have the most current information necessary to properly care for your child. Please contact the director when you have new or changed information for your child's records. Billing changes should go to the billing department, Rhonda Peritore, (630)552-4100 ext. 227 or rperitore@foxvalleymca.org

CUSTODY ISSUES & CHILD RECORDS

The registering parent/guardian is the only authorized party to make changes to their child(s) records. All financial, attendance, enrollment, and other business documents will be provided only to the adult who signs the child up for the program and is responsible for payment. The registering parent/guardian may choose to authorize another person to make changes to their child(s) records. Parenting plans will be honored to the extent feasible and requires legal documentation.

The parent who registers the child for YMCA programs is responsible for payments. We cannot sub-divide fees. The custodial parent will receive all bills and tax statements.

DECLINED PAYMENTS

Declined payments are reprocessed an additional two times and an NSF will be assessed.

DELINQUENT ACCOUNTS

When payment on an account falls two days behind, the parent/guardian will be notified that their child is placed on a temporary suspension until the account is brought current or payment arrangements are made with the child care billing department.

FINANCIAL ASSISTANCE

The Fox Valley Family YMCA will make every effort to ensure that no person is denied access to programs and membership because of financial hardship. Applications for financial assistance are available at each branch or online at www.foxvalleymca.org

REGISTRATION, BILLING POLICIES & ASSISTANCE

CHILD CARE ASSISTANCE PROGRAM (CCAP) TUITION POLICY

If submitting a new application with the Child Care Assistance Program (CCAP), commonly known as DHS, please allow 4-6 weeks for the process to be completed and determined. If you wish to enroll in a child care program before a determination has been made and received, you will be responsible for full tuition until one is received. Once payment from CCAP has been received, any overpayment by you will be refunded in the form of an account credit by the Fox Valley Family YMCA or refunded to original payment method or by check.

If you have an active DHS case number and approval, can supply a copy of that approval and have requested a Change of Provider, FVFY will honor the current approval until the updated certificate is received.

Upon enrollment in a child care program, a registration fee is required and collected. DHS does not include the registration fee as part of their payment.

The copay assigned to a family by DHS is due and drafted on the 1st of each month unless other arrangements have been made ahead of time with the Fox Valley Family YMCA Billing Department. Declined payments are reprocessed an additional two times and an NSF fee will be assessed.

Attendance is a strong factor in the amount DHS will pay. To ensure DHS pays their maximum payment, 80% attendance must be obtained each month. Please be aware, in most cases the DHS monthly payment does not cover full tuition (see the Billing Department for an individual estimate) leaving a remaining balance due. You will be notified of this additional balance due before collecting the payment.

For more information please contact Rhonda Peritore at Child Care Billing (630)552-4100 ext. 227 or rperitore@foxvalleyymca.org.

TAX INFO

Tax deductible childcare statements are always available by logging into your child's account at foxvalleyfamilyymca.org and going to the "Invoice" tab. At the bottom of the page you can view/print the statement. The YMCA tax i.d. number is included on the statement. Our EIN # 36-3028169.

PROGRAM RATES & BILLING CYCLE

BEFORE & AFTER SCHOOL RATES

Monthly billing is drafted on the 1st of every month

Registration fee per student: \$50

Mornings 1-2 Days: \$150

Mornings 3-5 Days: \$325

Afternoons 1-2 Days: \$175

Afternoons 3-5 Days: \$350

Mornings & Afternoons 1-2 Days: \$250

Mornings & Afternoons 3-5 Days: \$425

Please note, this program does not offer a daily rate.

ACTIVITY DAY RATES

Member: \$50 per day

Non-Member: \$50 per day

Payments are due at registration for activity days.

Payments can be made

Website

foxvalleyymca.org

Phone

Central Branch: 630-552-4100

Visit

3875 Eldamain Rd. Plano, IL 60545