

**Where is the Underwood After School Program held?**

Underwood Elementary School  
1614 Glenwood Avenue  
Raleigh, NC 27608  
Serves students at Underwood Elementary School.

**What are the program hours?**

All YMCA after school programs operate from school dismissal until 6:00 p.m., Monday through Friday.

**Who directs the Underwood After School Program?**

Dan Werdel is the Youth Director responsible for Underwood After School. He may be contacted at the Alexander Family YMCA at 582-2247 or by email at [dan.werdel@ymcatriangle.org](mailto:dan.werdel@ymcatriangle.org).

**What is the payment policy?**

The payment is drafted the 24<sup>th</sup> of each month. If the 24<sup>th</sup> falls on a Saturday you will be drafted on Friday. If the 24<sup>th</sup> falls on a Sunday you will be drafted on Monday.

**What kinds of activities are planned for my child?**

Underwood After School offers a full array of activities. Games, arts & crafts, assemblies, devotions, amazing contests, homework time and fun are just some of the exciting opportunities awaiting your child.

**What is a typical daily schedule?**

3:45 Assembly  
4:00 Snack  
4:15 Activity/Homework  
4:30 Homework  
5:15 Devotion  
5:30 Rides Out  
6:00 Program Ends

**What if I need to reach the Underwood After School Staff?**

Please feel free to contact the Underwood After School staff at 815-5526. You will need to leave a voicemail during non-after school hours.

**What is the pick up policy?**

Rides Out begins at 5:30 p.m. and continues until 6:00 p.m. If you pick up your child before 5:30 p.m., you must go to the After School Desk, request your child and sign him/her out. Children are not released to anyone that is not listed on the Authorized youth pick-up form or without written consent. Children picked up after 6:00 p.m. will result in a late pick-up fee.

**What about Early Release Days?**

When the school has scheduled early release days they are included in the After School Program if you are signed up for that day.

**What about holidays?**

All YMCA after school programs operate following the Wake County traditional school calendar. For most holidays and all teacher workdays, the YMCA offers Schools Out Special (SOS Days) at the Alexander Family YMCA. SOS Days can be purchased as a package or individually. All SOS programs are full-day programs operating from 7:30 a.m. – 6:00 p.m.

**What is the cancellation policy?**

Written cancellation is required two weeks in advance of your child's last program day. A cancellation fee of \$25.00 per program per child will be charged for all cancellations. Non-attendance does not entitle you to a refund. This includes non-attendance due to illness, vacation, or YMCA cancellation due to inclement weather. Program fees are not transferable from one participant to another, from one program to another, or from one YMCA to another. Bank drafts require a **30 day** notice for cancellation prior to the next draft date. Refunds are processed by our Association Resource Center office and checks will be mailed to the address on the youth information form within 45 days after receipt of written cancellation.

**What is the insufficient funds policy?**

If your bank returns a check or draft, due to insufficient funds, immediate payment in addition to a \$25.00 service charge is required to keep your child's account up to date. You will need to mail or bring to the Alexander Family YMCA front desk cash, money order or certified check for the insufficient amount within 10 business days after you receive a notification letter from the Association Resource Center. If you have two returned checks or drafts within a six-month period, you will no longer have the bank draft privilege and will be required to pay program fees in full, in advance.

**What if I have more questions?**

Please feel free to call Dan Werdel at 582-2247 or [dan.werdel@ymcatriangle.org](mailto:dan.werdel@ymcatriangle.org) with any questions regarding Underwood After School care.

