

# **2023-2024 YWCA Preschool**

# **PARENT HANDBOOK**

*Effective August 8, 2023*

**YWCA IS ON A MISSION**

# YWCA CHILDCARE CONTACT INFORMATION

For absences to all programs, email

[absences@ywcalubbock.org](mailto:absences@ywcalubbock.org)

For questions about your account or billing,

call (806) 776-9750

or email

[finance@ywcalubbock.org](mailto:finance@ywcalubbock.org)

## **Childcare Directors**

Regina Culver, Director of Education . . . . . (806)-776-9752

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Rosa Sandoval, Preschool Coordinator . . . . . (806)-776-9741

## **FUNDING**

Funding for the YWCAre after-school and preschool programs are provided by Texas Workforce Commission, Lubbock Area United Way, the CH Foundation and the Helen Jones Foundation

Funding for the YWCA Summer and Mini-camp is provided by The Texas Workforce Commission (CCS), The Lubbock Area United Way and The Helen Jones Foundation.

# WELCOME TO YWCA CHILDCARE

Thank you for choosing the YWCA for your child care needs. YWCA child care programs were established to provide structured and supervised enrichment activities for children of every age. We provide after school care at elementary schools in cooperation with Lubbock ISD and Lubbock Cooper ISD, mini camps, summer camp, Head Start, Early Head Start and Preschool.

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

- reading this handbook & keeping it handy throughout the year;
- visiting your childcare site to learn about their 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 many hours a day with your child. The more they know about your child, the more individualized care they can provide.

YWCA staff is always willing to talk with you. You can call one of our Childcare Directors any time or call our main number at (806) 993-9922 to speak to a supervisor.

Parents will be notified of changes to any policies or procedures in their program through notices in newsletters and a new handbook annually. \*746.501(a)(6)

## AT A GLANCE

*A brief summary of the most commonly referred to policies*

- Payment is due every Friday (if applicable) for the upcoming week (in advance). Your account will be suspended until payment is received if tuition remains unpaid. An alternative form of childcare will need to be arranged during this time. Once payment is received, your care will continue as normal.
- Mini camps have limited space. It's advisable to register in advance. Payment for mini camps is due within 24 hours of receiving your invoice after registration. If payment is not received, your registration will be canceled.
- Each YWCA childcare program requires a separate enrollment. Enrolling in one does not enroll you in another. (Example: enrolling in the after-school program does not enroll you in mini camps.)
- The YWCA **does not offer** drop in care services. Once enrolled, payment is due weekly, regardless of attendance until a withdrawal form is received by the YWCA. If your child will be absent for a full week, you may fill out a vacation request, in advance, to have tuition reduced to \$75 (per week) holding fee.
- You must submit a withdrawal form if you wish to stop using any of our childcare services. For full credit, the form must be submitted seven (7) days prior to your intended last day of care. The withdrawal form can be found here: <https://www.ywcalubbock.org/resources-and-forms/>. Phone calls and verbal notices to staff will not be considered as notice of termination. **BILLING WILL CONTINUE UNTIL A WITHDRAWAL FORM IS RECEIVED BY THE YWCA.**
- Parents are responsible for notifying the YWCA of any and all changes (e.g. phone number, address, authorized pick up persons) to their account. Submit all changes to [finance.ywcare@ywcalubbock.org](mailto:finance.ywcare@ywcalubbock.org).
- Allergy Forms- If your child is allergic to certain foods or other allergens, you must list them on the enrollment form. State licensing regulations require documentation from your pediatrician stating the type of reaction your child will experience and an action plan for staff to follow in the event your child encounters an allergen.
- Medication Forms- If your child requires medication that must be administered while your child is in our care, please complete a Medication Form. Medication must be in the original packaging and accompanied by the prescription. You can obtain the Medication Form from your child's YWCA teacher or from our website, [ywcalubbock.org](http://ywcalubbock.org).
- Please do not send any toys or electronics to care with your child. The YWCA is not responsible for lost or damaged property.

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

### Head Start, Early Head Start & Preschool

- Applications are accepted throughout the year.
- Children ages 6 weeks to 2 years may apply for Early Head Start
- Children ages 3 to 5 years may apply for the Head Start program
- Children ages 6 weeks to 5 years may enroll in preschool
- SPCAA (South Plains Community Action) makes all enrollment decisions for Head Start & Early Head Start.

### YWCAre After-School Program

- Students enrolled in Head Start are eligible to enroll.
- Care is available full-time (4-5 days a week) or on a part-time basis (1 to 3 days a week), however we do not offer “drop in care”.

### YWCAre Summer Camp

- All children ages 3-4 are welcome.
- Camp will be held at the YWCA on University at 6501 University Avenue

### Mini Camps

- All children enrolled in Preschool and Head Start are welcome to enroll in Mini Camps.
- Spots are limited and first come, first serve.
- A Schedule of Mini Camps is listed on Page 25 of this Parent Handbook.

### **Preschool, Early Head Start & Head Start**

- Families must complete a recruitment application with an SPCAA Family Support Worker and SPCAA will notify them when they are accepted. At that time, additional enrollment forms must be completed. A parent/legal guardian of the child must sign the application and/or other documents related to the child's enrollment and program participation.
- Those interested in enrolling for a Preschool position may contact our enrollment Coordinator or call 806.776.9702 to begin the enrollment process.

### **After-School Care**

Enrollments are taken throughout the school year, space permitting. Speak with our front desk staff to enroll. **No same day enrollments.**

### **Mini Camps**

- Parents **MUST** contact our front desk staff to enroll in any Mini Camps. No spot is guaranteed until you have made arrangements with our front desk staff and submitted necessary payment.
- If you have a child in a YWCA Childcare Program, your account must be at zero balance before you may register for mini camp
- All registrations must be submitted the Friday prior to the day of camp, no later than 3pm.
- All cancellations must be submitted by 6 p.m. on the Wednesday of the week prior than the day of camp to receive a credit or refund.
- A Schedule of Mini Camps, and when registration opens, is listed on page 25 of this Parent Handbook.
- Any child enrolled in Preschool or Head Start will need to enroll separately for Mini Camps.

### **Summer Camp**

- Enrollment opens every year on the first day of Spring Break.
- Parents **MUST** complete the Summer Camp Online Registration Form to register. No spot is guaranteed until you have completed the form and submitted necessary payment for your first week of camp. The form is found on our website, [ywc Lubbock.org/camps](http://ywc Lubbock.org/camps).
- If you have a child in a YWCA Childcare Program, your account must be at zero balance before you may register for camp
- All cancellations must be submitted 14 days prior to the first day of camp to receive a credit/refund.
- Any additional required paperwork, such as allergy plans and medication forms must be submitted at least one week prior to the first week of care.

Payment Method Options for YWCAre, Mini Camp, Summer Camp & Preschool

**\*If enrolled in Early Head Start/Head Start no fees apply.**

- Cash
- Debit or Credit Card
- Automatic Draft through the Procure App
- Procure online portal and convenient phone App

**Weekly tuition is due BY 3 P.M. FRIDAY BEFORE THE WEEK OF CARE.**

Late Pickup Fees - YWCAre, Summer Camp, Mini Camp and Preschool

A late pick-up fee of \$1/minute per child will be assessed beginning 1 minute after the close of your child's registered program (5:30 p.m. for camps & after school). If contact cannot be made with you or an emergency contact by 30 minutes after the program has closed, the police department and Child Protective Services must be called per our regulations. Consistent late pick-up is grounds for dismissal from the program.

Unpaid Tuition

Care will be suspended for the upcoming week should tuition remain unpaid at 3pm on Friday. Once the account has been paid in full, care will continue as normal.

Fees (where applicable)

After-school care full-time (4-5 days/week) .....	\$65/week
After-school care part-time: 1-3 Day .....	\$40/week
Mini-Camp (7:30 am-5:30 pm) .....	\$30/day
Summer Camp (7:30 am - 5:30 pm, Mon-Fri) .....	\$150/week
Preschool - Age: 6 weeks-1 year .....	\$170/week
Preschool - Age: 1 year-3 years .....	\$160/week
Preschool - Age: 3 years-5 years .....	\$150/week
Declined ACH payment .....	.\$35 each

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

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



### **Financial Aid\*\***

- YWCA of Lubbock is a CCS provider through the Texas Workforce Commission Child Care Services program. Apply online: <https://workforcesouthplains.org/child-care-services/for-parents/applying/>
- YWCA scholarships are available on a first-come, first-serve basis when funding is available. The scholarship application is available at [ywcalubbock.org](http://ywcalubbock.org).
- a pay stub or tax return and your CCS Denial or Wait List Letter must accompany the completed application and can be submitted to [finance.ywcare@ywcalubbock.org](mailto:finance.ywcare@ywcalubbock.org).

### **Billing Adjustments (YWCare & Preschool ONLY)\*\***

YWCA childcare programs are not drop-in programs; the weekly fees will remain unchanged, regardless of attendance, unless prior arrangements have been made with the finance department at [finance.ywcare@ywcalubbock.org](mailto:finance.ywcare@ywcalubbock.org). No adjustments will be made for Summer Camp. Camp is a 10-week program and children enrolled are enrolled for the full 10 weeks.

### **Termination of Care (YWCare & Preschool ONLY)\*\***

You must submit a withdrawal form if you wish to stop using our childcare services. The form must be submitted seven (7) days prior to your intended last day of care. The withdrawal form is found at [ywcalubbock.org](http://ywcalubbock.org) under the “Childcare & Youth Programs” tab. Phone calls & verbal notices to staff will not be considered as notice of termination. Billing will continue until a withdrawal form is received by the YWCA.

Children are automatically withdrawn from each program based on the schedules below and a new enrollment will be required:

- Head Start (including Preschool) – On the last scheduled day of school
- After-school Care – On the last scheduled day of school
- Summer Camp – On the last scheduled day of camp

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

\*\*Does not apply to Head Start or Early Head Start

### **Staff Training & Ratio**

Each member of the YWCA childcare staff receives at least 30 hours of childcare training annually and is certified in first aid and CPR. All YWCA childcare programs maintain a child to staff ratio that is lower than the state ratio requirements.

### **Verbal Communication**

We encourage you to talk with your child's director or teacher on a daily basis to find out about your child's day achievements, behavior, mood, concerns, friends, etc. Please refrain from using technology on site to help facilitate better communication between parents and your child's teacher.

### **Questions and Concerns**

You may call the YWCA to speak with your child's director to discuss any concerns or questions. A contact list of all program director's phone numbers may be found on the inside cover of this handbook. To alleviate a complaint or concern, a conference call can be set up between you and YWCA staff, including the YWCA Division Director. \*746.501(a)(20)

### **Parent Involvement**

You are encouraged to be involved by:

- sharing your knowledge, talents, hobbies, etc., on-site;
- visiting the site at any time within the YWCA's hours of operation so your child can share with you his/her day, routines, activities, friends, etc. No prior approval or appointment is needed \*746.501(a)(21),(b)(1)

Upon enrollment, it becomes the responsibility of the parent/guardian to provide the Center with information about changes to:

- Parents/guardians personal/work phone numbers where they can be reached while their child is in care,
- Names and phone numbers of persons to contact in case of emergency,
- Home address and phone number,
- Persons authorized to pick the child up from the center,
- Child's updated immunization record, (applies to Preschool programs only)
- Physicians health statement, showing that each child is able to be in care, (applies to Preschool programs only)
- Changes in child's health, medications, adaptive equipment, allergies, and/or diet,
- Changes in custody or visitation rights. A copy of any written court order must be provided. Once the orders expire, new ones must be provided. YWCA staff will follow the most recent court documentation provided to us.

### **YWCA Childcare Pick-Up Policy**

Children will only be released to persons authorized by the parent/guardian AND who show appropriate picture identification. These persons must be listed on the enrollment form. It is the parent's responsibility to inform staff of any changes to this information. Your child may not leave with a sibling, friend or relative not on the list without your prior written notification. Please understand, **THIS IS FOR YOUR CHILD'S SAFETY. YOU MUST** bring your driver's license with you every day, as new or substitute personnel will need to make this check, before releasing the child. \*746.501(a)(2)

### **Water Activities - Summer Camp & Early Head Start**

Water activities are part of the regular curriculum at Summer Camp. In order for your child to participate, be sure to mark our approval on the enrollment form. Participation in special events can be suspended due to behavioral issues. Parents will be notified 48 hours in advance of water activities such as splashing or wading pools and sprinkler play. Parents should provide appropriate clothes and a towel marked with the child's name. \*746.501(a)(15)

### **Transportation - Summer Camp**

Transportation for field trips will be provided by the YWCA. The YWCA bus driver and all staff involved in transportation will be trained on transporting children and emergency evacuation procedures. Any time children are transported, staff will bring any medication, medical information, parents contact sheets, a first aid kit, cell phone, and children sign in sheets. Children will not be allowed to be transported by the YWCA without parent permission except in the event of an emergency. Children under the age of three will not participate in field trips and will not be transported except in an emergency. \*746.501(a)(14)(16)

### **Personal Items**

Children may not bring items from home to play with. This includes but is not limited to stuffed animals, cars, trading cards, slime & fidget spinners. You should check lost-and-found often, and always immediately after an item is noticed missing. The YWCA is not responsible for lost, damaged, or stolen items.

### **Weather Policy**

There is a possibility the YWCA will delay or be closed during inclement weather. Notices of closures will be announced through multiple means of communication such as the YWCA website, ProCare app and our Facebook and Instagram pages.

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

## **Meals & Snacks**

Nutritious meals (breakfast, lunch and snacks) are served to all children enrolled in Preschool, Head Start and Early Head Start. Snacks are provided for after-school care. YWCA childcare programs receive federal funding to serve meals that meet nutrition requirements established by the USDA's Child and Adult Care Food Program (CACFP). If you have any questions or concerns about food service, please contact us.

- Children with food allergies must have a written statement from their physician that includes the food(s) that should not be served to that child, the type of reaction the child has to the food, and an Action Plan detailing steps the YWCA will take should your child come in contact with the food. The center will make appropriate substitutions for any food that a child cannot be served, though options may be limited.
- We are a nut free facility.
- We welcome the celebration of birthdays for children while in childcare. We also celebrate various holidays throughout the year with class parties. When providing food for any special event, please remember that these **MUST** be commercially prepared. Foods to be shared with all children must come to the Center in commercial packaging, with an ingredient label. This is to prevent a child from being served something to which they are allergic.

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 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, audiotape, 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 (800)-795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer. \*746.501(a)(10)

## **Gang- Free Zone**

YWCA childcare 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.\*746.501(b)(2)

## **Smoking Policy**

Smoking and vaping are **NOT** allowed either inside or outside center premises, or on field trips, by either YWCA staff or parents/guardians.

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

### **Social Services**

The YWCA of Lubbock is committed to helping community members in times of need. If you need assistance with parenting skills, legal issues, medical, emotional or physical issues, you may contact the Center Director or another YWCA staff member for support and information.

### **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. \*746.501(a)(17)

### **Conflict of Interest**

YWCA employees are not allowed to perform any services for parents on non-working time that they normally perform during working hours. This means that staff cannot baby-sit children that are enrolled as clients in any YWCA program.

### **Custody of Children by Court Order**

Parents/guardians are encouraged to speak with YWCA staff regarding custody or other court orders affecting child(ren). If a court order exists involving your child(ren), please bring the official, certified court order so that staff can make a copy and file it. All court order documentation is kept on site, in a file specific to each child. We cannot take an individual's verbal or written instruction that violates the terms of a court order. If the court order changes, you must provide a copy of the new court order so that we can meet the judicial terms. Once the orders expire, new ones must be provided. YWCA staff will follow the most recent court documentation provided to us.

YWCA of Lubbock permits individuals who have visitation rights to be at the facility during the visitation period established in the Court Order. We cannot allow visiting parents to be at the facility if their presence conflicts with the Court Order. Please be advised that we will not accept the responsibility of supervising visitation.

### **Sleep Safe**

The YWCA follows the Safe Sleep practices set by the Texas HHSC for all children ages birth through 12 months of age. Parents of children enrolling at the YWCA within this age group are provided additional documentation upon enrollment. \*746.501(a)(9)

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

### **Head Start Program Performance Standards**

- (a) Establishing personnel policies and procedures. A program must establish written personnel policies and procedures that are approved by the governing body and policy council or policy committee and that are available to all **staff**.
- (b) Background checks and selection procedures.
  - (1) Before a person is hired, directly or through contract, including transportation staff and contractors, a program must conduct an interview, **verify** references, conduct a sex offender registry check and obtain one of the following:
    - (i) State or tribal criminal history records, including fingerprint checks; or,
    - (ii) Federal Bureau of Investigation criminal history records, including fingerprint checks.
  - (2) A program has 90 days after an employee is hired to complete the background check process by obtaining:
    - (i) Whichever check listed in paragraph (b)(1) of this section was not obtained prior to the date of hire; and,
    - (ii) Child abuse and neglect state registry check, if available.
  - (3) A program must review the information found in each employment application and complete background check to assess the relevancy of any issue uncovered by the complete background check including any arrest, pending criminal charge, or conviction and must use Child Care and Development Fund (CCDF) disqualification factors described in 42 U.S.C. 9858f(c)(1)(D) and 42 U.S.C. 9858f(h)(1) or tribal disqualification factors to determine whether the prospective employee can be hired or the current employee must be terminated.
  - (4) A program must ensure a newly hired employee, consultant or contractor does not have unsupervised access to children until the complete background check process described in paragraphs (b)(1) through (3) of this section is complete.
  - (5) A program must conduct the complete background check for each employee, consultant or contractor at least once every five years which must include each of the four checks listed in paragraphs (b)(1) and (2) of this section, and review and make employment decisions based on the information as described in paragraph (b)(3) of this section, unless the program can demonstrate to the **responsible HHS official** that it has a more stringent system in place that will ensure child safety.
  - (6) A program must consider current and former program **parents** for employment vacancies for which such parents apply and are qualified.
- (c) Standards of conduct (code of conduct).
  - (1) A program must ensure all staff, consultants, contractors and volunteers abide by the program's standards of conduct that:
    - (i) Ensure staff, consultants, contractors and volunteers implement positive strategies to support children's well-being and prevent and address challenging behavior;

- (ii) Ensure staff, consultants, contractors and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:
    - (A) Use corporal punishment;
    - (B) Use isolation to discipline a child;
    - (C) Bind or tie a child to restrict movement or tape a child's mouth;
    - (D) Use or withhold food as a punishment or reward;
    - (E) Use toilet learning/training methods to punish, demean or humiliate a child;
    - (F) Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring or corrupting a child;
    - (G) Physically abuse a child;
    - (H) Use any form of verbal abuse, including profane, sarcastic language; threats or derogatory remarks about the child or the child's family; or
    - (I) Use physical activity or outdoor time as a punishment or reward;
  - (iii) Ensure staff, consultants, contractors and volunteers respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation or family composition;
  - (iv) Require staff, consultants, contractors and volunteers to comply with program confidentiality policies concerning **personally identifiable information** about children, families and other staff members in accordance with subpart C of part 1303 of this chapter and applicable federal, state, local and tribal laws; and
  - (v) Ensure no child is left alone or unsupervised by staff, consultants, contractors or volunteers while under their care.
- (2) Personnel policies and procedures must include appropriate penalties for staff, consultants and volunteers who violate the standards of conduct.
- (d) Communication with dual language learners and their families.
- (1) A program must ensure staff and program consultants or contractors are familiar with ethnic backgrounds and heritages of families in the program and are able to serve and effectively communicate, either directly through interpretation and translation, with children who are dual language learners and to the extent feasible, with families with limited English proficiency.
  - (2) If a majority of children in a class or home-based program speak the same language, at least one class staff member or **home visitor** must speak such language.

### **Immunizations, Tuberculin Testing, Hearing & Vision Screening**

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. After-school 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.

\*746.501(a)(11)(28)

### **Medications**

If your child will require medication while at a YWCA childcare program, 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, with the name of the physician. Early Head Start and Head Start will also require a doctor's note. Staff will only dispense medication if the parent has completed and signed a Medication Form. Medications taken twice a day should be administered at home, before and after care. 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. \*746.501(a)(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 YWCA childcare. Should your child become 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 forms and contact you immediately. \*746.501(a)(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. \*746.501(a)(5)

### **Vision and Hearing Screening (Preschool Only)**

The Texas Department of Health requires that children over the age of four (by September 1), who are enrolled in licensed childcare, receive screening tests for vision and hearing. The Center will provide screenings each year for children over age four, and parents will be notified of any abnormal findings after the screening process

\*746.501(a)(12)



YWCA Early Head Start is dedicated to helping your child grow and develop by milestones. The YWCA uses the Frog Street curriculum in all of our classrooms. The Frog Street Curriculum is a standardized curriculum that follows Texas Pre-K guidelines and incorporates conscious discipline. During the school year, the YWCA will conduct two home visits and two parent conferences for every child in our care. Our hours of operation are 7:30 am - 5:30 pm.

## What to Bring

- A change of clothing in case of an accident

## The YWCA Will Provide

- Diapers/pull ups and wipes
- A blanket will be provided for nap time
- Formula – if your child requires a specific brand or kind of formula, a doctor's note will be required.
- Age appropriate solid foods will be provided - please no outside food or drink
- Refrigerated storage for breast milk. Make sure your milk is labeled with your child's name & dated pumped.

A private office or space within the classroom is available if you wish to breastfeed your child at the center.

\*746.501(a)(25)

## Check-In

Doors to the center open at 7:30 am. Families are encouraged to have children signed into class by 9am to prepare for Kindergarten and to benefit from all learning activities. Parents are encouraged to email us about child's late arrival and/or absence.

## Pick Up

For parents that provide a current school or work schedule showing a need for care past 2:30 pm, in the Early Head-start program will provide care until 5:30 pm. Work/school schedule will be asked for quarterly.

## Clothing

We encourage parents to send their child to preschool in washable play clothes. Children will participate in activities in which they may get dirty. Children age 12 mos. and older should have shoes. Flip-flops, slippers, house shoes and shoes with high heels can be a tripping hazard and MAY NOT be worn to preschool. Sandals with a secured back strap may be worn.

## Indoor and Outdoor Physical Activity

Physical Activity is beneficial for all developing youth by allowing them to increase their physical strength, cardiovascular health, and provide them with opportunities to practice their fine and gross motors skills. To promote this, all children will have opportunities to participate in indoor and outdoor activities for at least 60 minutes daily to help facilitate those benefiting skills. During the Early Childhood day children will have opportunities for unstructured physical activity including playground equipment, child-initiated games, and space for walking and running at their leisure. Structured activities are built into the educational curriculum and are led by the caregivers. The Y on University has an outdoor space with a playground and access to several different POD areas within the building. As all operations have an indoor play option, physical activity will not be limited due to extreme weather circumstances.\*746.501(a)(18)

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YWCA Head Start is dedicated to helping your child grow and meet developmental milestones. The YWCA uses the Frog Street curriculum in all of our classrooms. The Frog Street curriculum is a standardized curriculum that follows Texas Pre-K guidelines and incorporates conscious discipline. During the school year, the YWCA will conduct two home visits and two parent conferences for every child in our care. Our hours of operation are 7:30 am - 5:30 pm. Our hours of operation are 7:30 am - 5:30 pm.

### **What to Bring**

- A complete change of clothing, including socks, in case of an accident

### **The YWCA Will Provide**

- Fun, age-appropriate curriculum and activities
- Breakfast, lunch and snack.
- A blanket will be provided for nap time.

### **Check-In**

Doors to the center open at 7:30 a.m. Doors to the center open at 7:30 am. Families are encouraged to have children signed into class by 9am to prepare for and benefit from all learning activities. Parents are encouraged to email us about child's late arrival and/or absence.

### **Pick Up**

The Head Start day ends at 2:30pm. Children should be promptly picked up at or before this time.

### **After-School Care**

Should you need childcare past 2:30pm, you may enroll in the YWCA after-school program and pay the weekly fees. To enroll, you will need to speak to our front desk staff.

### **Clothing**

We encourage parents to send their child to preschool in washable play clothes. Children will participate in activities in which they may get dirty. Flip-flops, slippers, house shoes and shoes with high heels can be a tripping hazard and MAY NOT be worn to preschool. Sandals with a secured back strap may be worn.

### **Indoor and Outdoor Physical Activity**

Indoor and Outdoor Physical Activity is beneficial for all developing youth by allowing them to increase their physical strength, cardiovascular health, and provide them with opportunities to practice their fine and gross motor skills. To promote this, all children will have opportunities to participate in indoor and outdoor activities for at least 90 minutes daily to help facilitate those benefiting skills. During the Head Start day children will have opportunities for unstructured physical activity including playground equipment, child-initiated games, and space for walking and running at their leisure. Structured activities are built into the educational curriculum and are led by the caregivers. The Y on University has an outdoor space with a playground and access to several different POD areas within the building. As all operations have an indoor play option, physical activity will not be limited due to extreme weather circumstances.\*746.501(a)(18)

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

The YWCAre curriculum has both educational and recreational components to provide a balanced program for children. After-school care is provided at in the 400 classrooms at the YWCA on University.

## **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 & Indoor Play**

Indoor and Outdoor Physical Activity is beneficial for all developing youth by allowing them to increase their physical strength, cardiovascular health, and provide them with opportunities to practice their fine and gross motor skills. To promote this, all children will have opportunities to participate in indoor and outdoor activities for at least 30 minutes daily to help facilitate those benefiting skills. During YWCAre children will have opportunities for unstructured physical activity including playground equipment, child-initiated games, and space for walking and running at their leisure. Structured activities are built into the educational curriculum and are led by the caregivers. Each operation has an outdoor space with a playground and access to either the gym or cafeteria. YWCAre encourages children to dress in clothes that allow them to run and participate freely, and closed toe shoes are recommended for these activities. . \*746.501(a)(18)

## **Snacks**

A healthy snack will be served each afternoon. If your child has special dietary needs, please bring medical verification so we can request snacks that meet those needs.

## Procedural Operation Information for YWCAre

### *Transition Supervision*

YWCAre staff conduct a headcount before and after every transition as well as a count every 20 minutes. Upon being signed into the program, children will be under constant supervision, including transitions, to and from bathrooms, playground, etc.

### *Meeting Unique Needs of Individual Children*

All YWCAre staff receive training for developmentally appropriate characteristics and developmentally appropriate practices in order to ensure staff are able to create an environment suitable to all ages.

### *Age Group Criteria*

Depending on the number of children in the program, children will be placed in an appropriate age group. Every effort is made to maintain a ratio of 1:10. In the event that we are unable to maintain a ratio of 1:10, the group sizes will be no larger than the following:

- 0-20 kids: 1-2 groups
- 20-50 kids: 2-3 groups
- 50+ kids: 3 or more groups

In programs with multiple groups, younger children will be separated into a group with like ages. During sign in and sign out time or meals, children from different age groups may share the same space.

### **Pick-up**

The after-school program ends at 5:30 p.m. Children should be promptly picked up at or before this time. Refer to page 3, "Late Pick-up Fees" for additional information. You will pick up from the 400 classrooms at the YWCA on University.

**All Camps are held at the YWCA on University location.**

## **Summer & Mini Camps**

The YWCA Summer Day Camp curriculum has both educational and recreational components to provide a balanced program for children. We offer enrichment centers in areas such as manipulatives, dramatic play, art, games, puzzles, blocks, etc.

## **Check-In for Camp**

We will begin accepting children at 7:30 am. You will drop off and pick up your children at Zone 1 (see page 16 for zone map).

## **Pick-up**

You will pick-up your child(ren) in the same zone where you dropped them off. YWCA Camps end at 5:30 p.m. Children should be promptly picked up at or before this time. Refer to page 3, "Late Pick-up Fees" for additional information.

## **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, etc. You will be provided with a schedule in advance.

### **Outdoor & Indoor Play**

Indoor and Outdoor Physical Activity is beneficial for all developing youth by allowing them to increase their physical strength, cardiovascular health and provide them with opportunities to practice their fine and gross motor skills. To promote this, all children will have opportunities to participate in indoor and outdoor activities for at least 90 minutes daily to help facilitate those skills. During Camp children will have opportunities for unstructured physical activity including playground equipment, child-initiated games and space for walking and running at their leisure. Structured activities are built into the educational curriculum and are led by the caregivers. Each operation has an outdoor space with a playground and access to either the gym or cafeteria. YWCA encourages children to dress in clothes that allow them to run and participate freely, and closed toe shoes are recommended for these activities. If temperatures reach above 100°F, outdoor play will be limited. 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 Repellent.\*746.501 (a)(19)

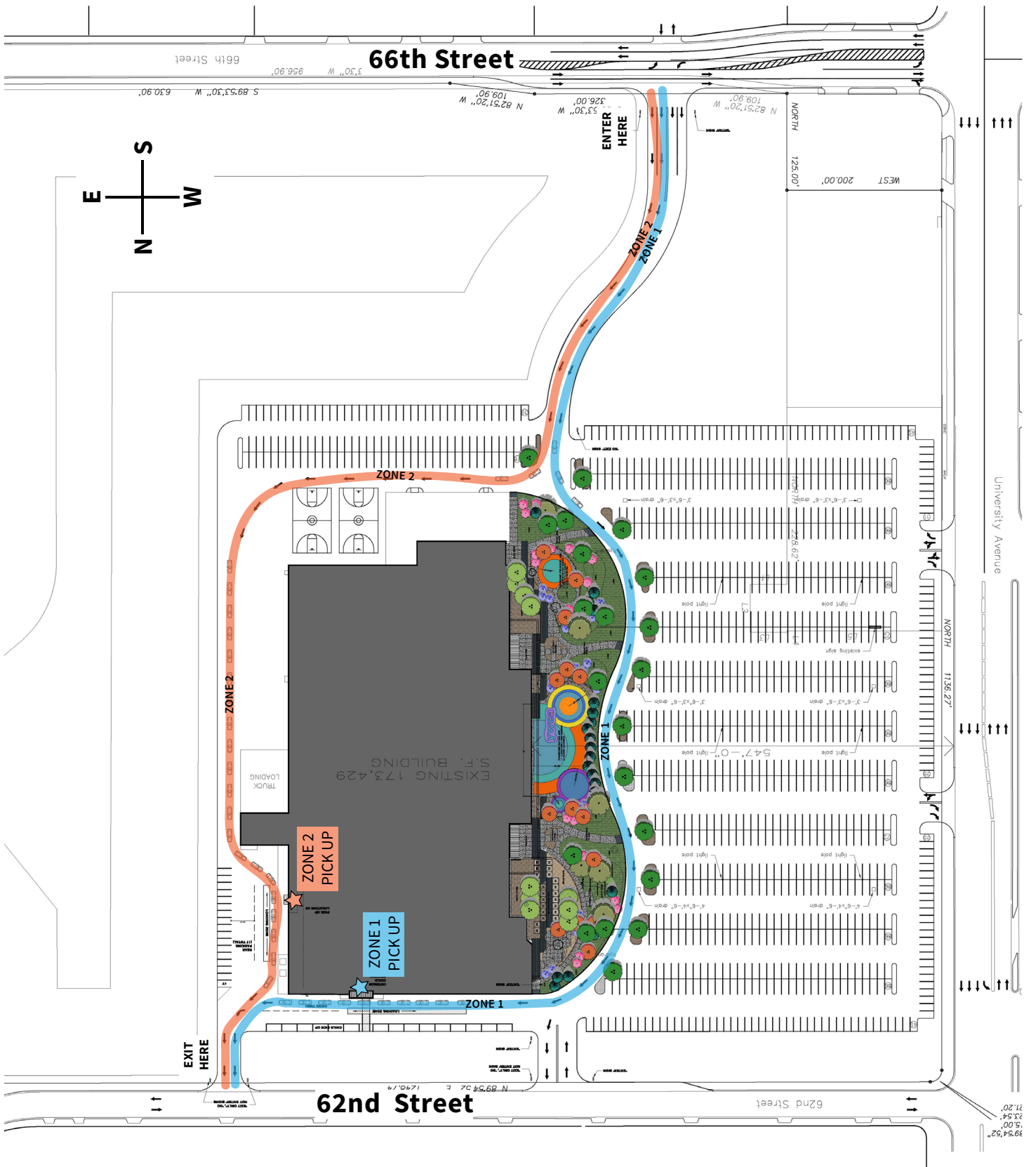
### **What to Bring**

- Backpack
- Swim suit (Summer Camp only)
- Towel (Summer Camp only)
- Water bottle
- Small blanket

### **What NOT to Bring**

- Toys of any kind (this includes pop-its, Pokemon cards, fidget spinners, etc.)
- Food or snacks

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



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

The YWCA believes that children need age appropriate, positive guidance for their behavior. \*746.501(a)(7)

## **Discipline**

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;
- requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age and/or
- taking away active playtime while on the playground.

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



## Suspension

For a severe offense or for repeatedly breaking rules that results in harm to a child or the program, a one- to three-day suspension may be given. A refund of fees will not be issued for suspensions. The YWCA Childcare 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.\*746.501(a)(8)

## Head Start Program Performance Standards

### (a) Limitations on suspension.

- (1) A program must prohibit or severely limit the use of suspension due to a child's behavior. Such suspensions may only be temporary in nature.
- (2) A temporary suspension must be used only as a last resort in extraordinary circumstances where there is a serious safety threat that cannot be reduced or eliminated by the provision of reasonable modifications.
- (3) Before a program determines whether a temporary suspension is necessary, a program must engage with a mental health consultant, collaborate with parents and utilize appropriate community resources - such as behavior coaches, psychologists, other appropriate specialists or other resources - as needed to determine no other reasonable action is appropriate.
- (4) If a temporary suspension is deemed necessary, a program must help the child return to full participation in all program activities as quickly as possible while ensuring child safety by:
  - (i) Continuing to engage with the parents and a mental health consultant and continuing to utilize appropriate community resources.
  - (ii) Developing a written plan to document the action and support needed;
  - (iii) Providing services that include home visits; and
  - (iv) Determining whether a referral to a local agency responsible for implementing IDEA is appropriate.

### (b) Prohibition on expulsion.

- (1) A program cannot expel or un-enroll a child from Head Start because of a child's behavior.
- (2) When a child exhibits persistent and serious challenging behaviors, a program must explore all possible steps and document all steps taken to address such problems, and facilitate the child's safe participation in the program. Such steps must include, at a minimum, engaging a mental health consultant, considering the appropriateness of providing appropriate services and supports under section 504 of the Rehabilitation Act to ensure that the child who satisfies the definition of disability in 29 U.S.C. §705(9)(b) of the Rehabilitation Act is not excluded from the program on the basis of disability and consulting with the parents and the child's teacher, and
  - (i) if the child has an individualized family service plan (IFSP) or individualized education program (IEP), the program must consult with the agency responsible for the IFSP or IEP to ensure the child receives the needed support services; or,
  - (ii) if the child does not have an IFSP or IEP, the program must collaborate, with parental consent, with the local agency responsible for implementing IDEA to determine the child's eligibility for services.

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

(3) If, after a program has explored all possible steps and documented all steps taken as described in paragraph (b)(2) of this section, a program, in consultation with the parents, the child's teacher, the agency responsible for implementing the IDEA (if applicable), and the mental health consultant, determines that the child's continuing enrollment presents a continued serious safety threat to the child or other enrolled children and determines the program is not the most appropriate placement for the child, the program must work with such entities to directly facilitate the transition of the child to a more appropriate placement.

### **Dismissal from A Program\*\* - CHILD (YWCAre, Summer Camp, Mini Camp & Preschool)**

A child may be dismissed from their childcare program for:

- 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 director.

### **Dismissal from A Program\*\* - FAMILY (YWCAre, Summer Camp and Mini Camp & Preschool)**

- non-payment of program fees or late pick-up fees;
- late pick-up pattern;
- inappropriate behavior such as (but not limited to) use of drugs, tobacco, vaping devices, 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.

The Texas Department of Family and Protective Services licenses each YWCA Childcare site as a childcare center. The minimum standards for Licensed Child Care Centers are available at each site for review as well as the most recent licensing inspection report. You can also find it here: <https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

You may contact the local licensing office by calling (806) 698-5510.

All YWCA childcare staff receive annual training on preventing and responding to child abuse and neglect. This includes spotting the warning signs and factors indicating a child may be at risk. Staff is obligated to report any suspected child abuse to Child Protective Services. If you suspect a child may be experiencing abuse please call the TDFPS child abuse hotline at (800) 252-5400 or you may visit TDFPS online at [https://www.dfps.state.tx.us/Contact\\_Us/report\\_abuse.asp](https://www.dfps.state.tx.us/Contact_Us/report_abuse.asp). \*746.501 (a)(22)(23)(26)

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

*\*\*does not apply to Early Head Start or Head Start*

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. \*746.501(a)(24)

## **Purpose**

This plan is to ensure the safety of all children during an emergency.

## **Communication**

In the event of an emergency, always call 911 first. A list of emergency phone numbers is also posted at each center.

Once the children are safe, staff will call the director and every child's parents. The director will contact Child Care Licensing.

## **Evacuation**

It is very important that the following items stay with the children at all times! It is the Site Director's responsibility to ensure these items remain with the children.

1. First Aid Kit
2. Children's records (emergency contact info, authorization for medical care, etc.)
3. Roll sheet

## **FIRST PRIORITY**

In the event of an emergency, all staff should focus their attention on getting the children to the proper relocation areas.

Emergency Exit Map is in every room/site binder.

All relocation areas are clearly marked on the emergency exit maps. The designated areas are listed on the following pages.

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

### **Alternate Shelter for YWCAre After-school Sites**

YWCA on University - 6501 University Avenue | Sun 'N Fun - 6204 Elgin Avenue

In the event of an emergency, staff should line the children up in a calm manner and walk them to the designated relocation area. There will be one staff member in the front of the line and one at the back of the line. Any additional staff members should be spread out within the line. Staff will count the children when they leave the room. Attendance by name will be taken once the group has reached the relocation area or alternate shelter to ensure that everyone is present and accounted for. If the children must be moved to an alternate shelter away from the facility, a bus will transport the children. The director will make the decision if necessary.

To ensure the safety of children with special needs we will designate staff, with backups, to assist in evacuation. The Director will evacuate with the emergency supply kit, which will include snacks, water and toys to help keep children calm. Staff will take with them; medications, children's records, allergy plans, first aid kits, and a YWCA cell phone to ensure constant communication with parents, management, and Emergency Service Personnel.

## YWCA on UNIVERSITY

1. Safely evacuating all children is the number one priority of staff during any emergency. These guidelines will be followed:
  - Evacuation for fire, chemical spill, dangerous persons or other unsafe building conditions will all be the same. Children will be taken to the spot designated on the posted evacuation plan until all children are safely out of the building.
  - Staff will also be responsible for taking their classroom's emergency information notebook out of the building during any evacuation. In this notebook there must be a form for every child with an emergency phone contact information and signed parent authorization for emergency medical care.
2. Relocation of children to a safe area will be governed by these guidelines:
  - After evacuation, all children will be relocated to the YWCA Marquee and will wait with staff until parents arrive or children can be safely relocated back to the center.
  - After a tornado or other severe weather emergencies, children will remain at the center, unless the center can no longer safely be occupied. If this occurs, children will be relocated to the Trinity High School gym.
  - All staff will be expected to remain with the children until it is safe to return to the center, or until parents have arrived.
  - Trinity High School is located at 6701 University Avenue, Lubbock, TX 79413.
3. Communication for assistance will be as follows:
  - Emergency personnel – fire, police or ambulance – will always be contacted immediately by calling 911.
    - o The Texas Department of Family Protective Services (licensing) will be contacted at (806) 698-5510.
    - o Parents will be contacted as quickly as possible by YWCA staff by either land or cell phone, using the emergency information provided by staff.

To view the relocation maps for the Y on U location please visit the following link:

<https://drive.google.com/drive/folders/1modQRvsUfOKirKTL-LpmNX2-xYGAYktf?usp=sharing>

Date	Event	YWCAre Hours <i>*registration required</i>	Registration Opens
Aug. 16	First Day of School		–
Sep. 4	Student Holiday	CLOSED	
Sep. 25	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Sep. 5
Oct. 9	Student Holiday	CLOSED	
Nov. 1	GOALS DAY	CLOSED Mini Camp Offered @Y on U*	Sep. 5
Nov. 20-21	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Sep. 5
Nov. 22-24	Thanksgiving	CLOSED	
Dec. 22	Early Dismissal	CLOSED	
Dec. 25-26	Christmas	CLOSED	
Dec. 27-29	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Nov. 6
Jan. 1-2	New Year	CLOSED	
Jan. 3-5	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Nov. 6
Jan. 8-9	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Nov. 6
Jan. 15	Student Holiday	CLOSED	
Feb. 19-20	Student Holiday	CLOSED Mini Camp Offered @Y on U*	Jan. 8
Mar. 11-15	Spring Break	CLOSED Mini Camp Offered @Y on U*	Jan. 8
Mar. 29	Student Holiday	CLOSED	
Apr. 1	Student Holiday/Weather Make-Up	CLOSED Mini Camp Offered @Y on U*	Jan. 8
May 24	Early Dismissal	CLOSED	



# Join Texas WIC

## We're here for you

“Thanks to WIC,  
I now have the tools  
I need to make  
sure my family  
stays on the path to  
a healthy lifestyle.”

—Roxie, WIC Client



### As a WIC Client, you'll get:

- Delicious food
- One-on-one counseling with nutritionists
- Easy recipes
- Nutrition classes
- Breastfeeding support
- Health and immunization screenings
- Cooking demonstrations
- Personalized support
- Children's activities

### Are you eligible?

Eight million women, infants, and children get WIC benefits. WIC is for pregnant women, new parents, infants, and children under five. If you are on Medicaid, TANF, or SNAP you already qualify.

### Texas WIC Income Guidelines

Number of people in the home*	Monthly Income	Annual Income
2	\$2,686	\$32,227
3	\$3,386	\$40,626
4	\$4,086	\$49,025
5	\$4,786	\$57,424
6	\$5,486	\$65,823

Effective May 1, 2021

\* A pregnant woman's household is increased by the number of infants she is expecting. If you have any income questions, call 1-800-942-3678.

Start now. Call 1-800-942-3678 or visit [TexasWIC.org](https://TexasWIC.org)



This institution is an equal opportunity provider.

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Good nutrition today means a stronger tomorrow!

# Building for the Future

## with CACFP

This day care receives support from the Child and Adult Care Food Program to serve healthy meals to your children.



**Meals served here must meet USDA's nutrition standards.**

**Questions? Concerns? Call USDA toll free:  
1-866-USDACND (1-866-873-2263)**

Learn more about CACFP at USDA's website:

<https://www.fns.usda.gov/>

USDA is an equal opportunity provider, employer and lender.



United States Department of Agriculture  
Food and Nutrition Service FNS-317  
October 2019



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

**CHILDREN AND YOUTH PROGRAMS**

- Preschool - ages 6 weeks to 5 years
- Early Head Start - ages 6 weeks to 3 years • Head Start – ages 3 to 5 years
- After-school Care – ages 4 to 12 years • Summer and Mini Camps- ages 4 to 12 years
- CYD (Community Youth Development) – ages 13 to 17 years

**COMMUNITY**

- Father Daughter Dance • Lemonade Day • Wine, Women & Shoes • Women of Excellence

**HEALTH & WELLNESS**

Women’s Health Initiative helps provide financial assistance for breast and cervical screenings to those that meet program guidelines.

**Fitness**

- exercise classes • weight room • cardio center • rock climbing wall

**Aquatics**

Talkington YWCA Sun ‘N Fun outdoor aquatic center, swim lessons, certification classes, lap and family swimming.

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 Right Department, Texas Department of Human Services, P.O. Box 149030, Austin, Texas 78714-9030.



**Lubbock Area United Way**