

## **2011-2012 YMCA CHILD CARE REGISTRATION AND FINANCIAL POLICIES**

*We welcome the opportunity to work with you on the registration and payment process. . If you have any questions or concerns regarding registration or payment, please contact the Payment Registrar Office at 216-263-6860 or via email at [childcarereg@clevelandy.org](mailto:childcarereg@clevelandy.org).*

### **REGISTRATION PROCESS**

Parent/guardian must complete the designated YMCA Child Care program registration/draft information form and the YMCA Membership Application (a \$25 per family program membership fee is required for those not currently a YMCA member) and submit by mail, fax or email with all applicable fees to the Payment Registrar Office (PRO) by noon on the Wednesday, prior to the child's first day of attendance in the program. Families receiving county assistance will not be required to pay the YMCA membership fee. All fees are non-transferable and non-refundable.

When registering your child in the program, you must select the child's days of attendance. Please note that once your child is registered these days cannot be changed on a week to week basis. Attendance slots will be part-time or full-time only. Part-time is 1-3 days per week and full-time is 4-5 days per week. You may permanently change from part-time to full-time and vice-versa if program space is available. However, it will not be allowable for you to switch to/from PT to/from FT from week to week, month to month, etc. Days of attendance must remain stable. *For safety purposes it is imperative that our staff know when your child will attend the program. This is most effective with a regular, predictable schedule.*

You child will not be considered enrolled in a program until all fees are paid and all required paperwork is completed and returned to the Child Care Director. You will receive an email confirmation when your child is registered into the program.

Registrations ***will not*** be accepted at the child care program sites or YMCA branches

Complete the registration/draft information form and submit:

By mail to: YMCA of Greater Cleveland Payment Registrar  
2200 Prospect Avenue, Suite 900 Cleveland, OH 44115

By fax to: 216-344-0571

By email to: [childcarereg@clevelandy.org](mailto:childcarereg@clevelandy.org)

### **PRIVATE PAY PARTICIPANTS**

All child care payments are due on Monday one week prior to the week of service. Your payments will not fluctuate for school days off/closings, vacations, illnesses, other occasional absences or suspensions from the program. No credits or refunds will be issued for weeks unattended. If your child will be absent due to a family vacation or other incidence, please contact your child care director to report the time off, however, your payment is still expected.

**\*\***For our school age child care program, we do not charge for winter or spring break assigned by the school district, unless you request care under our Fun Day program, (available in select areas) billed at an additional rate of \$25.00 per day. If your local school district has a *scheduled* closing for two or more days in a single week, we will automatically adjust your regular child care rate to a part time rate. Fun Days may be available for the occasional days your child is not in school. Advance registration is required and additional fees (\$25.00 per day) will be charged seven days

prior to the day(s) of service. If you register for a fun day, and determine you will not need it, a written request to cancel must be received in the payment registrar office a minimum of fourteen days prior to the service date. Cancellation requests received, with less than the required fourteen day notice, will still be charged.

### **COUNTY VOUCHER SUBSIDY**

All county vouchers and co-payments are due prior to the first day of service as designated on the voucher. If the child's first day of attendance is after this date, the voucher and co-payments are due one week prior to your child's first day attending the program. County Voucher participants must attend all weeks/days registered to avoid any absences being reported to the County.

Please Note: If your child will be attending another YMCA program location for winter and/or spring break, you must provide us with a new voucher for the designated fun day location and the voucher must be received in the payment registrar office prior to your child attending the fun day program. We recommend that you request the second voucher at least 30 days prior to the requested date(s) of care to allow for processing time. If you register for a fun day and determine you do not need care, a written cancellation request must be received in the payment registrar office a minimum of 14 days prior to the service date. Cancellation requests received less than the required 14 day notice will be reported to the county as an absence.

### **ENROLLMENT PROCESS**

Once the registration/draft information is received in the Payment Registrar's Office and space is deemed available, an enrollment packet must be completed and submitted to the designated Child Care Director by noon on the Wednesday prior to your child's first day of attendance.

Enrollment packets are available online at [www.clevelandyymca.org](http://www.clevelandyymca.org) or can be picked up from the Child Care Director at the designated branch location.

#### Preschool Programs:

The following forms must be completed in full and submitted to the child care director before your child's first day in the program:

- ✚ ODJFS Child Enrollment and Health Information Form
- ✚ Child Medical Statement
- ✚ Child Medical/physical Care Plan (if applicable)
- ✚ Family Enrollment Form (3 pages)
- ✚ Parent Statement of Understanding
- ✚ YMCA of Greater Cleveland Child Care Permission Form
- ✚ Administration of Medication Form (if applicable)
- ✚ Ohio Child and Adult Food Care Program (CACFP) eligibility form
- ✚ Child and Adult Care Food Program Enrollment Form

#### Before and After School Programs:

The following forms must be completed in full and submitted to the child care director before your child's first day in the program:

- ✚ ODJFS Child Enrollment and Health Information Form
- ✚ Child Medical/physical Care Plan (if applicable)
- ✚ Parent Statement of Understanding
- ✚ YMCA of Greater Cleveland Child Care Permission Form
- ✚ Administration of Medication Form (if applicable)
- ✚ Ohio Child and Adult Food Care Program (CACFP) eligibility form (if applicable)
- ✚ Child and Adult Care Food Program Enrollment Form (if applicable in your area)

Enrollment is contingent on space availability. Enrollment in YMCA Child Care is open to the general public. Enrollment priority is given to current members and siblings of current enrollees. A child's continued enrollment is dependent on the parents and children's adherence to all the policies and procedures in this manual and those of the YMCA.

### **CHILD CARE TUITION AND FEES**

All child care tuition and fees will be collected either in full or pre-authorized checking account or credit card draft.

- Each family must complete the payment information section located on the bottom portion of the registration form must be completed in full; providing the YMCA with the required information and signatures to draft your bank account or credit card.
- Upon receiving your child's registration, the Payment Registrar will immediately draft your account for the designated fees.
- Drafts are completed weekly and occur one week prior to the actual week of attendance
- All fees continue to be paid on an in-advance basis.
- Any additional fees incurred (i.e. late fees) will be drafted from your account within 3 business days.

Families without access to a checking account or credit card account must contact the payment registrar office at 216-263-6860 to discuss other payment options.

### **NON SUFFICIENT FUNDS**

- Returned checks or EFT drafts may be collected electronically by our third party collection company and will be assessed a minimum fee of **\$30** (or the maximum allowed by state law).
- Declined credit card drafts will be assessed a **\$30** declined payment fee.

It is the parent/guardians responsibility to notify the Payment Registrars Office if your bank or credit card information changes (i.e. credit card expiration date, closed account or new account number, etc)

### **LATE PAYMENTS**

- Payments, vouchers and co-payments received after 5:00 PM on the scheduled due dates will be charged a **\$25** late fee per family.

### **VOLUNTARY PERMANENT WITHDRAWAL:**

- A written notice must be submitted to the Payment Registrar's office two weeks prior to a child's withdrawal from a from a YMCA child care program. The written requests can also be faxed (216-344-0571) or emailed to [childcarereg@clevelandy.org](mailto:childcarereg@clevelandy.org). When the PRO receives the written request email verification will be sent to you.
- No refunds will be issued for failure to give the required two weeks notification.
- Re-enrollment in the program is contingent on all account balances paid in full and space availability in the program.

### **SUSPENSION OF SERVICES FOR FINANCIAL REASONS:**

- All balances are required to be paid by Wednesday at noon prior to your child's week of attendance in the program. Failure to do so will result in suspension of services. No Services will be provided if your payment is not current. ("Payment" includes timely submission of your vouchers/co-payments. Vouchers/Co-payments will be reported to

county as delinquent if not received by Wednesday at noon during the first service week designated on the voucher.)

- If child care services are suspended due to a delinquent account no refunds will be issued and your child will not be allowed to enroll in any other YMCA program.

### **TAX INFORMATION**

Please retain all records or bank statements for tax purposes our Tax ID number is 34-071-4728. We will email an accounting of your child care payments by January 31, 2012.

If you require a copy of your receipts for your flexible spending account reimbursement, please forward your request to [childcarereg@clevelandy.org](mailto:childcarereg@clevelandy.org) and we will email you weekly receipts as the payments are received.

### **LATE PICK UP:**

- The YMCA child care programs are open Monday through Friday until 6:00 pm (designated locations may remain open until 6:30 pm; see local page for specific hours of operation)
- A **late fee of \$10 per 15 minute, per child** will be charged for children picked up past the designated center closing time. The late pick up fee will be charged to your account on file within seven business days. Failure to pay any fees will result in suspension of services.
- Late payment fees CANNOT be paid at the child care site. All payments must be made through the Payment Registrar Office.
- Repeat occurrences of late pickup (more than 3 times in a calendar year) may result in the child being dismissed from the program.

### **ABSENCES**

- If a parent does not report their child absent for that day, they will be charged a **\$10 fee per occurrence.** The absence fee will be charged to your account on file within seven business days. Failure to pay any fees will result in suspension of services.
- Absence fees CANNOT be paid at the child care site. All payments must be made through the Payment Registrar Office.
- No refunds or credits will be granted for absences.

### **FAILURE TO PICK UP ILL CHILD**

- A child who is suspected of having a communicable disease will be isolated at the site and will be supervised by a staff member at all times within sight and hearing of an adult.
- Parent/Guardian will be notified to pick up the child and must do so within one hour (to reduce the possibility of spreading illness to other children).
- Failure to pick up the ill child within one hour will result in a **\$10 fee** for every fifteen minutes exceeding 60 minutes. The failure to pick up an ill child fee will be charged to your account on file within seven business days. Failure to pay these fees will result in suspension of services.
- Failure to pick up and ill child fee CANNOT be paid at the child care site. All payments must be made through the Payment Registrar Office.