



YMCA OF CENTRAL FLORIDA ELEMENTARY SCHOOL PROGRAMS FAMILY HANDBOOK 2025 – 2026

Each week of YMCA Elementary School care must be purchased before attending. All fees are due weekly according to the schedule listed below. Note that you are always paying for the UPCOMING week of programming, not for the weeks you are currently in. If you experience any hardship meeting the payment schedule, please contact the program Site Supervisor.

Payment #	Due Date	Program Weeks	Payment #	Due Date	Program Weeks
1	08/08/25	8/11/2025–8/15/2025	20	01/09/26	1/12/2026–1/16/2026
2	08/15/25	8/18/2025–8/22/2025	21	01/16/26	1/20/2026–1/23/2026
3	08/22/25	8/25/2025–8/29/2025	22	01/23/26	1/26/2026–1/30/2026
4	08/29/25	9/02/2025–9/05/2025	23	01/30/26	2/02/2026–2/06/2026
5	09/05/25	9/08/2025–9/12/2025	24	02/06/26	2/09/2026–2/13/2026
6	09/12/25	9/15/2025–9/19/2025	25	02/13/26	2/16/2026–2/20/2026
7	09/19/25	9/22/2025–9/25/2025	26	02/20/26	2/23/2026–2/27/2026
8	09/26/25	9/29/2025–10/03/2025	27	02/27/26	3/02/2026–3/06/2026
9	10/03/25	10/06/2025–10/10/2025	28	03/06/26	3/09/2026–3/13/2026
10	10/10/25	10/14/2025–10/17/2025	29	03/20/26	3/23/2026–3/27/2026
11	10/17/25	10/20/2025–10/24/2025	30	03/27/26	3/30/2026–4/03/2026
12	10/24/25	10/27/2025–10/31/2025	31	04/03/26	4/06/2026–4/10/2026
13	10/31/25	11/03/2025–11/07/2025	32	04/10/26	4/13/2026–4/17/2026
14	11/07/25	11/10/2025–11/14/2025	33	04/17/26	4/20/2026–4/24/2026
15	11/14/25	11/17/2025–11/21/2025	34	04/24/26	4/27/2026–5/01/2026
16	11/28/25	12/01/2025–12/05/2025	35	05/01/26	5/04/2026–5/08/2026
17	12/05/25	12/08/2025–12/12/2025	36	05/08/26	5/11/2026–5/15/2026
18	12/12/25	12/15/2025–12/19/2025	37	05/15/26	5/18/2026–5/22/2026
19	01/02/26	1/06/2026–1/09/2026	38	05/22/26	5/26/2026–5/27/2026

Billing Policy and Payment Procedures:

In order to secure your spot for weeks your child plans to attend, registration must be purchased through either the recurring option or individually. There is a one-time, non-refundable \$16.00 Elementary School Registration Fee per child for 2024 – 2025 School year participation.

Preferred Payment Option – Recurring Bank Drafts are withdrawn weekly from your personal bank account. Changes to bank draft payments (new accounts/closed accounts/frozen accounts) must be made in writing and submitted at least 7 business days prior to the payment due date. If your child will not attend a certain week, please inform your Site Supervisor so that you are not drafted. If for any reason your check or electronic draft is returned, it may be collected electronically through a third-party vendor. A minimum return fee of \$20 will be assessed for this service. YMCA is not responsible for any other collection fees incurred to your personal account during the collection process. Participants whose electronic draft is returned and not resolved prior to the next draft date will have his or her program canceled by the YMCA. In order to enroll in additional YMCA programs, all outstanding balances must be paid in full. Cancellation of recurring payment draft will result in any future payments needing to be made on an individual, week to week basis. **Cash is not accepted.** Account balances that are 10 or more days past due can result in dismissal from the program.

Discounts/ Refunds for Missing Days and Funds Owed to Other Programs:

The Elementary School Program is a weekly program; therefore, there are no discounts or refunds for daily absences. Please make sure to keep your account up-to-date. If you currently have a balance with the YMCA Before School Program, Summer Camp, or any other YMCA program, you may not be able to sign up for additional programs in the YMCA of Central Florida until the balance is paid in full.

Refunds – If a participant withdraws from a program week 7 days prior to the activity start date, a full refund will be issued less a \$10 processing fee. If a participant withdraws from a program week once the activity start date has already passed, and the child has not attended, a 75% refund will be issued. If a child has attended any of the days of the program week a refund will not be issued. Registration fees are non-refundable.

Program Information:

Program Hours - The YMCA Elementary School Program operates Monday – Friday in accordance with the school district calendar.

Staff Statistics - Our staff are chosen for their leadership skills, safety consciousness, responsibility, and caring attitude towards children. All staff members have passed background checks, drug screenings, and are certified in Community CPR and First Aid. Staff members are employed by the YMCA of Central Florida. Many staff members are also Orange County Public School teachers. We follow the state ratios of 1:12 to 1:25.

Discipline Policy - All discipline infractions will be handled according to the Orange County Public Schools' Student Code of Conduct. Please see the Program Coordinator if you would like a copy of this manual. Discipline infractions may result in possible expulsion from the Elementary School Program. The YMCA reserves the right to dismiss any child whose behavior is unacceptable without a refund.

Personal Belongings - Students are discouraged from bringing items such as iPods, cell phones, cameras, gaming devices, valuables, large amounts of money, weapons, etc. to the Before School Program. The YMCA of Central Florida is not responsible for your child's lost/damaged/ stolen property.

Roles & Responsibilities of the Parent/ Parent Concerns:

Parents and guardians are responsible for timely payment of all fees, students drop off no earlier than 7am, treating the YMCA staff with respect, and completing all YMCA registration forms/ waivers. Students who do not have completed waivers on file may be suspended from the program until waivers are received.

Parents and guardians are encouraged to raise program-related concerns with their youth's Site Supervisor as soon as possible after the event(s) that cause concern. The Site Supervisor will do an investigation by talking to students and staff and gathering statements. The Site Supervisor will then contact the parent/guardian with the results of their complaint. The Site Supervisor will also communicate all parent concerns to the Program Director, as well as the results. If the parent/guardian is not satisfied with the results, they are encouraged to email or call the Program Director serving that school for further assistance. Should the grievance pertain to a denial or exclusion from services and/or the failure of staff to consider the individual's choice of service, parent(s)/guardian(s) have the right to a fair hearing of all concerns with the Executive Director.

Parent(s)/guardian(s) must first provide Executive Director with written grievance before meeting is scheduled. When meeting takes place, the parent(s)/guardian(s) will receive written response within 30 days, detailing the outcome.

Custody Arrangements:

Staff will not become involved in custody disputes. A copy of the most current certified court order must be submitted at the time of enrollment or if a change occurs in the structure of the family. The order will be kept on file at the YMCA.

Court Order On File:

- Primary/Sole Custody: Staff will follow written instructions provided by the parent/guardian identified as having primary or sole custody on the court order.
- Joint Custody: Staff will abide by the court ordered custody arrangements specified for each day. Each parent will be requested to provide written instructions identifying persons authorize to pick up their child on their court ordered day. Each parent will complete a separate contract for payment purposes if necessary.

Court Order Not On File:

- Staff will allow both parents to pick up their child.

YMCA of Central Florida Administrative Contact:

If you have questions about our program, please contact your Program Supervisor. If you would like to speak with any of our administrative staff, please use the following numbers:

Marcia Thurmond	Program Director	407-765-0647	Mthurmond@cfymca.org
Jessica Bauer- Colon	Executive Director	407-234-3270	Jbauercolon@cfymca.org
Leah Pratt	Operations Director	407-616-1454	Lpratt@cfymca.org

Accommodation Clause:

The YMCA of Central Florida will provide reasonable accommodation to students with disabilities, provided these accommodations do not pose an undue hardship on the organization or jeopardize the safety of other students or employees. Management reserves the right to make all program-related decisions on reasonable accommodations.