

# R·E·A·C·H

## GERMANTOWN PARKS & RECREATION

### FAQs

#### **Registration**

Q: How do I register?

A: REACH registration is available only online at [Germantown-TN.gov/registration](http://Germantown-TN.gov/registration). An account should be created under the authorized adult name and then the child(ren) can be added to the account for enrollment. (Please use an email account that you normally check because this is how you will receive e-news and program updates.)

Q: When does registration open?

A: REACH registration opens on July 1st each year.

Q: If my child was registered last year, do I need to re-register?

A: Yes, participants must register for REACH each year. However, if you have an account already set up then you should not have to re-enter enrollment information again but you will have the opportunity to update the information during the enrollment process.

Q: Can my child attend REACH if they do not attend school at that site?

A: No, children must be enrolled in the school at the site to be eligible to attend the REACH Program.

Q: What age does my child have to be to attend REACH?

A: All participants must be at least five years old and in kindergarten (not pre-K) to attend REACH.

Q: What is the difference between registration and enrollment?

A: Registration is complete once you have enrolled your child for one day or one month and we have received all the required information including contact and health information. Enrollment is the process where you add them to the roster for a day or month and the payment is processed. You must enroll your child for a minimum of one day in order for the registration to be complete.

Q: Do I have to attend a parent orientation if my child attended REACH last year?

A: Yes, as part of our registration process, and as required by the Department of Human Services Child Care Services (DHS), all parents must participate in a parent orientation. During this time we will review any changes to policies and procedures that may affect your child, pertinent program information and required documentation per DHS standards.

## **Enrollment, Pricing and Payments**

Q: How much does it cost to attend REACH?

A: You can enroll your child using a “daily” or “monthly” option.

The daily rate for all sites is \$10.75 per morning and \$16.25 per afternoon.

The morning care monthly rate is \$120 at Farmington and Riverdale or \$130 at Dogwood and Forest Hill. The aftercare rate is \$205 at Farmington and Riverdale or \$195 at Dogwood and Forest Hill. The rate for all schools for before and after care is \$315 per month. Pricing for the monthly before and after care services are based on hours of operation at each site.

Q: How do I decide between the daily and monthly enrollment options?

A: If your child will only be attending REACH one to two days per week or less, it is best to choose the daily enrollment option. However, if your child will be at REACH three or more days per week then it is best to choose the monthly option. The monthly option provides a discounted rate (averaging \$6.25/ day for morning care and \$9.50/day for aftercare) and is automatically prorated for months with holidays of three or more consecutive days (August, October, November, December and March).

Q: Does your program fill up? Do I need to register and enroll early?

A: While we have not had to turn anyone away so far, REACH registration has increased each year. Our system is based on a flexible registration option to allow monthly and daily enrollment options. However, we can only accept 50 participants at each site on any given day for both morning and afternoon sessions. Enrollment is on a first-come-first-serve basis so there are no guarantees for availability unless you have enrolled and paid for your child to attend.

Q: Do you offer discounts or scholarships?

A: Yes, we currently offer three discounts. Those eligible for free or reduced lunch, who are employed by the Germantown Municipal School District or the City of Germantown, and those with siblings can receive a 15% discount on services. Provide proof of eligibility at the Parks and Recreation office in order to receive this discount.

Q: If my child cannot attend REACH one day they are enrolled for will I receive a refund?

A: No, REACH does not provide refunds. However, those enrolled using the daily enrollment option who provide prior notice that a child cannot attend REACH for a scheduled day may receive a credit to their account. This credit can be applied to any future Parks and Recreation activities listed on ACTIVE and is valid through the end of the fiscal year (June 30). This service does not apply to those who enroll using the monthly option since this service is already being provided at a discounted rate.

Q: Once my child is registered, are they automatically enrolled for the entire year?

A: No, while your child is considered a registered participant after their first enrollment, they are not considered enrolled until you have added them to the roster and paid for that date of service.

Q: If I enroll them for the entire year, do I have to pay for it all at once?

A: Yes and no. Those using the daily enrollment option must pay in advance for all dates the child will attend. Any item added to the "cart" must be paid for at the time of checkout. So, if you choose your specific dates for the entire year, it will request a full payment at checkout. Those choosing the monthly enrollment option are eligible to sign up for the automatic payment option. This service allows parents to enroll a child for the entire year but pay through monthly installments which are charged to a credit card. For more information about this service or to enroll in this option, contact the REACH administration at 901-757-7389 prior to enrolling for the year.

Q: What if I don't know all the dates I want my child to attend REACH or my schedule changes?

A: Those using the automatic payment option must notify the REACH administration 10 days in advance of when the child will be withdrawn from the program and payment should stop. All future payments will be canceled, the account will not be charged, and the child's name will not appear on the daily roster. Those using the daily option can enroll a child from month to month, week to week, or even day to day. Children must be registered by 6 a.m. to attend the morning program, or noon to attend the aftercare program.

Q: If I choose to withdraw my child from the program what do I need to do?

A: In order to officially remove a child from the REACH program, parents must send an email or letter to the REACH administration stating that they will no longer be attending the program and the date this change is to take place.

Q: Can I visit the REACH site prior to enrolling my child?

A: Yes, we highly encourage site visits before registering a child for the program. Contact the REACH administration at [cwilliams@germantown-tn.gov](mailto:cwilliams@germantown-tn.gov) or (901) 757-7389 to set up a time to meet with the site staff and see how the program runs.

Q: Do you accept children with special needs?

A: Yes. However, REACH is a group care program and staff are not available to work one-on-one with participants. If a child requires specialized care then we may not have the staffing to assist them. Please call and speak with the REACH administration for more information. We will work with families to provide reasonable accommodation for our participants.

## **Program Information:**

Q: Are you connected with the Germantown Municipal School District?

A: The City of Germantown Parks and Recreation Department partners with the school district to provide REACH before and after care programming. The schools provide the facility and space and the City provides the programming and staff.

Q: Where does your program take place?

A: We are housed inside Germantown Municipal School District elementary schools. While the space varies depending on location, we have access to the cafeteria, gymnasium, library and playground areas at each facility.

Q: What are your hours of operation?

A: Before school program takes place from 7 a.m. until the first bell rings (8:15 a.m. at Farmington and Riverdale or 8:30 a.m. at Dogwood and Forest Hill). Children may be dropped off anytime between 7 and 8 a.m. The after school program takes place from dismissal (3:15 p.m. at Farmington and Riverdale or 3:30 p.m. at Dogwood and Forest Hill) until 6 p.m. Children may be picked up at any time.

Q: Do you provide care on half days and when school is out?

A: Yes, on half days during the time school is in session. However, we only have access when school is in session, so we do not offer REACH during breaks and holidays.

Q: What kind of activities will my child participate in during your program?

A: REACH stands for Recreation, Education, Arts, Community and Health. The program offers a little bit of each throughout the week, with an emphasis on recreation. Participants have the opportunity to complete homework each day, participate in games and crafts and enjoy exercise inside or outside depending on the weather and time of year.

Q: What happens during a typical day at REACH morning care?

A: In the morning, children are slowly dropped off; so, for the first 30 minutes (or until a big enough group forms) participants can choose quiet activities such as board games, crafts or reading. Once enough children are present then group games and activities begin. Every site has the opportunity for active games in the gym at some point during the morning session. Ten to 15 minutes before the bell rings, everyone helps with cleaning up and they gather their school items to get ready to head to class.

Q: What happens during a typical day at REACH after care?

A: Following dismissal, participants meet in their designated check-in location for roll call and snack. Then, children break up into age groups and start activity rotations for the day. About 30 minutes before closing everyone comes back together for small group activities. Please note this is just a typical outline and may vary depending on the site and number of participants.

Q: What kind of snacks are served at REACH?

A: Because there is no access to kitchen facilities, all REACH snacks are prepackaged. To protect those with allergies, snacks with peanuts are not provided. Yogurt, cheese, fresh fruit, whole grain chips and breakfast bars, cheese crackers, popcorn, ect. are provided when available. Parents are also welcome to send a different or additional snack if they prefer. Please check snack calendars listed with the monthly newsletter and posted on the site bulletin board.

Q: Do both morning and afternoon programs receive a snack?

A: REACH only provides snacks for the afternoon program. However, each child can participate in the school's breakfast program.

Q: Are the enrichment sessions included in my before/ after care registration?

A: No, these are two separate programs. Enrichment programs are provided by contract vendors that create their own activities. While these activities also take place at the schools, they are not connected to the before and after care program. For more information about enrichment programs, contact Michelle Forbert at [MForbert@Germantown-TN.gov](mailto:MForbert@Germantown-TN.gov).

Q: Do you offer any specialized instruction or group activities at REACH?

A: Yes, we offer adult-guided activities but not to the same degree as enrichment activities. However, this is something that we have been working on providing more: Science, Technology, Engineering, and Math (STEM) activities.

Q: What kind of supervision is provided?

A: Tennessee DHS requires a minimum adult to child ratio of 1:20. Each of our staff is assigned an age group and will supervise that age group throughout the year.

Q: Will I receive information or updates about the program throughout the year?

A: Each month, a monthly snack calendar and newsletter is available for pick up at the check-in/check-out station. The newsletter includes program information along with community events. A monthly e-newsletter, highlighting program details and payment reminders, is also distributed. Please make sure to check your junk mail! If you are not receiving emails or you would like to add an additional email to the distribution list, contact the REACH administration.