

The YWCA has something for everyone!

CHILDCARE & EDUCATION

Child Development Center (ages 6 weeks to 5 years)

Head Start (ages 3 to 5)

YW-CAre (ages pre-K to 5th grade)

Talkington School of Young Women Leaders (6th-9th grades)

Summer and Mini Camps (ages pre-K to 5th grade)

Exceptional and Challenger (special needs)

Texas School Ready! Project (teacher training and mentoring)

HEALTH & FITNESS

Aquatics (year-round indoor pool, Sun 'n Fun outdoor pool, aquatics classes, swim lessons, lap and family swims, certification classes)

Fitness (yoga, Zumba, tai chi, taekwondo, weight room)

Breast and Cervical Health Initiative

Texas Healthy Adolescent Initiative

FACILITY RENTAL

The Legacy Event Center

Gym and Pool Parties

WOMEN'S ACHIEVEMENT

Women of Excellence

The YWCA of Lubbock is an equal opportunity agency. No person shall, on the grounds of race, color, disability, sex, age, national origin, political belief, or religion, be excluded from participation in, be denied benefits of, or be otherwise subject to discrimination. If you believe you have been discriminated against, contact immediately the YWCA management staff or write immediately to: Director, Civil Rights Department, Texas Department of Human Services, P.O. Box 149030, Austin, TX 78714-9030.

**eliminating racism
empowering women
ywca**

Phone: (806) 792-2723
3101 35th Street, Lubbock, TX 79413

Fax: (806) 792-0556
www.ywcalubbock.org

YWCA Parent Handbook 2010-2011

YW-CAre After-School Program

providing excellent, licensed care
for children pre-K through 5th grade

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Welcome to YW-Care!

Thank you for choosing the YWCA's licensed after-school program to meet your childcare needs. YW-Care was established to provide structured and supervised enrichment activities for elementary-age children of working parents. This program is conducted at elementary schools in cooperation with the Lubbock and New Deal school districts. Exceptional YW-Care for children with mental and/or physical disabilities also is offered at the YWCA.

We are dedicated to providing your child quality care. You can help by:

- reading this handbook and keeping it handy throughout the year;
- visiting your child's YW-Care site to learn about the daily routine; and
- meeting your child's lead teacher and other staff and providing them with knowledge about your child's interests, fears, routines, frustrations, etc. The on-site staff spends up to three hours a day with your child. The more they know about your child, the more individualized care they can provide. Please offer constructive feedback when necessary.

YWCA staff is always willing to talk with you. Call the on-site number on the inside back cover or (806) 792-2723 x3217 to reach the YW-Care director. (17)

Parents will be notified of changes to any policies or procedures in the YW-Care program through notices in newsletters and a new handbook annually. (6) (12)

Early Release Days and Mini-Camp

The YWCA offers extended care on Lubbock ISD staff development days. Early Release Days take place at the participating schools from noon to 6 p.m.

The YWCA also operates Mini-Camp on many days school is closed (see page 8 for calendar). Mini-Camp takes place at the YWCA (3101 35th Street) from 7:30 a.m. to 6 p.m. Swimming is a regular part of each day of Mini-Camp, so children should always bring a swimsuit and towel.

Both programs follow all YW-Care policies and procedures. See page 1-2 for enrollment and financial information. Pre-enrollment is required by 3 p.m. the day before care is received, including those receiving financial assistance.

Funding for YW-Care is provided by Texas Workforce Commission, the United Way, the CH Foundation, and the Helen Jones Foundation.

YW-Care Sites and Contact Information

To report an absence, please call (806) 792-2723 x3220. In case of an emergency or to get a message to the staff during YW-Care hours, please call the number for your child's YW-Care site listed below. All area codes are (806).

Arnett	632-3678	Overton	632-0717
Bayless.....	778-5160	Parsons.....	778-5174
Bean	632-1667	Ramirez	778-5161
Bowie.....	778-8294	Roberts.....	632-2428
Brown	781-7486	Rush	632-6093
Centennial	632-1284	Smith	778-5163
Dupre.....	781-7490	Stewart.....	632-2703
Exceptional (YWCA)	792-2723	Talkington YW-Leaders	778-5155
Harwell	778-8371	Tubbs.....	778-5165
Haynes.....	632-9710	Waters.....	778-5167
Hodges.....	781-7492	Wester.....	778-5168
Honey	781-7483	Wheelock	632-6152
Jackson	778-5158	Williams	778-5170
Maedgen	781-7491	Wilson	778-5171
McWhorter.....	632-3665	Wolffarth.....	632-6164
Murfee.....	778-5156	Wright	632-6091
New Deal.....	778-5164	YW-Care Director	632-3657

Lubbock ISD will consider transfers for children on an individual basis for the purpose of childcare.

The YWCA is prepared to start an after-school program in any area elementary school with a minimum enrollment of 10 children. Contact the YW-Care director to discuss possible care at another location.

Each YW-Care site is licensed as a childcare center by the Texas Department of Family and Protective Services. The minimum standards for Licensed Child Care Centers are available at each site for review as well as the most recent licensing inspection report. (20) You may contact the local licensing office by calling (806) 698-5501. The TDFPS child abuse hotline number is (800) 252-5400, or you may visit TDFPS online at www.txchildcaresearch.org. (21)

Early Release Sites

In addition to all YW-Care sites above, the YWCA will provide care on Early Release Days at the following schools.

Elementary Schools: Bozeman, Guadalupe, Parkway, and Wheatley.

Middle Schools: Alderson, Atkins, Cavazos, Dunbar, Evans, Hutchinson, Irons, Mackenzie, OL Slaton, and Smylie Wilson.

2010-2011 YW-Care Calendar

YW-Care follows the Lubbock ISD calendar and severe weather procedures. **Hours of operation are from 3-6 p.m. except for Early Release Days, which begin at noon, and for Talkington YW-Leaders, which begins at 4 p.m. All children must be picked up each day by 6 p.m. to avoid late pick-up fees.**

In case of severe weather, YW-Care is closed if LISD is closed. If LISD is released early due to weather, **you are expected to pick up your child as soon as possible.** LISD school staff will stay with the children until a YW-Care staff member arrives. (1)*

Date	Lubbock ISD	Program/Hours	Location
Aug. 23	Classes Begin	YW-Care Begins	Schools
Sept. 6	Labor Day	Closed	-----
Sept. 22	Early Release	Noon-6 p.m.	Schools
Oct. 6, 19, 26	Early Release	Noon-6 p.m.	Schools
Nov. 10	Early Release	Noon-6 p.m.	Schools
Nov. 24-26	Thanksgiving	Closed	-----
Dec. 16, 17	Early Release	Noon-6 p.m.	Schools
Dec. 21-23	School Holiday	Mini-Camp	YWCA 35th St.
Dec. 24, 27	Christmas	Closed	-----
Dec. 28-30	School Holiday	Mini-Camp	YWCA 35th St.
Dec. 31	New Year's Eve	Closed	-----
Jan. 3	Staff Work Day	Mini-Camp	YWCA 35th St.
Jan. 4	School Resumes	YW-Care	Schools
Jan. 12	Early Release	Noon-6 p.m.	Schools
Jan. 17	MLK Day	Closed	-----
Feb. 2	Early Release	Noon-6 p.m.	Schools
Feb. 21	Staff Work Day	Mini-Camp	YWCA 35th St.
Mar. 14-18	Spring Break	Mini-Camp	YWCA 35th St.
Mar. 30, Apr. 13	Early Release	Noon-6 p.m.	Schools
Apr. 22	Good Friday	Closed	-----
May 4, 26, 27	Early Release	Noon-6 p.m.	Schools
May 30	Memorial Day	Closed	-----
May 31	Summer Break	Summer Camp Begins	YWCA 35th St., Sun 'n Fun

* Numbers in parenthesis throughout the handbook refer to the licensing minimum standard that must be referenced in a program's policies.

Contents

Eligibility and Enrollment	1
Financial Information	1
Staff and Communication	3
Operations Policies and Procedures	3
Medical Information	4
Daily Activities	5
Discipline and Guidance Practices	6
Calendar	8
Sites and Contact Information	Inside Back Cover

Eligibility and Enrollment

Ages: Students pre-K through 5th grade are eligible to enroll. Four-year-olds who attend Lubbock ISD pre-K or Head Start also are eligible. A program at Talkington School for Young Women Leaders serves children in 6th-9th grades.

Enrollment Location and Deadline: Enrollment must be completed at the YWCA's Front Office in the Livermore Building at 3101 35th Street. Children must be enrolled by 10 a.m. on the day that care begins EXCEPT for Early Release Days and Mini-Camp, when the deadline for enrollment is 3 p.m. the day before care begins.

Forms: Fill out enrollment forms and permission releases thoroughly, especially

- phone numbers where you can be reached during YW-Care hours; and
- special needs of your child such as allergies, disabilities, custody agreements, restraining orders, etc.

Your child's enrollment form may be adjusted by calling (806) 792-2723 x3217, in person at 3101 35th Street, or at your child's YW-Care site. (12)

Financial Information

Payment Method Options: The YWCA is committed to offering you great service and convenience, with a variety of ways to pay for your childcare needs.

- Tuition Express (automatic draft monthly or weekly)
- Check (mail/in person monthly)
- Credit Card: AmEx, MC, Visa, Discover (in person/telephone monthly)
- Cash (in person monthly)

Address envelopes to YW-Care Finance Manager, 3101 35th St., Lubbock, TX 79413. Call (806) 792-2723 x3200 to pay by phone. The front office is open Monday-Friday 8 a.m.-9 p.m., Saturday 9 a.m.-1 p.m., and Sunday 3-6 p.m. (as of Aug. 29).

Enrollment Fees: The fees are listed below. Note that the entire cost of childcare from September through May is divided by nine (the number of months of care) to allow families to budget the same amount each month.

YWCA annual membership/enrollment fee	\$40
YW-CARE/Talkington YW-Leaders: Aug. (7 days, 3-6 p.m.) ..	\$50
YW-CARE: Sept.-May (3-6 p.m.)	\$155/month
using Tuition Express	\$150/month
Talkington YW-Leaders: Sept.-May (4-6 p.m.)	\$105/month
using Tuition Express	\$100/month
Early Release Days only (14 days, noon-6 p.m.)	\$15/day
.....	\$75/semester
.....	\$150/school year
Mini-Camp (7:30 a.m.-6 p.m.)	\$22/day

For each additional child enrolled, receive a \$5 discount each month.

Due Date: The monthly fee is due **BY THE 1ST DAY OF THE MONTH**. The YWCA will e-mail a monthly reminder to each person providing a valid e-mail address.

Late Payment Fees: A late payment fee of \$25 will be **ASSESSED ON THE 4TH DAY OF THE MONTH** if full payment has not been received by the end of the 3rd day of the month. A late pick-up fee of \$1/minute will be assessed beginning at 6 p.m. for each minute the child remains in our care.

Drop Date: A child **WILL BE DROPPED from YW-Care after the 5th day of the month--the child will not be on the roll starting the 6th day of the month--if fees have not been paid in full**. All outstanding fees and the \$25 late fee must be paid before the child will be re-enrolled.

Credit: Payment will NOT be refunded for absences or days missed because of behavioral suspensions.

Termination: You must call the YW-Care finance office at (806) 792-2723 x3204 to terminate childcare and stop charges to your account. Your account will continue to be charged until official termination notice is received.

Financial Aid: YW-Care is a CCS provider through the Texas Workforce Commission Child Care Services program. Please call (806) 744-3572 for eligibility requirements.

YWCA scholarships also are available on a first-come, first-served basis for families not eligible for CCS funds. More information and financial aid applications are available at the YWCA front desk. A pay stub or tax return must accompany the completed application.

- subjecting a child to harsh, abusive, or profane language;
- placing a child in a locked or dark room, bathroom, or closet with the door closed; and/or
- requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Suspension/Dismissal

For a severe offense or for repeatedly breaking rules which results in harm to a child or the program, a one- to three-day suspension may be given after giving you and the child a warning. Suspension should not result in a young child being left alone.

The YW-Care director will monitor all suspensions; participate in the reinstatement discussion with the staff director, counselor, you, and the child; and monitor progress reports after the child returns.

Extended Suspension

Extended suspension for three months is a possibility after every effort has been made to help the child and the family function in the program. This will be used only in rare instances and only after a review that includes the YW-Care director and the YWCA executive director. Documentation of incidents recording the child's behavioral issues will be made and shared.

A child may receive an extended suspension from YW-Care for behavioral patterns such as (but not limited to):

- endangerment to self, including running away from the facility and the need for restraint;
- endangerment to other children, including fighting, biting, and inappropriate touching;
- endangerment to staff, including biting, spitting, and physical retaliation;
- continuously and/or repeatedly disruptive behavior, including inappropriate language and disrespect for authority; and/or
- other issues at the discretion of the YW-Care director.

Families may be dismissed from the program for:

- non-payment of program fees or late pick-up fees;
- late pick-up pattern;
- inappropriate behavior such as (but not limited to) use of alcohol, guns, crude language, or threats to staff; and/or
- disciplining a child other than their own, such as by (but not limited to) correcting, threatening, or scolding.

After three months and at your request, the YW-Care director will review an extended suspension. At re-admission, a written agreement will be made between the child and staff covering expected behaviors. (7)

of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Animals: Parents will be notified in writing when animals will be present. Staff will ensure that animals do not create unsafe or unsanitary conditions and are not handled by children if the animals show signs of illness such as lethargy or diarrhea. Documentation of vaccinations and a statement of health from a local veterinarian will be maintained for dogs, cats, ferrets, and other animals except small rodents such as guinea pigs, mice, and hamsters. Children will not have contact with chickens; ducks; reptiles such as snakes, turtles, and lizards; and amphibians such as frogs and toads. (16)

Discipline and Guidance Practices

Discipline must be:

- individualized and consistent for each child;
- appropriate to the child's level of understanding; and
- directed toward teaching acceptable behavior and self-control.

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction. Such methods include:

- using praise and encouragement of good behavior instead of focusing only on unacceptable behavior;
- reminding children of behavioral expectations by using clear, positive statements;
- redirecting behavior using positive statements;
- using brief, supervised separation or time out from the group when appropriate for the child's age and development, limited to no more than one minute per year of the child's age; and
- written reports, including behavior contracts, to inform and solicit your support.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- corporal punishment or threats of corporal punishment;
- punishment associated with food, naps, or toilet training;
- pinching, shaking, or biting a child;
- hitting a child with a hand or instrument;
- putting anything in or on a child's mouth;
- humiliating, ridiculing, rejecting, or yelling at a child;

Staff and Communication

Staff Training and Ratio: Each member of the YW-Care staff receives at least 15 hours of childcare training annually and is certified in first aid and CPR. A child:staff ratio of one staff member to every 10-15 children is maintained, below the state ratio of 1:18-26, depending on the age of the children.

Absences, Late Notices, and Messages: Call (806) 792-2723 x3220 by 11:30 a.m. to ensure the lead teacher receives your message about an absence or late arrival before YW-Care begins. DO NOT CALL YOUR CHILD'S SCHOOL!

Written Communication: You should personally hand any written instructions to a staff member. Children often forget to give a message to the staff, and the staff does not check backpacks for messages.

Verbal Communication: We encourage you to talk with your child's lead YW-Care teacher on a daily basis to find out about your child's day, achievements, behavior, mood, concerns, friends, etc.

Questions and Concerns: You may call the YWCA at (806) 792-2723 to speak to a YW-Care Staff Director (x3218), the YW-Care Assistant Director (x3219), or the YW-Care Director (x3217) to discuss any concerns or questions. To alleviate a complaint or concern, a conference call can be set up between you and YWCA staff, including the YWCA executive director.

Parent Involvement: You are encouraged to be involved by:

- sharing your knowledge, talents, hobbies, etc., on site;
- visiting the site so your child can share with you his/her day, routines, friends, etc.; and/or
- volunteering for the Parent Advisory Committee, meeting twice a year to discuss issues, standards, program direction, staff training, etc. (18, 19)

Operations Policies and Procedures

Calendar and Hours: Please see page 8.

Check-Out: A pre-authorized adult must sign children out from our care by **signing his/her full name and being prepared to show a photo I.D. EVERY check-out** to confirm that the adult is allowed to pick up the child. Please understand, THIS IS FOR YOUR CHILD'S SAFETY. Only adults listed on the enrollment form may pick up your child. Your child may not leave with a sibling, friend, or relative not on the list without your prior notification. If you need to amend that list or make a one-time change, you may do so at your child's YW-Care site, by calling (806) 792-2723 x3217, or in person at 3101 35th Street.

Late Pick-Up: If your child is not picked up by 6 p.m., your account will be charged \$1 for each minute after 6 p.m. Children not picked up by 6:15 p.m.

will be taken to the YWCA at 3101 35th Street. If contact cannot be made with you or an emergency contact by 6:30 p.m., the police department and Child Protective Services will be called. Consistent late pick-up is grounds for dismissal from the program. (2)

Special Activities: Water activities and field trips are planned only as special activities and are not part of the regular curriculum. You must grant your child permission to participate on the enrollment form. You will be advised 48 hours in advance of the activity. (14).

Transportation: Transportation will be provided by staff only in the case of a medical emergency or to the YWCA because of a late pick-up. Transportation for all field trips is provided by an independent bus service. You must grant your child permission to ride the bus on the enrollment form. (13)

Personal Items: Children may NOT use cell phones during YW-Care hours, and they may NOT bring items from home because of the risk of items being lost, stolen, or broken. Because of the small amount of storage at each site, the YWCA will keep lost-and-found items only a few days. You should check lost-and-found often, and always immediately after an item is noticed missing. The YWCA will not be responsible for lost, damaged, or stolen items.

Medical Information

Immunizations, Tuberculin Testing, Hearing and Vision Screenings: Children's immunizations must be kept up to date. You must certify on the enrollment form that immunization records, tuberculin testing results, and vision and hearing screenings are on file at your child's school and provide the school's name, address, and phone number. (9, 10, 11)

Medications: If your child will require medication while at YW-Care, the medication must be in the original container, be labeled with the child's name and date, and include directions to administer the medication, and, if prescribed, the name of the physician. Over-the-counter medication may be given as stated on the label directions or as amended by a physician with your written permission. Please complete a medication authorization form. (4)

Illness: If your child is ill with fever, vomiting, lethargy, breathing difficulties, rash, symptoms of a communicable disease, or is unable to participate comfortably in activities, the child cannot attend YW-Care. If your child becomes ill while in our care, we will call you to pick up the child immediately. Please keep the phone numbers on your child's enrollment form current. Every effort will be made to keep your child comfortable until your arrival. In case of onset of a critical illness, we will seek immediate medical attention from the physician listed on your child's enrollment and contact you immediately. (3)

Emergency Care: Every staff member receives training in first aid and CPR. For minor emergencies, we will provide first aid and contact you immediately for further instructions. For major emergencies, our staff immediately will provide first aid, contact 911 for medical response, and call you to advise where the child has been taken for care. Medical care is YOUR financial responsibility. The YWCA maintains liability insurance only to cover injury due to negligence. (5)

Daily Activities

Check-In: Please inform your child's teacher to direct your child to the YW-Care program. Your child will walk from his/her classroom to the area assigned for YW-Care (gym, cafeteria, etc.). Children are expected to check in with the YWCA staff immediately after the dismissal bell. **If your child is involved in any activity after school that will delay his/her check-in time, please provide written or verbal notice to the YW-Care staff before 11:30 a.m.** If a child has not arrived when attendance is taken and no notice has been received, the YW-Care staff will attempt to call you. If contact is not made, YW-Care staff will begin a search with the assistance of school personnel and Lubbock ISD police.

Curriculum: The YW-Care curriculum has both educational and recreational components to provide a balanced program for children.

Enrichment Centers: The following enrichment centers offer your child a variety of opportunities for play: manipulatives, reading, dramatic play, art, games, puzzles, blocks, etc.

Outdoor Play: Outdoor play time is a daily requirement of Texas Child Care Licensing standards. Please dress your child accordingly.

Homework: Homework supervision is available at each site. The time dedicated to homework varies depending on age, activity of the day, and parents' wishes. Some parents want all homework completed, some do not want any homework completed, and some wish for their children to just start their homework. Please share your homework expectations with the staff and your child so everyone understands the time commitment required. Children will be supervised during homework time, but one-on-one tutoring is not provided.

Snacks: A healthy snack will be served each afternoon. If your child has special dietary needs, please bring medical verification to the YW-Care office so we can request snacks that meet those needs.

Because the snacks are provided with funding from a federal program, U.S. Department of Agriculture policy prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and, where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part