



YMCA of Alaska Childcare Department

Frequently Asked Questions (FAQ)

Effective Date: June 1, 2026

WHO DO I CONTACT WITH QUESTIONS

Program Information & Enrollment

Shirquan Ross, Anchorage Child Care Director

stem@ymcaalaska.org

907-563-3211 ext. 143

Billing, Discounts & Financial Assistance

Angel Storle, Operations & Compliance Manager

kids@ymcaalaska.org

907-563-3211 ext. 142

Membership Services

Kristin Haines, Membership Director

membership@ymcaalaska.org

907-563-3211 ext. 102

General YMCA Information

Website: www.ymcaalaska.org

Email: info@ymcaalaska.org

Phone: 907-563-3211

GENERAL PROGRAM INFORMATION

What programs does the YMCA Child Care Department offer?

The YMCA of Alaska offers licensed childcare programs including:

- After School Care
- Before School Care (**select locations**)
- School Break Care (In-Service Days, Winter Break, Spring Break)
- Summer Child Care & Camps
- STEM-focused youth programs (location dependent)

What ages are served?

Programs generally serve **school-age** children in kindergarten through 5th Grade. Age requirements may vary by program location.

Is the YMCA Child Care program licensed?

Yes. YMCA childcare programs operate under **State of Alaska Child Care Licensing regulations** and follow all required health, safety, supervision, and staffing standards.

REGISTRATION & ENROLLMENT

How do I register my child?

To register, families must complete all required enrollment forms and provide any necessary supporting documentation before attendance may begin.

Registration information and enrollment forms are available through the YMCA Child Care Department or online at www.ymcaalaska.org.

When can my child start attending?

Attendance may begin once all required paperwork has been received, payment arrangements are confirmed, and space is available at the selected site. Start dates vary by program and location.

Is there a registration fee?

Yes. Childcare programs may require a non-refundable registration fee. Current fees are available in registration materials and on the YMCA website.

Is there a waiting period before my child can attend?

Attendance may begin once registration is complete, payment arrangements are confirmed, and space is available at the selected site (typically within 1 business day).

Can I change or withdraw my child's enrollment?

Yes. A **two-week written notice** is generally required for enrollment changes or withdrawals. Please contact the Billing Office regarding enrollment changes and account questions.

FEES, BILLING & PAYMENTS

When are payments due?

Childcare fees are generally due on the 1st of each month. Certain programs, including summer camp and school break programs, may have different payment schedules. Families should refer to program registration information for specific deadlines.

What payment methods are accepted?

Payments may be made through the YMCA online payment system, by phone through the Anchorage office, or in person at the YMCA. Families are strongly encouraged to enroll in automatic payments whenever possible.

Can I set up a payment plan?

Families experiencing financial hardship are encouraged to contact the Billing Office as soon as possible. Payment plans may be available in certain circumstances and reviewed on a case-by-case basis.

What happens if my account has a balance?

Accounts must remain current to maintain effective enrollment. Families with outstanding balances may be subject to suspension of services until payment arrangements have been made. Enrollment in future programs may be restricted until balances are resolved.

Are refunds provided if my child does not attend?

No. The YMCA generally does **not provide refunds for absences or non-attendance**, unless specifically approved under YMCA policy.

DISCOUNTS, SCHOLARSHIPS, & FINANCIAL ASSISTANCE (MFA)

Is YMCA membership required?

No. YMCA membership is not required for participation in most childcare programs.

Youth memberships are encouraged because they provide discounted rates on YMCA childcare programs and additional savings on many YMCA programs and services.

What is Membership for All (MFA)?

Membership for All (MFA) is the YMCA's **income-based financial assistance program**, designed to help make memberships and programs accessible to all families regardless of financial circumstances.

What is CCAP?

The Child Care Assistance Program (CCAP) is a State of Alaska program that may help eligible families pay for childcare expenses. Families should contact CCAP directly to determine eligibility.

How do I apply for Financial Assistance?

Families must complete the appropriate application and provide supporting income documentation. Applications may be submitted online, by email, or in person.

Who do I contact regarding discounts, scholarships, or financial assistance?

Questions regarding MFA, scholarships, discounts, CCAP, payment plans or billing assistance should be directed to Angel Storle, Operations & Compliance Manager.

Does Financial Assistance automatically renew?

No. Financial assistance must be **reapplied for annually** and expires one year from the approval date. Families are responsible for notifying the YMCA of any income changes.

ATTENDANCE & DAILY PROCEDURES

How is attendance tracked?

Parents or guardians must sign children in and out according to program procedures. Only authorized individuals listed on enrollment forms may pick up a child.

Who can pick up my child?

Only individuals listed as authorized pick-up contacts may pick up a child. Identification may be requested at any time.

How will I receive program updates and notifications?

The YMCA communicates with families through email, phone calls, text messages, and other approved communication platforms. Families are responsible for maintaining current contact information.

What should my child bring each day?

Children should bring:

- A water bottle
- Backpack
- Weather-appropriate clothing
- Closed-toe shoes
- Lunch and snacks when required
- Any program-specific items communicated by staff

Additional requirements may apply for field trips, swim days, summer camp, or special activities.

Are electronics allowed?

Personal electronics, including cell phones, tablets, gaming devices, and music players, should remain at home unless specifically authorized by YMCA staff. The YMCA is not responsible for lost, damaged, or stolen personal items.

When should my child stay home?

Children who are ill, have a fever, are experiencing symptoms of a communicable illness, or otherwise do not meet health and safety requirements should remain home until they are able to safely participate in program activities.

What happens if school is closed or there is a weather emergency?

Program operations during weather events or emergency school closures follow **YMCA emergency closure procedures**. Families will be notified as quickly as possible regarding program status.

Are drop-in days available?

Drop-in care may be available for certain programs when **space allows**. Advance registration is encouraged.

SCHOOL BREAKS, IN-SERVICE DAYS, & SUMMER CARE

Does the YMCA offer care on non-school days?

Yes. The YMCA offers care during many school breaks, including In-Service Days, Winter Break, Spring Break, and Summer.

Is Summer Care registered separately?

Yes. Summer Child Care and Camp programs require separate registration and are not automatically included with school-year enrollment.

ADDITIONAL POLICIES & INFORMATION

Does the YMCA support children with IEPs or special needs?

Families are encouraged to disclose IEPs, 504 Plans, behavior support plans, medical needs, or other information that may help us support their child.

The YMCA works collaboratively with families and schools to provide reasonable accommodation whenever possible. Because YMCA programs are general education and enrichment programs, we may meet with families to determine whether we can safely and appropriately meet a child's needs within our program setting.

Can the YMCA use photos of my child?

Parents may grant or decline permission for photographs to be used for YMCA publicity and promotional purposes as part of the registration process.

Where can I find additional policies?

The YMCA Parent Handbook contains additional information regarding health and safety policies, behavior expectations, medication procedures, emergency closures, field trips, program schedules, and other important information. Families are encouraged to review the handbook annually.

DOCUMENT DISCLAIMER

This FAQ is intended as a general guide for YMCA Child Care programs. Program policies, procedures, fees, schedules, locations, and availability may change. Families should refer to their registration materials, Parent Handbook, and current YMCA policies for complete program information.