

## Frequently Asked Questions

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1. **When is tuition due? And how are the tuition payments calculated?**
    - a. Tuition is due on or before the 15<sup>th</sup> of the month (August –May). Tuition is based on 180 school days, divided into 10 equal monthly payments with the first payment due August 15 and the last payment due May 15.
  2. **When are tuition statements sent out?**
    - a. Statements are sent out via email and through your center mailbox around the 1<sup>st</sup> of the month. Be sure to mark ABC Care as an approved sender in your email account (or check your junk mail inbox).
  3. **How do I pay my tuition?**
    - a. Tuition can be paid at the center with a check or with an ACH withdrawal from a checking or savings account, or with a credit card through our main office over the telephone (410-751-3700); both of these options can be recurring. We do not accept cash in the Centers.
  4. **Do you accept drop-ins?**
    - a. ABC Care provides drop in care for registered families who need service on an unscheduled day. Please contact your center Director at least 24 hours in advance of the date of service. Payment is due at the time of “sign in” or “sign out”. Drop in service can be denied if there is not enough space for the child. If you are unable to give 24 hours notice, we will do our best to accommodate your family but we cannot guarantee we will have space.
  5. **Is care available when schools are closed for teacher in-service days (planned closings)?**
    - a. Yes, ABC Care has two (2) all day care locations for child care on days when schools are not in session. Parents can complete an All Day Care reservation form to secure a spot. Additional costs apply.
    - b. Deer Park United Methodist Church (2205 Sykesville Road, Westminster, MD 21157) or
    - c. Sykesville Fire Department (6680 Sykesville Road, Sykesville, MD 21784)

**6. What happens on a scheduled (planned) early dismissal day?**

- a. Our staff will be on site at the time of dismissal. There is no additional cost as long as it is one of your regularly scheduled days. If it is not your family's regularly scheduled day for afternoon care you can "drop in" and pay the drop in fee at the time of pick up.

**7. Is care available on days when schools are closed for inclement weather?**

- a. Please call **your center phone number after 6:15 am** to hear when ABC Care will open and at which centers. If the weather is severe ABC Care may close for the day. Always call the voice mail for the most up-to-date information. Information will also be posted on our website. We utilize the following location for inclement weather closings. Additional costs apply.
- b. Deer Park United Methodist Church (2205 Sykesville Road, Westminster, MD 21157)

**8. Do I need to pre-register for an all day care snow day?**

- a. No. Unlike a scheduled all day care where pre-registration is required, a snow day all day care does not require preregistration. Families will have to complete emergency information at the time of drop off.

**9. What happens on days when schools close early due to snow or inclement weather?**

- a. Our staff is notified and will be on site at the time of dismissal. There is no additional cost as long **as it is one of your regularly scheduled days**. If it is not your family's regularly scheduled day for afternoon care you can "drop in" and pay the drop in fee at the time of pick up. Our centers will be open until normal closing time as long as weather conditions do not worsen. Should this happen, our staff will contact you and apprise you of the situation.

**10. What happens when schools open late due to inclement weather?**

- a. Please call **your center phone number after 6:15 am** to hear what time ABC Care will open and which centers will open. Depending on the severity of the situation, ABC Care may open our inclement weather sites and transport children to their home schools upon opening. On occasion, we may open our regular sites on a delayed schedule. Always call the voice mail for the most up to date information. Additional costs apply.

**11. Can someone other than the parents pick my child up from the center?**

- a. Yes, please be sure to write a note and/or call, and leave a message with the center Director so they will have a name/address to compare to the person's identification when they arrive. If the person picking up will be a regular pick up person, the Director will have you add their information to the emergency card.

**12. How do I know when my center opens and closes?**

- a. Check your center's webpage on our website. Hours of operation differ from center to center.

**13. How are children grouped at the center?**

- a. Children are grouped by age at our centers. Typically kindergarten, first and second grade make up our "Juniors" group and third, fourth and fifth grade make up our "Seniors" group. At larger centers there may be a "Middies" group of second and third graders.

**14. What happens in a typical day at the center?**

- a. Check your center's webpage for the daily program schedule (on the right hand side). Children have an opportunity for snack, homework, outdoor play, self selected activities, arts/crafts, cultural activities, sign language and team building activities.

**15. Can I visit the program before registering?**

- a. Yes. ABC Care has an open visitation policy. We encourage you to check in with the Director upon your arrival so they can answer any additional questions you may have.

**16. How will I know about events happening at the center?**

- a. We communicate in several ways with families. Our website contains a large amount of information about our centers – the ticker, announcements box and each center’s webpage. At your center you have a family mailbox for any handouts and fliers. The parent table at your center will also have an announcements board for news and information. We also use email blasts to communicate with our families.

**17. How does transportation work at St. John’s ABC Care center?**

- a. Our St. John location in Westminster provides child care for multiple schools. We utilize our van for transportation to and from East Middle, Cranberry Station, North Carroll Community School and Carroll Lutheran. Children attending William Winchester and West Middle walk across the street with our staff.

**18. Do you accept vouchers?**

- a. Yes, please contact Department of Social Services for more information.

**19. How do I change my schedule?**

- a. Your schedule change request must be in writing. Please complete a Schedule Change Form and provide one month’s written notice of the change to your schedule. The form can be printed from the website. A schedule change fee of \$30 will be applied to your account for the first schedule change; each additional change per school year will be \$50.

**20. Do you have any scholarship programs?**

- a. Yes. ABC Care has a Child Care Tuition Assistance Fund set up to help families in need or short or long term assistance. Families may request an application from their Director or main office staff.

**21. Do you offer any discounts?**

Yes!

**New Family Referral Discount**

Submit potential new family’s contact information to ABC Care. If your referral enrolls in one of our afterschool programs for the 2017-2018 school year, you will receive a \$25 credit. **There is no limit for the new referrals per family per calendar year.**

**Sibling Discount**

The 2<sup>nd</sup>, 3<sup>rd</sup>, etc., child will receive 10% off monthly tuition if both children attend full-time (5-AMs & 5-PMs or 5-PM at early bell site: Eldersburg or Friendship Valley).

**All Day Child Care Discount**

Families registered with a full-time (5-AMs & 5-PMs or 5-PM at early bell site: Eldersburg or Friendship Valley) schedule receive a 10% discount for All Day Care.

Families registered with a five day after school only (5-PMs) schedule or a five day, before school only (5-AMs) schedule will receive a 5% discount for All Day Care.

**School Year Bundling Discount**

All families who register for before and after care for the same days regardless of the number of days, receive a discount over the separate AM and PM prices.

**Military Discount**

Parent/Guardian serving in the military as active duty or deployed reservists receive 10% discount on full time (5-AMs & 5-PMs or 5-PM at early bell site: Eldersburg or Friendship Valley) monthly tuition with appropriate identification.

**Teacher Discount**

Parent/Guardian who works for a private or public school in Maryland or Pennsylvania as a classroom teacher, school nurse, guidance counselor, or instructional assistant receives a 10% discount on full time (5-AMs & 5-PMs or 5-PM at early bell site: Eldersburg or Friendship Valley) monthly tuition (*may only be used with 1 child*) with appropriate identification. Call the main office for the Teacher Discount Verification form.

\*\*Sibling, Military or Teacher Discounts may not be combined