The YWCA of Lubbock impacts lives daily and advances the power of women and diversity to strengthen our community.

**CHILDREN AND YOUTH**
- Child Development Center (ages 6 weeks to 5 years)
- The Legacy Child Development Center (ages 6 weeks to 5 years)
- Head Start (ages 3 to 5)
- YW-CARE After School (ages 4-12)
- Summer and Mini Camps (ages 4-12)
- Y-100 (Middle School ages 13-15)
- Special Needs

**HEALTH & WELLNESS**
- Women’s Health Initiative
- Fitness (exercise classes, weight room, gymnasium, racquet ball, climbing wall)
- Aquatics (Talkington YWCA Sun ‘n Fun outdoor aquatics center, swim lessons, certification classes, lap and family swim)

**COMMUNITY**
- The Legacy Event Center
- Lemonade Day
- Women of Excellence
- Wine Women & Shoes
- Father Daughter Dance

**YWCA IS ON A MISSION**

The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

Phone: (806) 792-2723
Fax: (806) 792-0556
3101 35th Street, Lubbock, TX 79413
www.ywcalubbock.org

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2019-2020

**YW-CARE PARENT HANDBOOK**

Effective August 2019

**AFTER-SCHOOL PROGRAM • SUMMER CAMP**

Providing excellent, licensed care for children.
Welcome to YW-CAre!

Thank you for choosing the YWCA’s licensed camp and after-school programs to meet your childcare needs. YW-CAre was established to provide structured and supervised enrichment activities for elementary-age children of working parents. We provide after-school care at elementary schools in cooperation with the Lubbock ISD and Lubbock Cooper ISD, and camp at 2 YWCA locations.

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 site director 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 x3256 to reach the YW-CAre director. (16)*

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)

YWCA Sites and Contact Information

YW-CAre After-School Program:

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).

- Bayless __________________ 778-5160
- Bean ____________________ 632-1667
- Brown ____________________ 781-7486
- Centennial ________________ 632-1284
- Condra ___________________ 778-8294
- Cooper Central ___________ 319-4053
- Cooper East _______________ 319-4060
- Cooper South _____________ 778-5164
- Cooper West ______________ 474-3011
- Harwell ___________________ 778-8371
- Hodges ____________________ 781-7492
- Honey _____________________ 781-7483
- Jackson ___________________ 778-5158
- Maedgen _________________ 781-7491
- McWhorter _______________ 632-3665
- Miller _____________________ 632-9710
- Overton ___________________ 632-0717
- Parsons _________________ 778-5174
- Ramirez _________________ 778-5161
- Roberts __________________ 632-2428
- Rush ____________________ 632-6093
- Smith ____________________ 778-5163
- Stewart _________________ 632-2703
- Waters ____________________ 778-5167
- Wester ___________________ 778-5168
- Wheeler _________________ 632-6152
- Williams _________________ 778-5170
- Wilson _________________ 781-2877
- Wolfarth _________________ 632-6164

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

FUNDING:

Funding for the YW-CAre after-school program is provided by Texas Workforce Commission, Lubbock Area United Way, the CH Foundation, the Helen Jones Foundation, and the Community Development Block Grant.

Funding for the YW-CAre Summer and mini camps is provided by the City of Lubbock Community Development Funding, The CH Foundation, The Texas Workforce Commission (CCS), The Lubbock Area United Way, and The Helen Jones Foundation.

*Numbers in parenthesis throughout the handbook refer to the licensing minimum standard that must be referenced in a program’s policies.
Eligibility and Enrollment:
YW-CARE After-School Program:
Students Pre-K-5th grade are eligible to enroll. Four-year-olds who attend Lubbock ISD Pre-K or Head Start also are eligible. Care is available full-time (5 days a week) or on a part-time basis.

YW-CARE Summer Camp:
• Children who are 4 or 5 must attend Pre-K or Kindergarten to enroll
• Livermore YWCA Summer Camp: 4-12 years of age
• Talkington YWCA at Sun ‘n Fun Summer Camp: 6-12 years of age
• Children who have attended middle school are not eligible to attend camp, but may be eligible for one of our youth programs: Y*100 or CYD. Call 806-792-2723 for more information.

Special Needs Program: Children with Special Needs are included in all of our regular programs. Before enrollment, parents will be asked to complete forms giving our staff permission to retrieve Special Needs records from their school district. An income form to access Grant funds will also be required. A personal interview with parents/guardian may be required to assess needs before enrollment. Our ability to provide care will be determined on an individual basis. Because YWCA-re shares program space with LISD, there are limitations to the care that can be provided. NOTE: YWCA-re is not able to provide care to any child who requires diapering.

Enrollment and Deadline:
New this year, parents can register and make payments online—just visit www.ywcalubbock.org/ywcare on your smartphone, tablet or computer! Computers will also be set up for registration at our front desk in the Livermore building or the Talkington building at Sun ‘n Fun. If you are a scholarship or CCS recipient, please call Mikey at 806-776-9750, as additional paperwork is required. Children must be enrolled by close of business day before care begins. No same-day enrollment for after-school care.

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

Payment Method Options: The YWCA is committed to offering you great service and convenience, with simple, online payment options through the EZ Care Parent Portal.

If you would like help paying online or need a computer to use, visit one of our locations. The Sun ‘n Fun front office is open Monday-Friday 6 a.m. - 9 p.m. and Saturday from 7 a.m. - 6 p.m.

The weekly fee is due BY 3 P.M. SATURDAY BEFORE THE WEEK OF CARE. A receipt must be shown if the weekly fee is paid after.

Late Pickup Fees: A late pick-up fee of $1/minute per child will be assessed beginning at 6 p.m. for each minute the child remains in our care.

Drop Dates: A child WILL BE DROPPED from YW-CAre every other Friday if fees have not been paid in full. All outstanding fees must be paid before the child will be re-enrolled.

Fees:

- After-school care full-time (4-5 days/week, 3:20-6 p.m.)...$55/week
- After-school care part-time: 1 Day ...........................................$20
- After-school care part-time: 2 Days ...........................................$30
- After-school care part-time: 3 Days ...........................................$35
- Early Dismissal Days only (noon-6 p.m.) ...............................$25/day
- Mini-Camp (7:30 a.m.-6 p.m.) .................................................$30/day or YW-Care Special Needs Programs* ...........................................$55/week
- Re-enrollment Fee .................................................................$25 each
- please see Termination section on the following page
- Summer Camp full-time (4 to 5 days/week) ..................$130/week
- Returned Check .................................................................$25 each
- Declined ACH .................................................................$15 each

For each additional child enrolled, receive a $5/month discount for full-time only.

LISD & LCISD employees receive a $10/month discount for full-time only.

*Supplemented by CH Foundation and CDBG

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2019-2020 Calendars

YW-Care follows the Lubbock ISD and Lubbock Cooper ISD calendar. Hours of operation are from 3:20-6:00 p.m. except for Early Dismissal Days, which begin at noon. All children must be picked up each day by 6:00 p.m. to avoid late pick-up fees.

In case of severe weather, YW-Care is closed if the school districts are closed. If school is released early due to weather, you are expected to pick up your child as soon as possible. Please check YWCA and local media sites for weather closures and delays.

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### Lubbock ISD After-School Care:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>YW-Care Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug. 14</td>
<td>School Begins</td>
<td>3:20-6:00pm</td>
</tr>
<tr>
<td>Sep. 2</td>
<td>Labor Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Sep. 10</td>
<td>Development Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Oct. 8</td>
<td>Early Dismissal Noon: 6:00pm</td>
<td></td>
</tr>
<tr>
<td>Oct. 17</td>
<td>Early Dismissal Noon: 6:00pm</td>
<td></td>
</tr>
<tr>
<td>Oct. 21</td>
<td>Development Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Nov. 25-26</td>
<td>Thanksgiving Break</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Nov. 27-29</td>
<td>Thanksgiving Break</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Dec. 6</td>
<td>Development Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Dec. 20</td>
<td>Early Dismissal Noon: 6:00pm</td>
<td></td>
</tr>
<tr>
<td>Dec. 23</td>
<td>Christmas Break</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Dec. 24-26</td>
<td>Christmas</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Dec. 27 &amp; 30</td>
<td>Christmas Break</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Jan. 7</td>
<td>YW-Care Resumes</td>
<td>3:20-6:00pm</td>
</tr>
<tr>
<td>Jan. 20</td>
<td>MLK Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Feb. 3</td>
<td>Development Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Mar. 16-20</td>
<td>Spring Break</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Mar. 27</td>
<td>Development Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Apr. 10</td>
<td>Good Friday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>May 22</td>
<td>Early Dismissal Noon: 6:00pm</td>
<td></td>
</tr>
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<tr>
<td>Nov. 11</td>
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</tr>
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SUMMER CAMP BEGINS MAY 26, 2020

SUMMER CAMP WILL BE CLOSED JULY 4 FOR INDEPENDENCE DAY

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Mini-Camps:

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

Summer camp now offers an in-camp suspension program for certain behavioral offenses that could replace an out of camp suspension, at the discretion of the Summer Camp Director. This may only be used one time in a 30 day period and may last up to 3 days.

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 appropriate staff. 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;
- continuous and/or repeated 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, 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 parent, child and staff detailing expected behaviors. (7)

Financial Aid: YW-CAre is a CCS provider through the Texas Workforce Commission Child Care Services program. Call (806) 744-3572 for eligibility.
YWCA scholarships are also available on a first-come, first-served basis for families not eligible for CCS funds. More information and financial aid applications are available at both YWCA Locations. Eligibility will be determined at the Livermore YWCA (35th St.). A pay stub or tax return must accompany the completed application.

Credit: Payment will NOT be refunded for absences or days missed because of behavioral suspensions or illness. We are not a drop in program, the weekly fees will remain the same regardless of attendance unless the absences are reported to the YWCAre Director (806-776-9756 ) the week prior to the scheduled absence.

Termination: You must turn in a Notice of Withdrawal Form 7 calendar days before the last day of care to terminate child care and stop charges to your account. All notices must be submitted in writing to the YWCA Front Desk or by emailing finance.ywcare@ywcalubbock.org. Phone calls and/or notices to the staff at your child’s school will not be considered as a notice of termination. Your account will continue to be charged until official termination notice is received. If you re-enroll your child within 4 weeks of terminating care, you will be charged a $25 re-enrollment fee.

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, which is lower than the state ratio of 1:18-26, depending on the age of the children.

Absences, Late Notices, and Messages: Email absences.ywcare@ywcalubbock.org by 1:00 p.m. to ensure the site director receives your message about an absence or late arrival before YW-CAre begins. DO NOT CALL YOUR CHILD’S SCHOOL!

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Written Communication: You should personally give any hand-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 site director 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 the YW-Care Director (x3256) or the YW-Care Special Needs Director (x3218) 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. (16)

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. (17)(18)

Policies and Procedures:
Check-In for Summer Camp: Bring your child into the assigned classrooms between 7:30 and 8:00 a.m. for camp. The children are listed on the roll in alphabetical order by last name. You will need to find the child’s name and sign them in, complete with your signature and time. If you drop your child off after first rotations have begun, usually 8:00 a.m., you will need to find their group to sign in your child.

Check-In for After-School Program: Please inform your child’s teacher to direct your child to the YW-Care after-school program. Your child will walk from his/her classroom to the area assigned for YW-Care (i.e., gym or cafeteria). 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 1:00 p.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 if necessary.

Check-Out for After-School Program and Camp: 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 written notification. Please remember to bring your drivers license inside with you every day, as new or substitute personnel will need to make this check.

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;
- 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.

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.
Daily Summer Camp Activities:

**Meals:** Breakfast, lunch, and a healthy snack will be served each day. If your child has special dietary needs, please bring medical verification to the YWCA front office so we can request snacks that meet those needs.

To file a complaint of discrimination, write United States Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the federal Relay Service at (800) 877-8339; or 9800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

**Regular Activities:** Every day the children participate in activities, sports, arts and crafts, educational enrichment, hiking, etc. Children will swim a couple of times a week, depending on age group.

**Outdoor Play:** Outdoor play time is an essential part of our Summer Day Camp. If temperatures reach above 100°F, outdoor play will be limited. Please dress your child accordingly. Tennis shoes are highly recommended. The YWCA will provide sunscreen and bug spray to children during the summer months. It will be applied each time the children are taken outside. Parents are welcome to send their child with their own sunscreen and bug spray if desired. The sunscreen that will be provided is Equate/Member’s Mark sport SPF 50 Continuous Spray, and the bug spray that will be provided is OFF! Deep Woods Insect Repellant.

**Curriculum:** The YWCA Summer Day Camp 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, dramatic play, art, games, puzzles, blocks, etc.

**Late Pick-Up for After-School Program and Camp:** If your child is not picked up by 6 p.m., you will be charged $1 for each minute after 6 p.m. the child remains in our care. This fee will be charged to your camp account. 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)

**Summer Camp Special Activities:** Water activities and field trips are part of the regular curriculum. You must grant your child permission to participate on the enrollment form. Participation in special activities can be suspended due to behavioral problems.

**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.

**Personal Items:** Children may not bring items from home to play with. TVs and VCRs/DVDs are available at Summer Camp sites to be used during quiet time and on bad weather days. If a child is using a cell phone or other electronic devices during camp or after-school care, it will be taken away by staff and returned to parents upon pickup. Swimming is a regular part of camp, so children should bring a swimsuit and towel. Children are encouraged to bring a backpack to carry their belongings. 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.

**Emergency Preparedness Plan:** In an emergency, the children and staff will be relocated to a safe location. Families will be notified that children have been moved and given the location to pick up their child. In the event that an actual emergency does not allow us to relocate children, families are asked to cooperate with instructions provided by the YWCA staff. (21)

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us to relocate children, families are asked to cooperate with instructions provided by the YWCA staff. (21)

**Gang-Free Zone:** YW-Care sites are gang-free zones. Under the Texas Penal Code, any area within 1,000 feet of a childcare site is a gang-free zone. Criminal offenses related to organized criminal activities are subject to harsher penalties.

**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) YWCare and Summer Camp do not require any vaccinations for employees to be employed and work directly with children. However, the YWCA will offer and encourage flu vaccines to all employees who would like one. At this time the region does not require TB testing for employees.

**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, include directions to administer the medication, and, if prescribed, the name of the physician. Over-the-counter medication must 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 After-School Care Activities:**

**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 unless temperatures reach below 40°F. If over 100°F, outdoor play will be limited. Please dress your child accordingly. The YWCA will use playground equipment at the school sites.

**Homework:** Homework supervision is available at each site. The time dedicated to homework varies depending on age, activity of the day, and parents’ wishes. 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. Snacks may not be taken home.

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