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## Registration FAQs

We are happy to welcome you to the Children's Center!

At the McGaw YMCA Children's Center, we know that the decision regarding care and education for your child is a big commitment. That is why our dedicated registration team is glad to help you through the process, every step of the way. Below you will find some commonly asked registration questions. We understand that each family's needs are unique and you may have additional questions, so feel free to contact us for anything else regarding registration processes and policies.

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### What is the registration fee?

The registration fee for all programs is \$100 for new participants and \$50 for returning participants that are continuing from their last consecutive program. This fee is non-refundable. The fee will be transferred to the next school year if we are unable to provide care for your child during the current year. Application fees will only be waived if a family provides a current approval letter from the Child Care Assistance Program along with their registration application.

*A verbal or written notification is required in order to be removed from the wait list unless no return contact is received. You will be removed from the wait list for no response after 3 attempts via email or phone, or if you decline a space offered within your preferred start date range. Once removed, you will be required to re-register and pay the full application fee again.*

### How does the wait list work?

We offer spaces based on date of registration (first come, first served) and preferred start date. The following groups receive priority on the Children's Center program wait lists:

- Children of YMCA staff
- Siblings of children currently enrolled
- Northwestern University Affiliates – Current Staff, Faculty, and Students

Within each of these categories, we offer spaces according to application date, start date requested, the availability of age-related openings, and financial assistance availability. We are unable to guarantee a spot for a future date and will not be offered more than 30 days prior to your requested start date for the current school year. Spaces are offered as they become available. Current parents are required to give a **30-day written notice** by completing a **Termination of Services Form** when ending care. **Cancellation fees** may apply. Once we are notified of a vacancy, we will begin offering spaces to the next child on the waitlist.

### What can I expect after I pay the registration fee?

You may receive a confirmation letter to let you know that your child is enrolled or wait listed, or a receipt that your payment has been processed for the application fee.

If wait listed, we will email or call you periodically to ensure that you are still interested in waiting for a space. Please respond to emails/calls so that we can keep our lists current. We will get into contact with you when a space is available, and we kindly request a response within **3 business days**.

Once a space is offered and you are enrolled, you will receive an enrollment paperwork packet. This packet includes forms and documents required by DCFS and the Children's Center and must be completed and turned in a minimum of **3 business days** before your child's first day.

### How does payment work?

Tuition is paid on a **monthly basis**. It may be drafted from a credit card or checking account for your convenience on the **1<sup>st</sup> of each month** for that calendar month. In order to set up the automatic draft, you must fill out the bank draft form included in the enrollment paperwork. If you have multiple children attending multiple programs, please indicate which children/programs need to be automatically drafted.

You may also pay online on the McGaw YMCA website parent portal, over the phone, or in-person each month via credit card, check/money order, or cash.

Tuition for the **Full Day Program** is drafted in **12 equal monthly payments** from September through August. These fees are created by taking the full cost of the program and splitting it into equal monthly payments over the course of 12 months. **School's Out and Meta Media Programs** are drafted in **9 equal monthly payments** from September through May. The tuition is not prorated for vacation, illness, COVID-related closures, removal due to behavior, or scheduled closure dates.

### Financial Assistance

Financial assistances are available to families with documented financial need. Our financial assistance funds are limited and available on a first come, first serve basis. We offer financial assistance through the YMCA or Northwestern University. If you wish to apply for financial assistance, please include the NU or YMCA financial assistance application, along with your most recent 1040, with your registration application. Financial assistance is awarded at the time of enrollment. We typically do not process financial assistance information at the time of registration unless we can offer an immediate space.

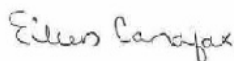
When offered a space, please share any additional documentation and updates on your financial need. Financial assistances are then awarded based on household income and available funds. As circumstances, funds, and fees may change, award letters are provided once your child is enrolled. Families must resubmit a financial assistance application and supporting documents for each program every school year.

### Enrollment Packet and further information

You will find the enrollment packet and more information about the program such as calendars and monthly menus on our webpage at [Parent Support Center – McGaw YMCA](#).

If you have a registration question or you are in need of additional assistance, please contact us. We are always happy to help.

Eileen Canafax



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