

Frequently Asked Questions

Q: What is the teacher to child ratio?

A: *Toddlers (up to 2.5 yrs) – 1:7, max group: 11

*Preschool (2.6 – 5 yrs) – 1:10, max group: 20

*Extra staff/volunteers for water activities and off-site adventures.

Q: What if I do not need full time care?

A: At this time, we only offer full-time enrollment, which allows children to attend for any amount of time up to 10 hours per day, Monday – Friday.

While we do not currently have part-time options available, we are happy to work with families to create flexible schedules within our full-time structure to accommodate needs.

Q: Do you offer financial assistance?

A: Yes, we accept Working Connections (DCYF) and MCCYN military subsidies. Families must apply through DCYF first before seeking additional support through the Y, which may be available based on need and available funding.

Q: Is there a curriculum that will be used?

A: Yes, we will be using Teaching Strategies Creative Curriculum – integrates math, science, health, social studies, physical movement, early literacy, and social-emotional development using guided instruction and imaginative play.

Q: What if my child wears a diaper?

A: We have the ability to do diaper changes, but will require that all children are at least in the process of potty training.

Q: What qualifications to teachers have?

A: All of our teachers have passed background checks, completed ECE training, and are certified in CPR and First Aid. They also participate in ongoing professional development and many have prior experience working with children, ensuring a safe and supportive learning environment.

Q: Are meals and snacks provided, and how are allergies or dietary needs handled?

A: Yes, we provide nutritious breakfast, lunch, and snacks throughout the day. We participate in the Child and Adult Care Food Program (CACFP) to ensure all meals meet high standards for quality and nutrition. We do our best to accommodate food allergies and dietary restrictions, and work closely with families to support individual needs. In cases where we are unable to meet a specific dietary requirement, parents may be asked to provide alternative food options.

For the safety of all children, if a classroom includes a child with a severe airborne allergy (such as to peanuts), we will ensure that the allergen is not present in the center.

Q: Do you offer accommodations for physical or developmental disabilities?

A: We happily welcome children of all abilities and work closely with families to provide support and accommodations whenever possible. If a child's needs go beyond what we can offer in-house, we will help connect families with additional resources.

Q: How do you communicate with families?

A: We will invite all families to download the Brightwheel app, our all-in-one platform for communication, updates, announcements, and attendance. We understand not all families may be able to use the app, and we'll make every effort to provide alternative methods to ensure communication is never a barrier.

Q: What is your discipline policy?

A: We use positive, respectful guidance to help children learn self-regulation and appropriate behavior. Our approach includes redirection, teaching skills, and support – not punishment. We never use physical discipline, timeouts, or restraint. When needed, we work with families to create individualized support plans and ensure a safe, nurturing environment for all children.

Q: What if I want to get involved?

A: We LOVE when families get involved! Families are welcome to visit any time during program hours. If you would like to volunteer independently (without staff supervision), a background check will be required for everyone's safety.

Q: How can I assure my child's safety?

A: Children are supervised by trained staff who follow strict policies and maintain staff-to-child ratios. Doors remain locked at all times, only approved individuals are allowed entry, and onsite surveillance ensures a secure environment.

Q: Do you have to be a member of the Y?

A: No, membership is not required for enrollment – but we would love to have you as part of our Y community!