



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Lancaster Family YMCA Early Learning Academy Frequently Asked Questions

**Q: What are your operation days and hours?**

A: We are open Monday-Friday 7:00 am-6:00 pm. Children may attend for no more than 10 hours per day. The Center will be closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. The Center will operate 6:30 am-2:00 pm on New Year's Eve and Christmas Eve.

**Q: What are the fees?**

A: Part-time (20 hours or less per week) = \$100.00 weekly  
Full-time (21 hours or more per week) = \$190.00 weekly  
\$50.00 registration fee  
Weekly fees are due on the Friday prior to care by 6:00 pm.  
Fees cover morning and afternoon snack and lunch, all programming and a FREE Family Membership to the Y with full-time enrollment.

**Q: Do you offer scholarships or sibling discounts?**

A: We work with CCIS and offer Financial Scholarships to those who qualify. The Y's scholarships are based on household size and income. Please see the Center Director for an application. We do not offer sibling discounts.

**Q: Do I pay when my child is ill or we're on vacation?**

A: Each child is able to receive one free week for vacation. This must be requested in writing no less than two weeks prior to the week of absence. We do not waive fees for missed days due to illness or other reasons.

**Q: What supplies would I need to bring for my child?**

A: Each child should have a change of clothing appropriate for the season, and a blanket and/or pillow for nap time. Please label all personal items with your child's first and last name.

### LANCASTER FAMILY YMCA

**City Center Branch**  
265 Harrisburg Avenue  
Lancaster, PA 17603  
Phone: 717-393-9622  
Fax: 717-283-1984  
lancasterymca.org

**Lampeter-Strasburg Branch**  
800 Village Road  
Lancaster, PA 17602  
Phone: 717-464-4000  
Fax: 717-283-1988  
lancasterymca.org

**YMCA at New Holland**  
123 North Shirk Road  
New Holland, PA 17557  
Phone: 717-354-4747  
Fax: 717-355-9943  
lancasterymca.org

**YMCA Camp Shand**  
20 Penryn Lane, PO Box 339  
Cornwall, PA 17016  
Phone: 717-272-8001  
Fax: 717-272-2633  
lancasterymca.org



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**Q: How are the children grouped and what is the ratio?**

A: Children are placed in a group with others of their age. The ratio in each room is 1 staff for 10 children. A minimum of two staff are present in the building at all times regardless of the number of children.

**Q: What activities are provided throughout the day?**

A: Each day the children will experience gross motor play either at the park near the Child Care Center or the Y gymnasium. They will also participate in process art, exploratory play, fine motor activities, reading, language development, math and structured free play. We follow the Creative Curriculum and the P.A.T.H.'s curriculum. A lesson plan is posted weekly for parents to review.

**Q: What clearances and experience/training do your care givers have?**

A: All employees complete Child Abuse, Criminal and FBI Fingerprint clearances. All employees are required to have no less than their high school diploma and one year of child care experience. We have three levels of staff: Aide, Assistant Group Supervisor and Group Supervisor. Each staff meets, and often exceeds, the PA State requirements in both education and experience. All employees receive on-going training annually in Early Childhood Education as well as First Aid, CPR/AED, Fire Safety, Child Abuse Prevention/Detection, Water Safety and Emergency procedures.

**Q: How many children do you serve, and what are their ages?**

A: We can care for 39 children at any given time. Ages range from 3 to 5 years.

**Q: Is the center licensed?**

A: We are licensed annually by the Department of Human Services. A copy of the State regulations and our license can be obtained in the Director's office.

**Q: What happens if I need to bring my child early or pick him up late?**

A: We ask that any variation from your contracted schedule be communicated in advance to the Center Director. Due to staff:child ratios, we may or may not be able to accommodate changes, but will always work to meet your needs.

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**Q: Do you child have to be potty-trained?**

A: All children must be fully potty-trained prior to enrollment.

**Q: What is your illness policy?**

A: We require that you keep your child home if he/she has any of the following:

- Fever 101 or higher (within the past 24 hours)
- Undetermined rash
- Symptoms of a contagious disease (i.e. chicken pox, pink eye, the flu, lice)

If we notice any of the above while your child is in our care you will be contacted and would need to pick your child up within one hour. For contagious illness we post signs so that parents are aware. These signs do not mention the child's name.

**Q: How do you discipline?**

A: We always refer to our Core Values of Caring, Honesty, Respect and Responsibility when correcting a child. We use a three warning system and are diligent in communicating all incidents to parents so that we can work together to solve behavior needs.

**Q: Is there an outside play area? Do children use it every day?**

A: There is not a playground on site, but we will walk daily to Linear Park, located a block away off of Harrisburg Avenue. We will also utilize the Y City Center's gymnasium.

**Q: Do you have an emergency plan?**

A: Yes. Our Emergency Action Plan is posted in the Center and an information sheet is provided to all parents indicating our steps and relocation sites.

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