

Phone and Email List

YMCA of Arlington Childcare Office.....817-275-8418

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www.ymca-arlington.org



CHILDCARE PROGRAM



PARENT GUIDE **2009-2010**

2009-2010 MONTHLY FEE SCHEDULE



YMCA MISSION STATEMENT

To put Christian values into practice through programs that build a healthy spirit, mind and body for all.



CHARACTER COUNTS

In order to accomplish our mission, the YMCA of Arlington has adopted the idea of “Character Counts”. Character Counts Curriculum will be used throughout the school year. Children will participate in various group activities that will help aid in the development of character.

	AISD and MISD		HRCS
	Before school	Afterschool	Afterschool
	Members Prog./Full	Members Prog./Full	Members Prog./Full
Aug/Sep	\$69/\$54	\$144/\$129	\$190/\$170
Sep/Oct	\$90/\$70	\$190/\$170	\$190/\$170
Oct/Nov	\$90/\$70	\$190/\$170	\$190/\$170
Nov/Dec	\$90/\$70	\$190/\$170	\$190/\$170
Dec/Jan	\$56/\$44	\$116/\$104	\$116/\$104
Jan/Feb	\$90/\$70	\$190/\$170	\$190/\$170
Feb/Mar	\$90/\$70	\$190/\$170	\$190/\$170
Mar/Apr	\$69/\$54	\$144/\$129	\$144/\$129
Apr/May	\$90/\$70	\$190/\$170	\$190/\$170
May	\$69/\$54	\$144/\$129	\$98/\$88

Monthly payments must be received and receipted by the close of business on the 15th of each month. (Exception-August’s payment is due at the time of signup.)

Reminder: All fees are based on enrollment, not attendance. There is no discount, refund or credit for sick days, snow days, vacation, or days your child does not attend.

To withdraw from the program, you must call the Billing Department at 817-275-8418 ext 26, two weeks in advance and “exit” your child. If a two week (14 days) notice is not given, full payment is required.

Payment Policies Before and After School Program

- All payments are due in advance of service. Invoices are sent to the site on the 1st of the month prior to when they are due.
- All payments can be taken to any of the YMCA of Arlington branches.
 - *Central Branch: 2200 S. Davis, Arlington, TX 76013
 - *Cooper Street Branch: 7120 S. Cooper, Arlington, TX 76001
 - *North Branch: 1005 Skyline Dr, Arlington, TX 76011*(No payments are accepted at the school sites.)*
- Mailed payments, including mailed online bill payments should be sent to:
YMCA of Arlington 2200 S. Davis, Arlington, TX 76013
Please note in the memo section: child's name and account number.
- Draft payments will be drafted on the 5th of each month for the upcoming payment that is due on the 15th. Any draft that is returned will be charged a \$25 return draft fee. **A 30 day written notice is required to stop a draft.**
- The YMCA recruits, trains staff, purchases supplies, food, etc. in advance. Therefore, all childcare fees are based on enrollment, not attendance. There is no discount, refund, or credit for sick days, snow days, vacation, or days your child does not attend.
- Payments are due and *must be receipted* by the close of business on the 15th of each month. (Including checks/online bill payments that are mailed).
- Payments dropped off at any branch after the close of the day on the 15th, will be considered late.
- A late fee of \$20 per family will be charged on the **16th**, for any payment not received and receipted by the close of business on the 15th. Our system's time stamp will be used to determine if a payment is late. *If payment, including all late fees or any additional charges, is not received before the 20th of the month, the YMCA will discontinue childcare. Depending on enrollment, your child's spot may be forfeited to a child on the waiting list.*
- Monthly invoices will cover Before and Afterschool program fees only. Expired membership charges or "Vacation Club" days will not be billed and will cost an additional fee.
- **Any payments presented, will be applied to outstanding balances (including late fee and membership charges) first, then applied to current ASP/BSP charges.**

CHARACTER COUNTS

FAITH

Confident belief in truth, value, idea, or trustworthiness of an idea, person or thing. A set of principles or beliefs. The Bible says: "Without faith it is impossible to please God, because anyone who comes to him must believe he exists and that he rewards those who earnestly seek him." Hebrews 11:6

RESPONSIBILITY

Something for which one is accountable. Capable of being trusted or depended on. Capable of making moral or rational decisions on one's own. The Y hopes to develop youth who understand responsibility and are capable of making decisions based on their own personal values.

RESPECT

To feel or show regard for a person's self-esteem. Willingness to show regard or appreciation. At the YMCA respect means simply to appreciate others, yourself and the world we live in.

CARING

To be concerned with or interested in others. The function of watching or guarding. The YMCA cares about youth. The Y works to instill in youth the value of caring for others and that we are to love one another just as Christ loves us.

HONESTY

Characterized by or exhibiting truthfulness and integrity. Equitable: fair. Marked by integrity and truth. At the Y, we want the youth in our programs to learn the value of being honest, and that deception or cheating to gain an advantage over others only leads to hollow gains that only hurt us all in the long run.

CODE OF CONDUCT, Cont.

8. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
9. Staff will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented.
10. Staff will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture.
11. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
12. Staff will refrain from intimate displays of affection towards others in the presence of children, parents, and staff.
13. While the YMCA does not discriminate against an individual's lifestyle, it does require that in the performance of their job they will abide by the standards of conduct set forth by the YMCA.
14. Staff must appear clean, neat, and appropriately attired.
15. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
16. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
17. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children or parents is prohibited.

Fall 2009

Dear Parents,

Welcome to the YMCA of Arlington Childcare Program. Thank you for choosing the YMCA to serve as your childcare provider. We are pleased to be able to serve you and your family this school year. For those of you who aren't aware, the YMCA of Arlington is a human care organization which puts Christian values into practice through programs and activities that encourage the development of healthy spirit, mind, and body for individuals of all religions, races, ages, and communities. We are committed to quality and safety, and we will strive to ensure that you and your child will have a positive experience this school year.

The key to our success has been well-trained, quality staff who love to work with children. In an effort to ensure that only high-quality staff are hired to work with your child, the YMCA of Arlington maintains a high percentage of returning staff each year. In addition, the YMCA requires the following of all its childcare employees:

Two criminal history checks, including FBI finger printing
Minimum of 16 hours of training
CPR/First Aid certification

I encourage you to take the time to get to know the staff who will be working with your child this school year. Strong communication between parents and counselors is strategic to making sure that your child is successful in our program. The more you and your child's caregivers communicate, the higher the quality of your child's care will be.

Please take a few moments to read through this guide with your child. It will help familiarize you and your child with our policies and procedures as well as details about payments, requirements and the like. You will both gain a better understanding of how the Before and After School Programs operate. This understanding will make each of you feel more comfortable about this school year's experience.

Again, thank you for choosing the YMCA. We look forward to sharing a safe, fun-filled school year with you and your child. If you have any questions about the material in this guide, please contact me at 817-275-8418 ext 25, and I will be happy to help you in any way that I can. Thanks and have a blessed day.

Sincerely,

Beth Lecroy
Association Director of Childcare Services

YMCA Childcare Program

The YMCA Childcare Program is a before and afterschool childcare service. The program is designed to support and strengthen your family by providing safe, affordable, and nurturing childcare for your elementary age children (5yrs.-12yrs.) The YMCA is open to all children regardless of race, color, religion, national origin, or sex.

In order to develop your child to his/her fullest potential, the YMCA has established four program objectives:

To increase your child's social skills

To facilitate his/her homework completion.

To introduce him/her to new recreational skills.

To promote respectful, responsible, faithful, honest, and caring behavior.

In order to accomplish these objectives the YMCA has a structured weekly curriculum which includes:

- | | | |
|-------------------------|-----------------------|-------------|
| *Small Group Activities | * Arts/Craft Projects | *Science |
| *Large Group Activities | * Devotional Time | *Literacy |
| *Character Development | * Snack Time | *Study Time |

We are committed to providing an environment that allows your child opportunities to grow and learn. Our staff is always available for discussion of any specific needs your child may have.

Administration and Staffing

The Before and After School Programs are administered by the YMCA of Arlington Childcare Department. All sites are licensed by the Texas Department of Family and Protective Services.

Both programs are staffed by qualified, trained personnel who meet strict YMCA and state licensing standards. We hire our staff through careful selection. Our staff-child ratios are 1:15. References and 2 criminal history background checks and fingerprinting are obtained for all employees. Staff are trained in YMCA policies and procedures as well as Basic First Aid and CPR.

Sites are inspected every week by YMCA supervisors to insure quality. The Childcare Director visits each site monthly. In addition to these inspections, the State of Texas inspects our sites annually to insure each site is in compliance with state standards.

CODE OF CONDUCT

1. In order to protect YMCA staff, volunteers, and program participants—at no time during a YMCA program may a staff person be alone with a single child where they cannot be observed by others. As staff supervise children, they should space themselves in a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure restrooms are not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom alone on a field trip. Always send children in pairs, and whenever possible, with staff.
4. Staff should conduct or supervise private activities in pairs- diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others.
5. Staff shall not abuse children including:
 - *physical abuse—strike, spank, shake, slap
 - *sexual abuse—inappropriate touch or verbal exchange
 - *mental abuse—shaming, withholding love, cruelty
 - *verbal abuse—humiliate, degrade, and threaten
 - *neglect—withholding food, water, basic careAny type of abuse will not be tolerated and may be cause for immediate dismissal.
6. Staff are not to transport children in their own vehicles.
7. Staff may not date program participants under the age of 18 years of age.

Vacation Club

- Vacation Club is a student holiday childcare service (Ex. teacher in-service, Christmas Break, Spring Break). We will provide full day childcare during these days when possible, at an additional cost.
- **Field Trips:** Field trips *may* be taken, and all YMCA staff will attend the field trip to assist the children. *We will not be able to provide care for a child who does not attend the field trip.* YMCA vehicles are used for all field trips, and driving records are checked on all drivers. No additional fees are charged for field trips. The amount being charged for Vacation Club includes field trip fees.
- Vacation Club is only offered at two of our Arlington Before/After School Childcare locations. (One location is in North Arlington, one is in South Arlington) **Space will be limited, so prompt registration is encouraged to guarantee a place in our program. (No program is held when only Mansfield schools are out.)**
- Registration and payment for Vacation Club must be made separately from the Before/After School Program. Since payment and registration is due in advance of attendance, children who do not enroll in advance will not be allowed to attend Vacation Club.
- Your monthly childcare bill will include Vacation Club registration forms for upcoming months. The bill will not include the fees for Vacation Club days because you are only charged according to the days you register for.
- *All Vacation Club fees are based on enrollment, not attendance. There are no discounts, refunds, or credits for sick days, snow days, or days that your child does not attend.*

Financial Aid

- The YMCA of Arlington is a charitable organization making a significant impact on the communities we serve by providing free and subsidized programs that are available and open to EVERYONE. Donations are accepted in order to support these efforts. If you are interested in applying for Financial Aid you can pick up an application at our branches or download one off of our web site www.ymca-arlington.org
- The amount of financial assistance offered each year is limited. Assistance will be given on a first come, first serve basis. If you apply during a peak enrollment period, it will take longer to process your application. Allow at least 2 weeks before an enrollment deadline to process an application.

Parent Guide and Minimum Standards

Each parent will receive a copy of the YMCA of Arlington Parent Guide. A copy of the Parent Guide will be on file at each before and after school program for the parents to review if they would like. A copy of Minimum Standards Rules from Childcare Licensing will also be on file at each program for review by parents. Also, each site's last licensing inspection is posted on each site's tri-fold board.

If a parent has any questions about either the Parent Guide or the Minimum Standards, they are encouraged to ask the Site Director, or call Beth Lecroy at 817-275-8418 ext. 25. Any parent wishing to contact Childcare Licensing directly can do so at 817-321-8600. The Texas Department of Family and Protective Services may also be contacted on the web at www.dfps.state.tx.us/default.asp.

TDFPS Phone Number	817-321-8600
Child Abuse Hotline Number	1-800-252-5400

Parent Visitation

Parents are welcome to visit the YMCA of Arlington Childcare Programs at any time to view the daily structure of our program. While visiting our program to view this structure, parents will be asked not to interact with the children. If you wish to interact with your child at the YMCA please see the following Parent Participation policy.

Parent Participation

Parents are encouraged to participate in all YMCA childcare program activities with their child. In order to do so, each parent that wishes to participate must have a current criminal background check and volunteer form on file with the YMCA of Arlington. This process can take up to two weeks; any parent wishing to participate should begin this process early. The YMCA of Arlington reserves the right to deny participation to any parent wishing to participate in our program based on the result of their criminal background check.

Policy Changes and Notifications

All YMCA of Arlington policies regarding childcare can be found in this Parent Guide Book. If changes occur to any of these policies before a new Parent Guide Book is printed, all parents will be notified in writing. If you have any questions about any changes made to our policy, please call Beth Lecroy at 817-275-8418 ext 25.

After School Policies and Procedures

- **Program Hours:** The After School Program operates Monday-Friday in accordance with AISD/MISD calendars. After School hours are: End of school day-6:30 pm. Care is provided on early dismissal days. Full day childcare is provided as an option on designated school holidays and requires separate registration and fees for those days. Exceptions to this operating schedule are as follows:

*All Programs are **CLOSED** and No care will be available on:*

- *Labor Day
- *Thanksgiving (Nov 26th & 27th)
- *Christmas (Dec 24th & 25th)
- *New Year's (Dec 31st & Jan 1st)
- *Good Friday (April 2nd)
- *Memorial Day (May 31st)
- *June 4th

- **Inclement Weather Days:** Our policy is the same as AISD/MISD. When they are closed, we are closed. This includes early dismissal due to bad weather, bomb threats, etc.. Listen to KRLD 1080 AM or WBAP 820 AM for announcements. If we need to close early after the children have arrived, please pick up your child as soon as possible. We will try to contact all parents if this should happen.
- **Absence Policy:** If your child will be absent from the program, please call the site's messaging system, before 2:00 pm, so that the staff can be notified. (See also check-in policy). Parents must give their security code as verification.
- **Check-In Procedure:** Following dismissal from school, children are responsible for immediately going to the YMCA on site where a YMCA staff member will check them into the program. Staff will attempt to contact the parent when a child does not arrive within the first 15 minutes after school dismissal.
 - * **Parents are required to notify the site's voicemail messaging system, before 2 pm if their child will be absent or late to the Afterschool Program (See pg 4 for phone numbers.)**
 - * A \$10 fee will be charged if a staff person has to call a parent to find out if a child is absent or not. However, 30 minutes after school dismissal, if the parents are still not able to be contacted, a missing child report will be filed with the local police and a \$25 fee will be charged. This policy is for the safety of the children. (See Late Pick-up/Missing Child notification on page 12 for more information.)

Before school Policies and Procedures

- **Program Hours:** The YMCA Before school Program operates Monday-Friday in accordance with the AISD calendar. Before school hours are 6:30 am-school begins. Full day childcare is provided as an option on designated school holidays and requires separate registration and fees for those days.

(See ASP program hours for list of exceptions for full day childcare.)

- **Check-in Procedure:** Parents should walk their child into the gym where the Before School Program is held and sign their child in at the sign in table. Please notify a staff member when arriving with your child. At no time should a child just be dropped off and allowed to walk into the gym on their own.
- **Breakfast:** The YMCA Before School Program does not serve breakfast. However, the parent may request that their child be released to eat breakfast in the school cafeteria once the school is opened to students.
- **Check-out Procedure:** No child will be allowed to leave the program once they have been checked in until the program is closed for the day (exception-if they leave to eat breakfast). Once our program ends for the day, a staff member will check them out and escort them into the school building.
- **Inclement Weather Days:** Our program has the same policy as AISD. When they are closed, we are closed. Listen to KRLD 1080 AM or WBAP 820 AM for announcements. *If AISD delays the start of school, then the YMCA Before school Program will be closed.*

Discipline

- **Late Pick up Fee/Missing Child Notification:** Parents will receive Late Pick-up/Missing Child warnings after the 3rd, 4th, and 5th late pickup or missing child report. On the 6th occurrence, the child will be suspended for one week. On the 7th occurrence, the child will be suspended for 1 month. On the 8th occurrence, the child may be asked to permanently leave the program for the school year.
- **Babysitting Policy:** It is the YMCA's policy that no staff member of the YMCA may baby-sit, transport or have additional contact with children in the program outside of the Before/After School Program times. Violation of this policy will result in immediate dismissal of the staff member.
- **Snack:** Each child that attends the YMCA After School Program will receive an afternoon snack. Each child and staff will wash their hands before either serving or eating snack to ensure cleanliness at our program.
- **Immunization, Hearing and Vision Requirements:** The Texas Department of Family and Protective Services requires all childcare facilities to have on file proof of each child's immunization as well as proof of hearing and vision testing. As long as each child has these items on file at the elementary school that he or she attends the YMCA meets this requirement.
- **Heat:** All of our programs are operated out of school gymnasiums. All of our programs are air conditioned. Precautions will be taken to combat the heat when the children are outside.
- **Water Activities:** Water Activities are not regularly provided for the afterschool program.
- **Fieldtrips:** Fieldtrips are not regularly provided for the afterschool program. Except during Vacation Club Days (See Vacation Club pg 14).
- **Children with Special Needs:** The Childcare Director must be informed before a child with special needs, disabilities, chronic illness and/or medically fragile conditions is enrolled. If your child falls into one of the above categories, please contact Beth Lecroy at 817-275-8418 ext 25.
- **Membership:** YMCA membership is required for participation in all programs.

- * Individual Program Membership \$25/year
- * Family Program Membership \$40/year

Contact our branches if you are interested in a full membership

In order to support and strengthen your family, the YMCA established the following discipline model. Counselors will provide clear, reasonable limits for children's behavior. Positive behavior will be reinforced and negative behavior identified and redirected. Staff members will intervene if a child's behavior is harmful to him/herself or others. Below are our *basic guidelines* for discipline. These guidelines may be adjusted to meet an individual child's needs.

When a child chooses not to follow a counselor's instructions or misbehaves:

1. He/She will be separated for a period of "time-out", which is a time when the child is separated from the other children and activities in order to have time to think about his/her choice to misbehave. Time-out usually lasts between 5-15 minutes and is supervised by a staff member. There is a "Progress Notebook" at each site that will track each child's time-out history, as well as positive progress made by your child. Please check your child's page in the progress book daily.
2. If a child continues to misbehave, then additional time-outs will be given and a home-gram will be written. Home-grams are letters to inform parents their child is having difficulty following directions. Following 3 home-grams a meeting is usually called (See #4).
3. If a child continues to misbehave, then a parent may be called and asked to either speak with the child and/or arrange for the child to be picked up.
4. Any child who continues to have difficulty behaving may be subject to the following procedures:
 - a) Child/Parent/Site Director/Program Director meeting
 - b) Probation/Suspension from the program.
 - c) The YMCA reserves the right to ask any child to leave the program for his/her betterment or the welfare of the program.

***Acts of physical aggression and inappropriate behavior will be grounds for immediate suspension and/or termination from the program.**

The After School Program is a quality experience for most children. However, it is not the best childcare experience for every child or for the same child at different stages of development. Every effort will be made to communicate and solve individual behavior situations, however, we reserve the right to ask any child to leave the program for his/her own betterment or the welfare of the group.

- **Suspensions:** If a child is suspended during the school year, credits will be given out as follows:
 - *If a child is suspended for one week, a credit-not to exceed \$30, will be granted. (Financial aid discounts will be applied to the credit.)
 - *If a child is suspended for longer than one week, between the 15th and last day of the month, a credit-not to exceed 50% of what was paid for that month, will be granted.
 - *If a child is suspended for longer than one week, between the 1st of the month and the 14th of the month, no credit will be granted.
 - *No credit will be granted for suspensions shorter than 5 days.
- **Check-out Procedures:** No child may leave the afterschool program site without being signed out by:
 - *Authorized persons (with I.D.) on the enrollment form.
 - *A person (not on enrollment form) authorized by emergency pick-up verification procedures.

No child will be released to any person without a picture ID

- **Emergency Pick-up Verification Procedure:** During service hours (3:30 pm-6:30 pm), all calls must be made to the afterschool site giving the name of the person who will be picking up the child. (Please leave a message if calling before 3:30 pm) Each enrollment form has a space for the parent to enter a “Security Code”. The child’s security code will be asked for as verification.
- **Expectations:** Every participant has ownership in the Afterschool Program. The room, games, books, toys, etc., belong to all. Clean-up is part of our programming. When picking up your child, please urge him/her to clean up, put things away and return toys, supplies, and equipment before leaving. Please notify staff when you pick up your child. Also, please mark all of your child’s belongings and do not allow them to bring toys or radios to the program. **The YMCA will not be responsible for lost or stolen items.**
- **Medication/Health Concerns:** A medication authorization form must be on file before staff will be allowed to administer prescription or over the counter medication. This form must be signed by the child’s doctor in order to administer any over the counter medication. All medication must be in its original container with directions on the container or clearly written on the medication form. All medication must be turned in to staff. Any medical needs must be reported to the Site Director verbally and in writing. All medications will be stored in a locked first aid kit at all times. Any time a staff administers medication it will be documented and kept on file at the site. All medicine should be picked up at the end of the school year.

- **Illness and Injury:** If a child becomes ill or is injured at the After-school Program, the child will be separated from the group and his/her parent will be contacted and must make arrangements for the child to be picked up and treated. In the case of emergencies, the staff will administer basic first aid and then contact the parents. If more than basic first aid is necessary and a parent cannot be reached, the injured child will be taken to the nearest hospital or clinic by ambulance. The YMCA of Arlington will not assume responsibility for any injury incurred while participating in any childcare program or YMCA sponsored activity. Certain risks of injury are inherent during participation in these programs and activities. The participant’s insurance is the primary coverage in any accident. If your child can not go outside or participate in the program due to illness, please keep your child at home. Your child may not attend the afterschool program if they have not attended school that day or if they have been sent home ill from school. If a child has a temperature of 100.0 degrees they cannot attend for 24 hours.
- **Safety of Child:** Talk to your child about the importance of telling you if someone does or says something that makes them feel uncomfortable. Emphasize that adults should not ask them to keep secrets from you. Explain to your child that he/she has a basic right to privacy, and that no one should touch them inappropriately or compel them to touch someone else inappropriately. Instruct your child to always remain a part of a group. Stress safety in numbers. Be concerned if your child suddenly becomes withdrawn, balks at attending certain activities or being around a particular person, and seek, gently, to find out why. Report any actions by YMCA staff or volunteers which you deem to be inappropriate to the Director of Childcare. If these actions involve suspected child abuse, contact the Protective Services Department of the Texas Department of Protective and Regulatory Services immediately or call your local police department.
- **Late Parent Pick Up Fees:** Parents who arrive after 6:30pm (according to Chase Bank time 844-4444) will be charged a “Late Parent Pick up Fee”. The late fee policy is \$10 for every 9 minute increment, per family, that the parent is late. The first charge starts at 6:31pm, then 6:40pm etc. Every attempt will be made to notify parents and emergency contacts to arrange pick-up of a child after 6:30pm. Since we pay our staff to stay late, please be aware that late fees will not be reduced/waived for any reason, including traffic or weather problems. Please be aware any child still in the care of the YMCA as of 7:30pm may result in the Police being notified.

Late fees must be paid by Sunday of the week they were incurred.

Repeated tardiness may result in termination of care.