

2025-2026

**YWCA Child
Development Center**

**PARENT
HANDBOOK**

Effective August 11, 2025

YWCA IS ON A MISSION

WELCOME TO YWCA CHILDCARE

Thank you for choosing the YWCA for your childcare needs. YWCA childcare programs were established to provide structured and supervised enrichment activities for children.

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 child's classroom to learn about their daily routine; and
- meeting your child's teachers 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 (numbers listed on the opposite page) or call our main number at (806) 993-9922 to speak to a supervisor.

Philosophy

The YWCA On University is committed to an educational philosophy that encourages children to grow as unique and capable individuals within a developmentally appropriate educational setting. Our programs are designed to provide each child with various educational experiences, opportunities, and activities to develop a strong educational foundation.

The program's aim is to heighten each child's self-esteem and encourage independence and group cooperation. All activities are designed to enhance each child's emotional, physical, social, health, safety, and intellectual needs.

Note: The YWCA on University is NOT a day-care. All Child Development Center classrooms operate as an educational program designed to help children succeed within the public-school setting. The YWCA on University is just like a public school, with requirements for attendance, promptness, discipline, and medical records, these rules and requirements will prepare your child for a successful kindergarten experience.

Mission Statement

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

In conjunction with the mission of the YWCA of Lubbock, it is our intent to provide care for children in an atmosphere that is accepting of all people. We desire to assist families in raising children who are eager to learn and successful in their interactions with others, and to encourage parents as they strive to provide for their own need and the needs of their children. We want to encourage children to grow as unique and capable individuals ready for kindergarten and ready for life.

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)

YWCA CHILDCARE CONTACT INFORMATION

For absences to all programs, email

absences.ywcare@ywcalubbock.org

For questions about your account or billing,

call (806) 776-9750 or email

finance.ywcare@ywcalubbock.org

Child Development Center Directors

childcareadmin@ywcalubbock.org

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

Arcadio Vasquez, Childcare Administrator (806)-776-9734

Cyanne Rodriguez, Preschool Coordinator (806) 589-4613

ANONYMOUS REPORTING

Please scan the QR code below to access the YWCA's anonymous reporting form. If you have any concerns about the safety, security or wellbeing of someone in our care, please use this form to share your observations with us. All submissions are confidential and will be address with the utmost care and discretion.

All staff, parents and volunteers are informed and supported in following this rule: *If you see something, say something.*



Whenever the YWCA receives a report of red-flag behavior or inappropriate behaviors the organization's executive team takes the information into account and reviews all necessary information and evidence to determine what the next steps should be for the alleged incident. Anytime someone (staff, volunteer or consumer) reports a behavior. The report is immediately followed up upon and investigated. The organization follows a progressive disciplinary process which outlines the consequences for policy violations and other inappropriate conduct within the organization. Failure to correct the concern will result in termination following accepted HR Policy and Customer Care policies.

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.
- A late payment fee will be added to all account with an outstanding balance every Monday.
- 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 \$100 (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.
- 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. Your child will not be able to attend the Child Development Center until the appropriate documentation and necessary medication are provided.
- 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.
- 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.

ELIGIBILITY

Childcare (6 weeks - 3 years)

- Applications are accepted throughout the year.
- Children ages 6 weeks to 3 years may apply to our childcare program.
- Families must complete a recruitment application with a childcare enrollment coordinator. A parent/legal guardian of the child must sign the application and/or other documents related to the child's enrollment and program participation.
- Call 806.776.9700 to begin the enrollment process.

Preschool

- Applications are accepted throughout the year.
- Children ages 3 years to 5 years may apply to our preschool.
- Families must complete a recruitment application with a preschool enrollment coordinator. A parent/legal guardian of the child must sign the application and/or other documents related to the child's enrollment and program participation.
- Call 806.776.9700 to begin the enrollment process.

Parents Day Out

- Applications are accepted throughout the year.
- Children ages 3 to 5 years may apply to our Parents Day Out program.
- Families must complete a recruitment application with a preschool enrollment coordinator. A parent/legal guardian of the child must sign the application and/or other documents related to the child's enrollment and program participation.
- Call 806.776.9700 to begin the enrollment process.

FINANCIAL INFORMATION

Payment Method Options

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

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

Late Pickup Fees

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 (6 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)

All YWCA child programs require a \$25 registration fee

Preschool / 7 a.m. - 6 p.m.

Age: 6 weeks - 17 months	\$225/week
Age: 18 months - 36 months	\$210/week
Age: 3 years - 5 years	\$190/week

Parents Day Out / 9 a.m. - 2:30 p.m. / August 13 - May 20

Age: 3 years - 5 years - 3 days a week	\$110/week
Age: 3 years - 5 years - 2 days a week	\$80/week

A late fee of \$10 per child will be added to all accounts with an outstanding balance every Monday.

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

LISD & LCISD employees receive a \$5/week discount for full-time only.

Retired and active duty military parents/guardians may receive \$5 off their weekly tuition.

Funding

Funding for the YWCA 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 YWCA Summer and Mini-Camps is provided by 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.

FINANCIAL INFORMATION

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.
- A pay stub or tax return and your CCS Denial or Wait List Letter must accompany the completed application.

Billing Adjustments for Preschool

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.

Termination of Care for Preschool

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 can be found here: <https://www.ywcalubbock.org/resources-and-forms/>. 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.

STAFF & COMMUNICATION

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. YWCA programs are designed with thoughtful child-to-staff ratios to support safety, learning, and individual attention.

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 teacher to discuss any concerns or questions. A contact list of all Child Development Center directors' phone numbers and a collective email address may be found on page 3 of this handbook. To alleviate a complaint or concern, a conference call can be set up between you and 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 Preschool 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.

*ALL changes can be made using your Procure app or by speaking with our front desk staff.

POLICIES & PROCEDURES

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 a child. *746.501(a)(2)

Water Activities in the Summer

Water activities are part of the regular curriculum during the summer. 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, water shoes and a towel marked with the child's name.

*746.501(a)(15)

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.

Check lost-and-found often and always immediately after an item is noticed missing. Because items like jackets and sweaters are often lost, misplaced or missing, we strongly suggest adding your child's name on these items. 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.

POLICIES & PROCEDURES

Meals & Snacks

Nutritious meals (breakfast, lunch and snacks) are served to all children enrolled in Preschool. 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.

POLICIES & PROCEDURES

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

Due to the potential conflict of interest, YWCA employees are strongly discouraged from performing any service (e.g., babysitting) for clients in any YWCA program on non-working time that they normally perform during working hours. If there is an extenuating circumstance, the YWCA employee must first receive approval from their supervisor and then complete and submit a Private Childcare Disclosure & Liability Waiver to HR before any services can be provided.

The YWCA also encourages employees to refrain from exchanging gifts with children/families that we serve. YWCA administration must authorize any gifts provided by YWCA staff to children/families. We realize that in many cultures people give gifts to reflect their appreciation. Thus, we make reasonable allowances for small gifts of appreciation provided to YWCA staff that have a monetary value not exceeding \$26. Under no circumstances may YWCA employees accept money from children/families as a gift.

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 Court Order. Please be advised that we will not accept the responsibility of supervising visitation.

POLICIES & PROCEDURES

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)

Screen Time

Screen time will be limited to bad weather days, or if it corresponds with the curriculum and lesson plans for the day. If screen time is used it will not be used for more than one (1) hour a day. Children under the age of two will not receive screen time at all during any point of their day while in care.

MEDICAL INFORMATION

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 the YWCA on University. 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. 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

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)*

CHILDCARE: 6 Weeks - 3 YEARS

The YWCA 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 parent conferences for every child in our care (one in October and one in March). Our hours of operation are 7 am - 6 pm on weekdays.

What to Bring

A change of clothing (to be kept in the classroom and used as needed) in case of an accident as well as diapers, pull-ups and wipes if needed.

The YWCA Will Provide

- A blanket will be provided for nap time
- 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 or building 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 am. Breakfast is an important start to the day. Parents are encouraged to have children signed in to their classroom by 8:30 a.m. so the children can enjoy a healthy breakfast. Families are encouraged to have children signed into class by 9:00 am to prepare for Preschool and Kindergarten and to benefit from all learning activities. Parents are encouraged to email or call us about child's late arrival and/or absence.

Drop Off / Pick Up

All childcare children (6 weeks - 3 years) will be dropped off or picked up through the childcare front desk.

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 aged 12 months 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.

Playful Learning

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 60 minutes daily to help facilitate those benefiting skills. During the Early Childhood day children will have opportunities for unstructured physical activity including indoor and outdoor playground equipment, child-initiated games, a splash pad 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)

PRESCHOOL: 3 - 5 YEARS

The YWCA 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. The YWCA will conduct two home visits during the school year (one in October and one in March). Our hours of operation are 7 am - 6 pm.

What to Bring

A change of clothing (to be kept in the classroom and used as needed) in case of an accident as well as diapers, pull-ups and wipes if needed.

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 am. Families are encouraged to have children signed into class by 9 am to prepare for and benefit from all learning activities. Parents are encouraged to email us about child's late arrival and/or absence.

Drop Off / Pick Up

Preschool children may be dropped off or picked up in the back — all parents are asked to drive up and pick up their children. If preschool child has a sibling, we ask that parents drop off / pick up through Zone 1 (childcare desk).

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)

PARENTS DAY OUT: 3 - 5 YEARS

The YWCA 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 9 am - 2:30 pm during the school year from August 13, 2025 - May 22, 2026 (closed from Nov. 24 - 28 and Dec. 22 - Jan. 2nd).

What to Bring

A change of clothing (to be kept in the classroom and used as needed) in case of an accident as well as diapers, pull-ups and wipes if needed.

The YWCA Will Provide

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

Check-In

Please drop off your child between 8:45 am and 9 am on Monday/Wednesday/Friday or Tuesday/Thursday depending on whether you have signed up for two- or three-day PDO. Families are encouraged to have children signed into class by 9 am to prepare for and benefit from all learning activities. Parents are encouraged to email us about child's late arrival and/or absence.

Drop Off / Pick Up

Parents Day Out children may be dropped off or picked up in the back — all parents are asked to drive up and pick up their children.

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)

DISCIPLINE & GUIDANCE PRACTICES

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.

DISCIPLINE & GUIDANCE PRACTICES

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)

Dismissal from the Program

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

- 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) 354-307.

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. *746.501 (a)(22)(23)(26)

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. *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 Childcare 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.

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) 354-5307.
 - 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/1modQRvsUfOKirKTI-LpmNX2-xYGAYktf?usp=sharing>

YWCA CHILD DEVELOPMENT CENTER 2025-2026 CALENDAR

2025.2026 School Year

eliminating racism
empowering women
ywca
Lubbock

August '25

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August 13th= First day of school

December '25

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Dec 5, 12, 19= Winter Parades

Dec 24, 25, 26, 31= Winter Break Student Holiday

April '26

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

April 3= Student Holiday/ PD Day

April 10, 17, 24= Child Abuse Awareness Parades

September '25

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Sep. 1st= Student Holiday

Sep 12th= Grandparents day

January '26

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Jan 1-2= Winter Break Student Holiday

Jan 19= Student Holiday

Jan 16= Pastries with Parents

May '26

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

May 1= Child Abuse Awareness Parade

May 15= Graduation

May 25= Student Holiday

October '25

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Oct. 13-17= Cardboard box week

Oct. 28th= Fall Festival

February '26

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Feb 2-6= National Literacy Week

November '25

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Nov. 21= Thanksgiving Lunch

Nov. 26-28= Student Holiday

March '26

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

March 2-6= Dr. Seuss Week

July '26

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

July 3= Student Holiday

1st day of school	Student Holiday	Parent Events
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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.

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	\$ 3,261	\$ 39,128
3	\$ 4,109	\$ 49,303
4	\$ 4,957	\$ 59,478
5	\$ 5,805	\$ 69,653
6	\$ 6,653	\$ 79,828

Effective May 1, 2025

* A pregnant woman's household can be increased by the number of infants she is expecting. For more than 6 household members, call your local WIC office.

** Income can also be determined on a weekly or biweekly basis.

Start now. Call 1-800-942-3678 or visit TexasWIC.org



This institution is an equal opportunity provider.

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Ven a WIC de Texas

Estamos aquí para servirte

“Gracias a WIC, ahora tengo las herramientas que necesito para asegurar que mi familia siga el camino hacia un estilo de vida saludable.”

—Roxie, cliente de WIC



Como cliente de WIC, recibirás:

- Alimentos deliciosos
- Asesoramiento individualizado con nutricionistas
- Recetas sencillas de preparar
- Clases sobre nutrición
- Apoyo para la lactancia
- Evaluaciones médicas y sobre las vacunas
- Demostraciones de cocina
- Apoyo personalizado
- Actividades para niños

¿Calificas?

Ocho millones de mujeres, bebés y niños reciben beneficios de WIC. El Programa WIC va dirigido a mujeres embarazadas, nuevos padres, bebés y niños menores de cinco años. Si ya recibes Medicaid, TANF o SNAP, es posible que califiques.

Requisitos de ingresos de WIC de Texas

Número de personas en el hogar*	Ingresos mensuales	Ingresos anuales
2	\$ 3,261	\$ 39,128
3	\$ 4,109	\$ 49,303
4	\$ 4,957	\$ 59,478
5	\$ 5,805	\$ 69,653
6	\$ 6,653	\$ 79,828

Vigente a partir del 1 de mayo de 2025

* El número de personas en el hogar de una mujer embarazada aumenta según los bebés que espera. Si son más de seis personas, llama a la oficina local de WIC.

** Los ingresos también se calculan por semana o por quincena.

Empieza hoy mismo. Llama al 1-800-942-3678 o visita TexasWIC.org



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Building for the Future

This child care receives Federal cash assistance to serve healthy meals to your children.
Good nutrition today means a stronger tomorrow!

Meals served here must meet nutrition requirements established by USDA's
Child and Adult Care Food Program.

Questions? Concerns?

Call USDA at
1-866-873-2263

Food and Nutrition Division at
1-800-TELL-TDA
(835-5832)

OR

Your child care at the YWCA of Lubbock

Contact Information: Jeff Sierra

Address: 6501 University Ave Lubbock, TX 79413

Phone Number: 806-776-9516

Email Address: jeff.sierra@ywcalubbock.org

Other Necessary Information:



TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

Fraud Hotline: 1-866-5-FRAUD-4 or 1-866-537-2834 | P.O. Box 12847 | Austin, TX 78711
Toll Free: (877) TEX-MEAL | For the hearing impaired: (800) 735-2989 (TTY)



Food and Nutrition Division
Child and Adult Care Food Program

This product was funded by USDA.
This institution is an equal opportunity provider.



Updated 11/17/2021
www.SquareMeals.org



Construyendo Para El Futuro

Este cuidado infantil recibe asistencia federal en efectivo para server comidas saludables a sus hijos. Una Buena nutricion hoy en dia significa una manana mas fuerte.

Las comidas servidas aqui cumplen con los requisitos de nutricion establecidos por el Programa de Alimentos para el Cuidado de Ninos y Adultos (Child and Adult Care Food Program) de USDA.

¿Preguntas? ¿Preocupaciones?

Llame gratuitamente a USDA al
1-866-873-2263

División de Alimentos y Nutrición al
1-800-TELL-TDA
(835-5832)

OR

Centro de cuidado de niños de su hijo al the YWCA of Lubbock

Contact Information: **Jeff Sierra**
Address: **6501 University Ave Lubbock, TX 79413**
Phone Number: **806-776-9516**
Email Address: **jeff.sierra@ywcalubbock.org**
Other Necessary Information:



DEPARTAMENTO DE AGRICULTURA DE TEXAS
COMISIONADO SID MILLER

Línea directa de fraude: 1-866-5-FRAUD-4 o 1-866-537-2834 | P.O. Box 12847 | Austin, TX 78711
Llamada gratuita: (877) TEX-MEAL | Para personas con problemas de audición: (800) 735-2989 (TTY)



Food and Nutrition Division
Nutrition Assistance Programs

Este producto fue financiado por el USDA.
Esta institución proporciona igualdad de oportunidades.



Updated 11/17/2021
www.SquareMeals.org



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

CHILDREN AND YOUTH PROGRAMS

Childcare - ages 6 weeks to 3 years • Preschool & Parent's Day Out – 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 • Cocktails & Couture • 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