

Y Learning Center FAQ

Where are you located?

We are located at Muskegon Covenant Academy. We are on the corner of Ransom Street & MacLaughlin Avenue.

What are the hours of operation?

Hours of operation are 7:00 AM to 5:30 PM Monday through Friday.

Is Financial Assistance available?

Yes! Please complete the Financial Aid form above or contact the Site Director by clicking the contact us button.

Can the YLC accept payments from subsidizing agencies?

Yes. Please speak with the Director to arrange the paperwork.

Do I have to pay for child care on days my child does not attend?

Once we have a set schedule for your child, you will be billed for those days, regardless of your child's actual attendance.

Do you offer drop-in care?

No, we do not offer drop-in care. However, for enrolled children, days in addition to their regular schedule may be added, based on availability.

What credentials do your teachers have?

All of our teachers meet at least the minimum requirements mandated by the state of Michigan.

What days is the CDC closed? We will be closed the following days:

Memorial Day

Independence Day (July 4)*

Labor Day

Thanksgiving

Friday after Thanksgiving

New Year's Eve*

New Year's Day*

Christmas Eve*

Christmas Day*

* During the week of Independence Day (July 4)* and the two weeks of Christmas and New Year's, we require a minimum of eight children each day to remain open.

What are your childcare refund policies?

Refund for Illness or Quarantine:

- In the event that an individual is required to quarantine due to a COVID exposure.
 - No refunds or credits will be available for the duration of the individuals' quarantine.
- In the event that an individual chooses to travel to a state on the quarantine list and is required to quarantine for two weeks upon return.
 - No refunds will be available for the travel or quarantine.
- In the event that your child has a positive case in their stable group at the YMCA and must quarantine.
 - As the YMCA is unable to provide care for your child until the end of the quarantine period, a full credit will be provided for the duration of the quarantine.
- In the event that your child is sick, regardless of illness, or absent for a reason not listed above.
 - No refunds will be available.

Termination of Enrollment:

- We understand that the situation with COVID-19 is fluid and have adjusted our refund and cancellation policy as such. A 30-day written notice to the Childcare Director is required to withdraw your child. Without written notice, a financial charge of one month's tuition will be assessed. Re-enrollment is not guaranteed.

How do I make changes to my child's enrollment?

If you'd like to make changes to your child's enrollment, please contact our childcare administration team.

What ages do the children range?

Early Childhood six weeks to 5 years old. School-age Kindergarten and up.

Are the kids separated by ages?

Our Early Childhood groups are separated by age while our school-age children may or may not be separated depending on size of the program.

What is the screening process for your staff?

All staff are fingerprinted and cleared through the State Central Clearance and the YMCA conducts additional background checks. They also must have

a current Medical and TB test conducted.

How many instructors or staff do you have at a site? What's the ratio?

6 weeks to 30 months	1:4
30 months to 36 months	1:8
36 months to 47 months	1:10
48 months+	1:12

Sample Daily Schedule:

Start Time	End Time	Activity
Arrive 7:00 am		Arrival, child choice, morning snack
8:00 am	9:00 am	Breakfast, table toys
9:00 am	10:00 am	Small group, large group time
10:00 am	11:30 am	Child choice, outside, gross motor
11:30 am	12:30 pm	Lunch

12:30 pm	2:30 pm	Rest time, quiet activities
2:30 pm	3:30 pm	Snack, table toys
3:30 pm	4:30 pm	Small group, large group time
4:30 pm	5:30 pm	Child choice, outside, gross motor
5:30 pm Closing		Departure

COVID-19 & Safety Information:

What health and safety protocols have been implemented as a result of COVID-19?

In planning for childcare, our highest priority is always protecting the health and safety of your children, our staff and our members. We have implemented procedures and protocols based on the latest directives and recommendations provided by the CDC, the American Academy of Pediatrics and the State of Michigan. We are also prepared to quickly evolve plans to align with any health agency updates.

Our talented team continually works to ensure the safest experience possible, while ensuring children still have every opportunity to learn, grow and thrive. Our protocols include, but are not limited to:

- Parents are to self-screen their children daily before bringing them to school. Children with a temperature of 100.4 or higher, who have come in contact with someone with COVID-19 in the last four days or are exhibiting two or more COVID symptoms will not be permitted to attend childcare programs. Visitors need special approval to be onsite.
- More frequent handwashing breaks and enhanced disinfecting procedures have been implemented.

- Parents and guardians will remain in their cars during drop-off and pickup with a member of our staff accompanying each child to their classrooms. Parents of infants may take their child to their classroom, however, they will have to go through a health screening prior to entering the building.
- Social distancing will be employed through the use of stable groups. Every effort will be made to keep siblings in the same group, as well as having the same staff member with each group. This group will be autonomous, maintaining recommended social distancing from all other groups and in this way, the children will be limited in their exposure to others.

How are you managing social distancing and stable groups?

Social distancing requires a combination of several protocols.

- Social distancing during drop-off & pick-up time is accomplished by physical demarcations among age groups within a space.
- Stable groups, throughout the day, function as a cohort of children and staff that stay together.
- Staff maintain the 6 ft. recommended distancing from each other, whenever possible.

For children in childcare programs, social distancing refers to a stable group (typically a classroom) staying away from other groups (or other classrooms). Staff also encourage children to participate in more individual activities in the classroom or utilize outdoor play. Masks are also required for all participants.

Who is wearing masks?

All staff will wear facemasks.

All children ages two and up will need to wear a face covering unless one of the exceptions below applies:

- If a child is outdoors and with their stable group
- If a parent or guardian has been unable to place a face covering safely on the child's face
- If a child is unable to remove a face mask without assistance

Face masks can be removed during mealtimes and napping, as the children will be socially distanced.

We know it can be difficult for children, especially those who are younger, to understand why they need to wear a face covering and often to keep a face covering on. We will encourage children to keep masks on as much as

possible.

Below are some suggestions for how to encourage your child to wear a face covering:

- Give your children matching masks for their favorite doll or stuffed animal to wear
- Have your children decorate their own masks so they are personalized and more fun
- Make sure you model wearing a face mask so your children understand how important it is

Can I visit during the day?

The CDC recommends no visitors on site. As such, until further notice, we are not inviting parents to visit. If you have specific concerns, please discuss them with the director. We apologize for any inconvenience.

What happens if a child tests positive for COVID-19?

If the YMCA identifies a child who tested positive for COVID-19 or we learn they are positive, we will take the following steps:

- The YMCA will immediately notify local health officials.
- The YMCA will notify the parents of those in the affected stable group.
- The Director will inform those who have had close contact with a person diagnosed with COVID-19 to stay home and self-monitor for symptoms and to follow CDC guidance if symptoms develop.
 - If a person does not have symptoms, CDC guidance for home isolation should be followed.
- Students in the stable group and staff who are in close contact with the affected student will be asked to stay home 10 days after the last known contact of those affected.
 - This initial short-term dismissal allows time for the local health officials to gain a better understanding of the COVID-19 situation impacting the Y and for custodial staff to clean and disinfect the affected facilities.
 - The Y will work with the local health officials to determine appropriate next steps, including whether an extended dismissal duration is needed to stop or slow the further spread of COVID-19.
- The affected classroom will be closed for 24 hours, then thoroughly disinfected before using it again.