

Frequently Asked Questions (FAQs)

Registration & Enrollment

1. What happens after I register my child?

After registration is submitted, our staff will review your application and required documents. You will receive confirmation regarding your child's enrollment status and next steps.

2. Is registration first come, first served?

Yes. Enrollment is based on available space at each Club site.

3. Is there a waiting list?

Yes. If a site reaches capacity, your child may be placed on a waiting list and families will be notified if space becomes available.

4. How will I know if my child has been accepted?

Parents will receive communication by phone, email, text message, or through our parent communication platform.

5. Can I register my child at more than one Club location?

No. Children should be enrolled at the site they plan to attend regularly.

6. Can my child attend different Club locations on different days?

Requests will be considered on a case-by-case basis and must be approved by Club leadership.

7. What if my contact information changes?

Please notify the Unit Director immediately to ensure we can reach you in an emergency.

8. Can someone else complete registration for my child?

A parent or legal guardian must complete and sign all enrollment paperwork.

9. Are scholarships available?

Yes. Scholarship applications are available upon request from the Unit Director.

10. What happens after I submit a scholarship application?

Applications are reviewed based on eligibility guidelines and available funding. Families will be notified once a determination has been made.

11. What documents are required for enrollment?

Requirements may include:

Completed registration packet

Emergency contact information

Immunization records (if required)

Proof of age

Custody documentation (if applicable)

Scholarship documentation (if applicable)

12. What if I do not have all required documents?

Please speak with your Unit Director. Staff will assist families in identifying acceptable alternatives when possible.

13. Are custody papers required?

Yes, if there are court-ordered custody arrangements or restrictions.

14. Must emergency contacts be listed?

Yes. At least two emergency contacts are strongly recommended.

15. What are the Club's hours of operation?

Hours vary by location. Please contact your local Club for specific times.

16. Is daily attendance required?

Regular attendance is encouraged to help youth benefit fully from Club programming.

17. Can my child attend only certain days?

Yes, provided the arrangement is communicated to staff.

18. What happens if my child misses several days?

Staff may contact parents to check on the child and verify continued enrollment.

19. Can my child arrive late?

Late arrivals may be restricted depending on programming schedules.

20. What if my child needs to leave early?

Parents must notify staff in advance whenever possible.

21. What time may I drop off my child?

Children may only be dropped off during designated operating hours.

22. May I drop my child off before the Club opens?

No. Staff supervision begins only at scheduled opening times.

23. What happens if I arrive late to pick up my child?

Late pick-ups may result in additional fees or disciplinary action.

24. Who may pick up my child?

Only individuals listed on the authorized pick-up form.

25. Can my teenager sign themselves in or out?

Depends on age and authorization forms

26. What identification is required for pick-up?

A valid photo ID may be requested.

27. What if someone not listed arrives to pick up my child?

The child will not be released without parental approval and proper verification.

28. Will meals be provided?

Many Club locations partner with local school systems, community organizations, and nutrition programs to provide meals and snacks.

29. What if meals are not available at my site?

If meals are unavailable, families will be notified and encouraged to send meals or snacks with their child.

30. Are meals free?

Most meals and snacks are provided at no cost to enrolled members.

31. Can my child bring lunch from home?

Yes, unless otherwise communicated by Club staff.

32. Can food be shared among members?

No. For safety and allergy reasons, members should not share food.

33. How do I report food allergies?

Please notify staff during registration and update us immediately regarding any changes.

34. What types of programs are offered?

Programs may include academics, STEM, arts, leadership, sports, character development, health and wellness, and career readiness.

35. Is homework help available?

Yes. Academic support is a core component of our programming.

36. Are tutoring services available?

Some sites offer tutoring or partnerships with local schools and volunteers.

37. Will my child participate in outdoor activities?

Yes, weather permitting.

38. What should my child wear?

Comfortable clothing and closed-toe shoes are recommended.

39. Will there be field trips?

Yes. Field trips are offered throughout the year as opportunities arise.

40. Are field trips mandatory?

No. Participation is optional unless otherwise stated.

41. Are additional permission forms required?

Yes. Parents must sign a separate permission slip for each field trip.

42. Is transportation provided for field trips?

Yes. Transportation is generally provided by the Club.

43. Can parents attend field trips?

Certain trips may allow parent volunteers with prior approval.

44. What happens if my child misses the bus for a field trip?

Unfortunately, late arrivals may not be able to participate.

45. What behavior is expected?

Members are expected to treat staff, peers, and property with respect.

46. What happens if my child breaks Club rules?

Consequences may include parent conferences, behavior plans, suspension, or dismissal.

47. Will parents be notified about behavioral concerns?

Yes. Staff will communicate significant concerns with parents.

48. Is bullying tolerated?

No. Bullying, harassment, and intimidation are strictly prohibited.

49. What if my child is involved in a conflict?

Staff will investigate and work to resolve concerns appropriately.

50. What if my child becomes sick at the Club?

Parents or emergency contacts will be notified to pick up the child.

51. Can staff administer medication?

No, staff may not administer medication.

52. What happens in an emergency?

Staff are trained to respond appropriately and will contact parents immediately.

53. Are staff background checked?

Yes. All staff undergo required screening procedures.

54. Are staff trained in CPR and First Aid?

Many staff members receive CPR and First Aid training.

55. Is transportation available?

Transportation availability varies by site.

56. Are transportation routes guaranteed?

No. Routes may change based on staffing and enrollment.

57. What if my child misses transportation?

Parents will be responsible for arranging transportation.

58. How will parents receive important updates?

Updates may be shared by phone, email, text message, social media, newsletters, or parent communication platforms.

59. What if I have concerns about my child's experience?

Please contact your Unit Director immediately.

60. Can parents visit the Club?

Yes. Parents are encouraged to remain involved while following visitor procedures.

61. May my child bring electronic devices?

Personal electronics may be restricted during program hours.

62. Is the Club responsible for lost or stolen items?

No. We recommend leaving valuable items at home.

63. May my child bring toys from home?

Unless requested for a special activity, toys should remain at home.

64. What happens during severe weather?

The Club follows established emergency and shelter procedures.

65. What if school dismisses early?

Families will receive instructions regarding program operations.

66. What if my child needs additional support services?

Please speak with the Unit Director so we can discuss available accommodations and community resources.

67. May my child participate if they have special dietary needs?

Yes. Please notify staff in advance.

68. What if my child forgets something at the Club?

Please contact the Club to check our lost and found area.

69. Can my child call me during the day?

Members may use Club phones when necessary and approved by staff.

70. How can parents support the Club?

Parents can volunteer, participate in family events, attend meetings, advocate for the Club, and support fundraising efforts.