

## Frequently Asked Questions (FAQ)

**Program Location** is at the Dubuque Community YMCA/YWCA located at  
35 N Booth St, Dubuque IA 52001.

**Operating Hours** for this time are 6 am - 6 pm

Times may change with the needs of families and location of the sites!

**Phone Number** : 563-556-3371

**Fax Number** : 563-556-2728

### 1. What is the best way to contact Megan or Deb?

- a. The best way to contact us during the day is email! It goes right to our phones and if we are in ratio, or not at our desks to answer phone calls. We have quick access to respond to your email. Megan's office hours are from 8-4:30 and Deb is available from 8-4:30 on a typical day. We do have meetings and other things happening, so emailing us gets our attention right away! Megan's email is: [mfischer@dubuquey.org](mailto:mfischer@dubuquey.org) and Deb's email is: [dqustafson@dubuquey.org](mailto:dqustafson@dubuquey.org)

### 2. Who do I contact about ....

- a. Billing questions: Flex Spending, No-Charges/Extra Charges, updating billing information, Tax information, or anything else that has to do with your account's financial statements, DHS paperwork/questions, or my child will not be in attendance anymore → Theresa Simon -- [tsimon@dubuquey.org](mailto:tsimon@dubuquey.org) or by phone at 563-556-3371
- b. Program questions: what does a day look like, how is my child doing, my child will not be in attendance, can my child come extra, updating any contact information, an issue has arose, my child will not be in attendance anymore, anything that relates to your child → Megan -- [mfischer@dubuquey.org](mailto:mfischer@dubuquey.org)
- c. Staffing Questions: Have a concern about a staff member, have a question in regards to qualifications, staff are not in the building and I need to go to work → Talk with the staff member first. That is always the best way to clear up any miscommunication, if it continues then talk with Megan and Deb. If a staff member is not there please contact the front desk at the Dubuque Y!

### 3. Where can I learn more about the rules and regulations of Y-Care/SACC

- a. Our [Family Handbook](#) is located on the [dubuquey.org](http://dubuquey.org) page under our Child Care Tab
- b. The Child Care Centers and Preschool Licensing Standards and Procedures can be found using this [website!](#)

**4. What are the childcare pricings and why?**

- a. We have come up with a pricing that best fits the needs of all families. We have cut Before and After School prices in half (2.5 days/week) and then cut the Non-School Day fees in half (2.5 days/week) in hopes that this will fit your need for care with the hybrid learning schedule. The Non-School Day pricing covers ONLY days that your child is not in attendance at school. PD Learning Day Out or Schedule School Closed Days that the YMCA typically provides full day care for are NOT included in the Non-School Day fee but listed separately and charged per day SEPARATELY! If your family wants the inclusive package: Before and After, Days your child is not at school, and days that children are out because of professional development (PD) or scheduled days out (for example: Winter Break) please note the price below!

<b>Dubuque School District</b>	
Members Before and After School	\$30 a week
Non-Members Before and After School	\$33 a week
Members Before School ONLY or Members After School ONLY	\$25 a week
Non-Members Before School ONLY or Non-Members After School ONLY	\$28 a week
Non-School Days Member	\$65 a week
Non-School Days Non-Member	\$80 a week
PD Learning Day Out Member	\$29 a day (28 days in the school year)
PD Learning Day Out Non-Member	\$39 a day (28 days in the school year)
Inclusive Package Member	\$129 a week
Inclusive Package Non-Member	\$159 a week

<b>Western Dubuque</b>	
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Members Before and After	\$48 a week
Non-Members Before and After	\$53 a week
Members Before OR After	\$40 a week
Non-Members Before OR After	\$45 a week

### **What does a typical day look like when my child is in attendance?**

- b. 6 - 8:15 we have center time (free time)
- c. 8:15 they clean up and wash hands for breakfast.
- d. 8:30 is breakfast.
- e. 9 am students will go to their online learning time and get clocked in for the day!
- f. Between 10 - 11 students may go outside or have gym time or have arts/craft time
- g. 11:15 clean up and get ready for lunch
- h. 11:30 lunch
- i. 12:00 Recess/Gym
- j. 12:30 quiet reading time
- k. 1:00 finish any classwork that they didn't complete. If all completed will do an extra activity/project/free time depending on staff
- l. 1:30 some classrooms may have gym or outside time
- m. 2:00 swap for gym or outside time
- n. 2:30 Snack
- o. 3:00 clean up from day
- p. 3:30 circle time and students who are coming from school get snack
- q. 4:00 - 6:00 have center time

### **What about Busses?**

- a. How many schools are on one bus?
  - i. Parents will contract directly with RTA and RTA will come up with a plan that will be released to us and you as soon as possible. RTA will disinfect after each use in the morning and in the afternoon.
- b. What is my cost for transportation?
  - i. FREE! RTA is able to cover the costs with funds they have which allows us to provide you the care you need along with getting students to and from school.
- c. Will there be others on the bus besides children going to school sites?

- i. It is highly unlikely due to the fact that RTA customers must schedule a ride with dispatch leaving from the YMCA at the time of departure.
- d. What happens if my child misses the bus?
  - i. If your child is late to drop off in the morning and misses the bus, it is the parents responsibility to get the child to their site for school.
  - ii. Staff will have a face-to-name sheet that they will use to get students on and off the bus. If a child does not get off the bus coming from school in the evenings and no notification has been made to staff, staff will immediately call the parent and the school to locate the missing child. If the child is still at school the Dubuque Y will go and pick said child up and transport them in a Y vehicle to the Dubuque Y location.
- e. If my child is not riding the bus to the YMCA after school what should I do?
  - i. We ask that you will contact the school, the Dubuque Y, and RTA to update them with the change of schedule!
- f. If it's an early out day due to weather how will transportation work?
  - i. You will need to call RTA (563) 588-4592 and tell them what time school is out and what location you need your child to be picked up from. EX: "Bryant is an early out at 1:30 my Child Jane Doe needs transportation to the Dubuque Y in Dubuque IA."

**What do School out Days look like and how can you help my child?**

- a. Will my child be with students from other schools?
  - i. Children will NOT be separated by age group starting August 17th, like normal! Instead children will be put in a room with others from their school, to the best of our ability. Some schools have smaller numbers and will be combined during AM and PM activities along with non-school days to maintain the 15 children per room.
- b. How many children are in a room and how many staff are there?
  - i. Rooms will be maxed out at 15 children per room. This is in TOTAL! So on A days only B children will be in the room during the day. Example if there are 15 children and 6 are A students then the other 9 are B and they will be in the room from 8:30 am -3:00 pm with a staff member.
  - ii. Staff ratios are 1 staff to every 15 children. So, using the example above: on A days 1 qualified site supervisor will be in the room with 9 children. On B days 1 qualified site supervisor

will be in the room with 6 students. On Non-School Days 1 qualified site supervisor staff will be in the room with all 15 children.

- iii. Will your staff help my child with school work?
  - iv. **ABSOLUTELY!** We are meeting with the school district on Aug 4th for clarification on criteria. But, children should bring their chromebooks everyday. We recommend bringing earbuds so that they are only hearing their teacher. We will have built in time for students to work on their chromebooks, or paper pencil work, we will engage them in learning other ways during the days (Ag in the Classroom, ISU outreach, etc.) We are committed to helping your children to the best of our ability.
- c. Are your staff trained to educate our children?
- i. On Site Supervisor have to be approved with Educational backgrounds, experience, and training in child care professional development for qualification measures. Megan has a Bachelor's degree in Elementary Education, K-12 Reading, K-8 Special Education, and 5-8 Language Arts, Math, and Social Studies. Megan will oversee all rooms and help will interventions, one-on-one pull out, and other modifications needed to help your child be successful while attending our program.

## **5. Social Distancing and other Guidelines at the YMCA programs!**

- a. What are your social distancing guidelines?
  - i. Children are hard to keep 6 feet apart at all times! We do our best to spread children out, not have more than 15 in a room at one time, and teach children about boundaries! We do have children limited at each table during meal times, along with center and activities.
- b. What precautions are you taking?
  - i. We have children's temps taken upon arrival in their rooms
  - ii. They wash hands more frequently, and for sure upon arrival and before meal times!
  - iii. Toys are washed regularly and soaked in bleach for allotted time
  - iv. NO OUTSIDE TOYS OR ITEMS ARE WELCOME IN OUR PROGRAM DURING THIS TIME! This is a CDC recommendation that we are urging all families to help us follow.
  - v. If anyone is sick or exposed in your family or that your child has come in contact with for longer than 15 minutes, you may not bring your child to the YMCA until symptoms decrease, OR the 14 day quarantine has surpassed.
  - vi. Staff will be the same to the best of our ability (meaning that if we have to have a sub or breaks they will be the same person) daily staff will maintain their classrooms daily!
  - vii. We have our rooms sanitized with our blast machine weekly and will do more frequently if exposures continue to rise in our county.

## **6. Discounts/Financial Aid**

- a. Will our discounts stay the same?
  - i. Member rate is the only discounted rate.
- b. How will these changes affect my financial assistance?
  - i. It is the caretaker's responsibility to renew scholarships annually.
  - ii. Scholarships will be awarded and stay until they are needed to be renewed. Please contact Theresa Simon with any questions in regards to the financial assistance of your scholarship, or Deb Gustafson if wanting to apply for Scholarship.
- c. State Pay Assistance
  - i. We do offer state pay assistance. Please contact Theresa Simon if you have any questions in regards to how to apply, where to send the DHS payments too, etc.