# TABLE OF CONTENTS

- **Message from the Executive Director** | 3
- **About the YMCA of Austin** | 4
- **Afterschool Program Overview** | 5
- **Afterschool Activities** | 6-7
- **YMCA Staff, Licensing, Sign In/Out Procedures** | 8
- **Parent Commitment and Involvement** | 9
- **Personal Belongings, Absences, CCS** | 10
- **Caring for Our Community** | 11
- **Healthy & Safe Environment** | 12-13
- **Children’s Code of Conduct Behavior Contract, Terminations** | 14
- **Parent Statement of Understanding** | 15
- **Guidance Policies** | 16
- **Fees & Payment Guidelines** | 17
- **Testimonials** | 18
- **Staff Contact Information** | 19
- **Program Addresses and Phone Numbers** | 20

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**CULTIVATING POTENTIAL**

**YMCA OF AUSTIN AFTERSCHOOL**
Dear Parents:

Welcome to the YMCA of Austin’s Afterschool Program! At Y Afterschool, participants gain a sense of achievement, build relationships, and find their sense of belonging. For kids, Y Afterschool provides opportunities for physical, social-emotional, and cognitive learning experiences. And for parents, Y Afterschool offers peace of mind knowing their child is in a safe and enriching place.

The philosophy of the YMCA Afterschool Program is to provide safe, educationally enriching, and affordable learning opportunities for all children. Programs are specifically designed to meet the age-appropriate needs and interests of school age children and their families and are delivered in a positive environment of safety, support, and care.

Our program is licensed by the Health and Human Services Commission (HHSC) and provided in collaboration with your child’s elementary school and local school district.

Weekly and daily curriculum activities are designed and chosen to reinforce the TEKS (Texas Essential Knowledge and Skills) standards that your child is already learning in school. Our staff will help your children with their studies and homework while giving kids time to be kids. We will always work to provide a balance of staff-led and kid-led growth opportunities for your child.

All YMCA of Austin Afterschool Programs emphasize five character development values: **Honesty, Faith, Caring, Responsibility**, and **Respect**, as well as the Search Institute’s **40 Developmental Assets** and TEKS standards.

We look forward to meeting you and extend a personal invitation to your child for a school-year full of achievement, fun, and friendships! Thanks for choosing the YMCA of Austin.

Sincerely,

Andrew Wiggins
District Executive
YMCA of Austin
ABOUT US

The YMCA is the nation’s leading nonprofit organization dedicated to strengthening communities through youth development, healthy living, and social responsibility. For more than 65 years, the YMCA of Austin has been here for the community and here for good.

Our Cause: Strengthening the foundations of community. We believe that long-lasting personal and social change can only come about when we all work together to invest in our kids, our health, and our neighbors.

Our Values: Respect, Responsibility, Honesty, Caring, and Faith

Our Mission: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

The Program Services Branch of the YMCA of Austin is dedicated to developing, organizing, and delivering those programs that are not dependent on specific YMCA facilities. They include:

Youth Development:
Afterschool Care – Austin ISD, Round Rock ISD, Hays CISD, Manor ISD, and area Charter Schools
Early Learning Readiness – offered at four Austin-area locations
Learning Centers – free on-site care at four affordable housing complexes
Winter Holiday Camp – registration begins in October
Spring Break Camp – registration begins in February
Summer Day Camp – registration begins in February Including: Kinder Camps, Theme Camps, Sports Camps, Adventure Camps

Healthy Living:
Children enjoy a daily healthy snack which includes a fruit, vegetable, or dry snack such as SunChips. Physical activity and nutrition is encouraged through CATCH Kids Club organized games in the gym, as well as informative nutrition activities in the weekly curriculum. Outside play time motivates children to release their energy in a healthy way.

Social Responsibility:
Youth & Government – experiential club-based civics education & leadership development program
Project SAFE (Safety, Aquatics, Fitness Education) – free instruction for area pre-k, kinder, & first graders
Volunteer Program – volunteer coordination & training

The YMCA is a non-profit organization. The YMCA of Austin began in 1953 and now serves more than 65,000 facility members and 50,000 nonmember program participants. We believe no child or family should be denied services because of the inability to pay, and we provide financial assistance to ensure everyone is served.
PROGRAM OVERVIEW

YMCA Afterschool programs are offered August - May (for most schools) for approximately 36-weeks of care. Afterschool calendars vary by school district. For specific information regarding your child’s school, please consult the AFTERSCHOOL WEBSITE and find your district’s calendar.

WE HELP CHILDREN LEARN, GROW, & THRIVE

The YMCA of Austin offers afterschool care for children in grades K-5 at 25 licensed sites in four Austin-area school districts. Pre-K care is offered at some schools. The Afterschool Care Program provides on-site care for your child, beginning when school is dismissed and continuing until 6:30pm, at most locations.

At Y Afterschool, participants gain a sense of achievement, build relationships, and find their sense of belonging. Y Afterschool provides opportunities for physical, social-emotional, and cognitive learning experiences. Participating children learn valuable social and scholastic skills in a safe, fun, and supervised environment.

The afterschool care program offers a constructive balance of counselor led activities and free time for child exploration. The planning of each activity is offered in a physically and emotionally safe environment consistent with evidence. Participants are encouraged to develop at his or her own unique rate by encouraging skill development and frequent leadership opportunities. Daily theme activities include values, assets, TEKS-based activities, arts and crafts, and academic enrichment focused activities including: arts, science/math, wellness & nutrition, leadership development, college & career readiness, service learning, global learning & inclusion, 21st Century skills,. Activity options include Youth Choice, which encourages participants to be excited and engaged in programs by allowing them to practice decision-making skills, problem solving, and build leadership. In addition, the Y delivers CATCH® physical activity lessons daily.

Children are divided into age-appropriate groups for many of the daily activities. Special day-long programs, called All Day Cares, are available for most school holidays and for all early release days. Care on these days is included with your monthly fees. As with all of our programs, the afterschool program emphasizes our five character values: caring, honesty, respect, responsibility, and faith.

A TYPICAL AFTERNOON

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:00</td>
<td>Check In/Attendance Opening Centers Health and Wellness Snack</td>
<td>Check In/Attendance Opening Centers Health and Wellness Snack</td>
<td>Check In/Attendance Opening Centers Health and Wellness Snack</td>
<td>Check In/Attendance Opening Centers Health and Wellness Snack</td>
<td>Check In/Attendance Opening Centers Health and Wellness Snack</td>
</tr>
<tr>
<td>4:30</td>
<td>Group 1: Enrichment Activity Arts Group 2: Physical Activity CATCH Group Name</td>
<td>Group 1: Enrichment Activity Science/Math Group 2: Physical Activity CATCH Group Name</td>
<td>Group 1: Enrichment Activity Wellness &amp; Nutrition Group 2: Physical Activity CATCH Group Name</td>
<td>Group 1: Enrichment Activity 21st Century Skills Group 2: Physical Activity CATCH Group Name</td>
<td>Group 1: Enrichment Activity Literacy Group 2: Physical Activity CATCH Group Name</td>
</tr>
<tr>
<td>5:30</td>
<td>Global Learning and Inclusion Activity</td>
<td>All Groups: Y CHOICE: Basketball, Friendship Bracelets, Science Fun</td>
<td>All Groups: Y CHOICE: Basketball, Friendship Bracelets, Science Fun</td>
<td>All Groups: Y CHOICE: Basketball, Friendship Bracelets, Science Fun</td>
<td>End of Week Award Ceremonies</td>
</tr>
<tr>
<td>6-6:30</td>
<td>Closing Centers</td>
<td>Closing Centers</td>
<td>Closing Centers</td>
<td>Closing Centers</td>
<td>Closing Centers</td>
</tr>
</tbody>
</table>

CATCH® program.
AFTERSCHOOL ACTIVITIES

HEALTHY SNACKS
The YMCA will provide a healthy snack each afternoon, including a fruit or vegetable at least three times per week. The Y uses the HEPA, Healthy Eating and Physical Activity, guidelines to order low-fat, low-sugar, and low-salt snacks. Additionally, we are constantly pushing our food vendors to provide more ordering options. Parents may pack a drink or alternative snack. A snack menu is posted on the parent board. Although nutrition is considered and the YMCA is working with food vendors to order and deliver nutritious snacks, the YMCA is not responsible for the nutritional value of food provided.

ALLERGIES
Parents must provide a Food Allergy Emergency Plan prior to registration if their child has food allergies and should alert the program if their child has any negative reactions to food.

HOMEWORK HELP
There will be time provided daily for your child to work on homework. Counselors will be available to assist your child if he/she needs help. If your child does not have homework, other quiet activities will be available. The allotted time for homework is at least 30 minutes a day. Additionally, the Y is working with school principals to secure additional quiet space for homework completion, such as a classroom or library.

ENRICHMENT ACTIVITIES
Enrichment Activities include arts and crafts, TEKS-based activities, and a focus on academic enrichment. Program options include Youth Choice and projects that encourage children to use team skills, creativity, character building, and leadership development.

ORGANIZED PHYSICAL ACTIVITY
The YMCA has partnered to deliver CATCH® Kids Club games and activities. CATCH (Coordinated Approach to Child Health) has 25 years of university-led research and has been shown to have statistically significant and positive impacts on child health behaviors including:

- increase in moderate to vigorous physical activity levels, improvement in self-reported food choice habits, positive family impact, and reduction in childhood obesity levels and risk factors.

Also, the YMCA of Austin has made a promise to adhere to the “Y’s Healthy Eating and Physical Activity Standards” for Afterschool Programs. One of those standards requires ensuring that children engage in at least 30 minutes of physical activity per day (for half-day programs), including a mixture of moderate and vigorous physical activities that promote bone and muscle strengthening. Providing age-appropriate organized games daily helps move us closer to this standard.

CHARACTER DEVELOPMENT
The YMCA of Austin has five character values that are interwoven and emphasized throughout our daily activities: Responsibility, Honesty, Caring, Faith, and Respect. Staff is encouraged to teach, model, and reward these character values at all times. Additionally, curriculum activities are designed or chosen to correspond to the Search Institute’s 40 Developmental Assets. The Assets are “40 common sense, positive experiences and qualities that help influence choices young people make and help them become caring, responsible, and successful adults.
CENTERS
Children will be able to choose from a variety of board/card games, drawing/writing materials, books, manipulatives, and other supplies.

SPECIAL ACTIVITIES
If your child belongs to a student club or tutorial program that meets on school grounds during Afterschool hours, parents must notify the Site Director and fill out an Extracurricular Activity form that states date, time, location, and with whom your child will be meeting. Children MUST also check in with YMCA staff each day before going to club/tutorial activity. Children must have prior parental approval to attend other Afterschool functions.

STANDARD DAY: Monday through Friday from school dismissal until 6:30pm, at most locations. Included in monthly afterschool fee.

EARLY RELEASE DAY: Refer to the 2019-2020 District Calendar
Provided on Early Release days from school dismissal until 6:30pm.
Included in monthly afterschool fee.

ALL-DAY CARE: Refer to the 2019-2020 District Calendar
Selected locations on teacher in-service & staff development days (not available at all locations)
- 7:30am-6:00pm
Included in monthly afterschool fee (unless otherwise noted at UT Elementary)
Includes special activities or guest speakers.
Morning & afternoon snacks provided. Please send lunch & drink for your child. No money please.

HOLIDAY, SPRING BREAK & SUMMER CAMPS: Refer to the 2019-2020 District Calendar
- 7:30am-6:00pm
Select locations.
Additional fees required.

COMMUNICATION AND MESSAGING
The Y strives for quick and accurate communication at all times and uses the following ways to communicate to families:
- Email
- Phone
- Text Messaging (parents must agree on enrollment forms to receive emergency alerts by text)
- YMCA of Austin website
- Facebook: Please “Like” and follow our page: @AustinYMCA.ProgramServices
STAFF. LICENSING. SIGN IN PROCEDURES

STAFF
All YMCA Afterschool Counselors and Assistant Site Directors are required to be at least 18 years of age and graduates of high school. YMCA Site Directors are required to be at least 21 years of age, graduates of high school, and must have at least one year of licensed childcare experience. The vast majority of staff hired has previous childcare experience. Staff is interviewed in-person, three references are contacted, and two separate extensive background checks are run. When hiring, YMCA Program Directors look for staff who are smart, driven, organized, creative, hardworking, and reliable. Afternoon availability is also taken into consideration, as we desire to provide a consistent staff team to kids and parents. After getting hired, staff must also complete computer based new-hire orientation, child abuse sexual prevention training, blood borne pathogens training, a week-long HHSC mandated Pre-Service training, and an on-site first-day orientation training. All staff is also required to become certified in Adult, Child, and Infant CPR and Standard First Aid. Lastly, staff must continue to participate in training and staff development seminars once employed. Staff who work a full calendar year (afterschool and camp) will receive more than 20 hours of continuing education (not including Pre-Service, CPR, or FA hours), which exceeds HHSC Minimum Standards. Training topics may include active supervision, developmental stages of children, age-appropriate activities, CATCH®, positive guidance & discipline, customer service, working with special needs kids, songs, and safety & risk management.

LICENSING
The YMCA abides by all standards regulating childcare as prescribed by the Texas Health and Human Services Commission (HHSC) Minimum Standards. In order to obtain full compliance with these standards, parents must complete the enrollment forms entirely and, as necessary, update the information throughout the year. HHSC Minimum Standards are available onsite for viewing. Parents may contact HHSC 1-800-862-5252 or visit www.dfps.state.tx.us. The YMCA conducts the Afterschool Program at specific local public schools. These facilities, playscapes, and grounds may not comply with HHSC Minimum Standards.

PROCEDURES
SIGN IN. After dismissal bell, attendance will be taken by YMCA staff and checked with school office. All children will be accounted for daily.
SIGN OUT. Children will only be released to authorized people who are listed on the child’s enrollment forms. Authorized person must bring a photo ID in order for a child to be released from the program. A child will not be released to anyone who is not listed on the enrollment form unless the YMCA is notified by the parent or guardian that an additional person is picking up the child. Parents or authorized pick-ups are required to sign their child out daily. IDs will be checked if the staff is not familiar with the adult. Children will not be released unless they have been signed out and will not be allowed to stay on the premises after being signed out. Children will not be allowed to leave the facility to walk or ride their bike home. All authorized pick-ups must be at least 16 years old and present a valid ID to sign out a child.
INVolvement

Parent Commitment & Involvement

Parents are invited and encouraged to visit the programs at any time. Please notify staff at time of arrival. We ask that you are respectful of the children’s routines and programmed activities, as well as the staff’s need to be with the children. We encourage you to schedule time with the Site Director to discuss your child’s progress and address any other concerns.

Volunteers Encouraged: Parent support their child’s afterschool site through special talents or hobbies, helping on field trips, and fundraising. Please let the Program Director know in advance of your interest in volunteering. All volunteers will need to be screened through our volunteer background process.

In addition to asking for certain behaviors from our youth participants, the Y requires that each parent conduct him or herself appropriately at all times. This includes communications and interactions with Y program and office staff. Inappropriate language, conduct, or action toward any participant, Y staff, child, or other parent will NOT be tolerated. Failure to abide by this policy will result in termination of services without refund of previously paid services.

Parent Feedback is encouraged. We will send you regular surveys via email to ensure that we are meeting your expectations in providing quality and safe programming.

Updating Information: It is the responsibility of parents to inform the Program Services office regarding any changes to your child’s record in writing. This information includes: YMCA membership status changes, phone numbers, home/mailing address, emergency and authorized pick-ups, billing information, and changes to other pertinent enrollment information. All changes must be done in writing by email to the Program Services office at programservices@austinymca.org. For billing changes and additional authorized pick-ups please allow 2-3 days for information to be updated.

Please Note: The Primary Parent listed on the Afterschool Enrollment form is the ONLY authorized party to make any account or enrollment changes. The enrolling parent may check a box on the enrollment form to authorize the secondary parent to make changes. Any change in family status which impacts authorized parties for pick-up will require official documentation from proper authority.

Both parents must be listed on the child’s enrollment form, unless court documentation is provided to the Y, justifying the exclusion of one parent. Without court documentation, YMCA staff cannot deny access to a biological parent. The YMCA reserves the right to discontinue care if custody issues disrupt the program or become an issue for program staff, office staff, the child, or other children in the program.

Emergency Contacts / Authorized Pickups: A local person, other than the names listed as the primary and secondary parent, must be listed as an Emergency Contact per licensing requirements. To be in compliance with the YMCA of Austin Program Services’ policies and those provided by DSHS and HHSC, the individual authorized to pick up your child must be 16 years or older. Anyone listed as an emergency contact is also authorized to pick up the child.
PERSONAL BELONGINGS

Jackets, backpacks, lunchboxes, and other items left at the end of the afternoon will be placed in the YMCA Lost & Found area. Parents are encouraged to frequently check lost and found. As stated, children are asked not to bring personal items to the Afterschool Program. For safety reasons, children will not be allowed to return to their classrooms once they are signed into our program. The Y is not responsible for items lost, broken, or stolen during program hours.

Please keep at home: cell phones, tablets, other electronics, toy guns or weapons of any kind, money, or other personal items of high value.

ABSENCE POLICY

If your child is absent from the Afterschool Program, it is the responsibility of the parent to contact the Afterschool site and leave a message. There will be no prorated fees due to general absences. Refund requests will be only be considered for extended absences, which are accompanied with a doctor’s note.

TEXAS WORKFORCE & CHILD CARE SERVICES--CCS

To register for the Afterschool Program under the Texas Workforce Childcare Commission also known as CCS, please follow the following steps:

- Contact your local Workforce office for information regarding their application process.
- Complete the YMCA of Austin Afterschool Registration Paperwork.
- Upon approval from Workforce, you will get assigned a Case Worker. Contact your Case Worker for approval to attend the Afterschool program and have them send their approval notification to programservices@austinymca.org or the Accounts Coordinator.
- Submit your completed Afterschool Registration Paperwork in one of the following ways:
  1. Scan completed forms and email to programservices@austinymca.org
  2. Mail to Program Services Attn: Accounts Coordinator

Once you have submitted your completed Afterschool Registration Paperwork, this does not mean you are registered. Registration will be processed within 2-3 business days from when we receive notification from your case worker. Once the registration is complete, our staff will contact with your child’s start date.

Upon being registered for the YMCA Afterschool Program, it is the Parent/Guardian’s responsibility to swipe at least once daily. Any family that misses more than three days of swiping in a row is subject to losing their CCS approval status and being removed from the program.

**If your child is absent due to illness or injury, please notify Zeltzin Gutierrez, the Accounts Coordinator at Program Services via phone at 512-236-9622 or email Zeltzin.Gutierrez@AustinYMCA.org or email Program Services at programservices@austinymca.org.**
CARING FOR OUR COMMUNITY

FINANCIAL ASSISTANCE

Our YMCA Programs are designed to benefit persons of all backgrounds. While participants are expected to pay their fair share, as long as funds are available, the YMCA will assist any individual who wants to participate but cannot afford the fee. Contact our Program Services office for more information. Application and prior participation is not a guarantee of award.

Completed Financial Assistance applications can be submitted via:
- Email all documents to PSfinancialassistance@austinymca.org Attn. Accounts Director
- Mail all documents to Program Services Office Attn. Accounts Director

**Please note that it will take up to 2-3 weeks to process the completed financial assistance application once it is received. Feel free to contact Program Services at 512-236-9622 to follow up on your application and for questions regarding our Financial Assistance Program.**

ANNUAL CAMPAIGN

Sixty-seven years ago, the YMCA of Austin planted the seeds of community. Now, we grow stronger together. We are a nonprofit organization that believes everyone, regardless of age, income, or background, should have the opportunity to learn and grow with us at the YMCA. That is why we offer ‘Membership for All’, our financial assistance program that ensures no one is turned away for economic reasons. We are a powerful advocate for the community, because we are the community.

Each year, through our Annual Campaign, 100% of donations received are used to support program & membership financial assistance. In 2018, the YMCA of Austin invested $2.6 million into the Austin community through programs such as Summer Camp, Afterschool Care, Youth Sports, Swim Lessons, LIVESTRONG at the YMCA, Youth & Government and so much more.

Every dollar donated makes a big difference. Here are some ways your donation will provide opportunities for others:

$50 will give: one session of swim lessons, ensuring a lifetime of fun and safety in the water

$150 will give: one week of summer camp for a child, creating life-changing experiences

$250 will give: one cancer survivor strength & wellbeing with LIVESTRONG at the YMCA

$500 will give: one youth sports team a season to build confidence, teamwork & healthy habits

For more information visit AustinYMCA.org/our-impact
HEALTHY & SAFE ENVIRONMENTS

IMMUNIZATIONS
Your child’s immunization record, including TB test and vision and hearing screening (if required by school district), must be current and on file with the school nurse. If child’s immunization record is not on file at elementary school, the immunization records must be submitted along with the registration information. A copy of the exemption from Immunizations for Reason of Conscience must be submitted along with Afterschool registration forms. Y Afterschool staff are not required to provide immunization records to be employed.

FOOD ALLERGIES
Children with food allergies must have a Food Allergy Emergency Plan, prepared by their health care professional, included in their registration information. This plan must include the child’s name and date of birth, a list of foods the child is allergic to, possible symptoms if exposed to those foods, and the steps to take if your child has an allergic reaction. The plan must be signed and dated by a health care professional as well as by the primary parent listed on the registration.

ILLNESS & INJURY
Small cuts and scrapes will be treated by our CPR/First Aid certified staff using standard first aid procedures. In cases of serious illness or injury, the Site Director will contact parents immediately. If the parent cannot be reached, the designated ‘emergency contact’ will be called. The YMCA will contact EMS at any time necessary for the safety of a child, which may involve transportation to an emergency medical facility. Please keep sick children at home. Children 100.4+ degrees, or those experiencing vomiting, diarrhea or other infirmities are not allowed to attend Afterschool Care until fully recovered. NOTE: YMCA does not provide health or accident insurance.

MEDICATION
All medication to be administered by YMCA staff must:
• Delivered directly to the Site Director and be in the original container, with physicians name/number.
• Signed Child Medication Form with clear written instructions regarding dosage and times to be administered
• Parents must pickup meds at end of each day or week

HEAD LICE
The YMCA will contact the parents of any child found to have head lice and will early pickup is required. YMCA will notify all other parents of incident. Children may return only after a successful treatment, resulting in complete removal of live lice and nits. Upon return, the child’s head will be checked by YMCA staff. There is no financial or time compensation for missed days.

PINK EYE
Children with pink eye should stay home, but may return 24 hours post-treatment.

RATIOS
The Texas Health & Human Services Commission requires a minimum of one staff per 22 to 26 children. The Y is proud to strive for one staff per 15 children ratio.

LARGE GROUP FORMAT
Due to the large group format of our program, the YMCA is unable to provide one–on–one care and makes no claim to do so for any child. Exceptions include: injuries, immediate disciplinary issues, and certain personal care needs customarily provided to all children.

SPECIAL NEEDS
Y Afterschool is open to all children, and the YMCA will work with children of all abilities. Parents have a duty to disclose significant medical, physical, or behavioral needs at the time of enrollment. Due to the large–group format of afterschool, the Y is unable to provide one-on-one care except on an intermittent basis. If your participant has a special need, we strongly encourage parents to contact the Y Program Director before your child’s first day to discuss how to best prepare for success.

BULLYING POLICY
The YMCA has a no tolerance policy for bullying. Bullying is an unwanted, aggressive behavior among school age children that involves a real or perceived power imbalance. The behavior is repeated or has the potential to be repeated over time. Bullying is but not limited to:
• Imbalance of power – physical strength and individual power is used to embarrassed or cause harm to another child
• Continuous or repetition – Bullying behavior happens more than once or have the potential to happen more than once.

The YMCA will not tolerate verbal, social or physical bullying. Concerns brought to our attention related to bullying will be investigated by the site’s Program Director.
HEALTHY & SAFE ENVIRONMENTS – continued

BAD WEATHER
If inclement weather changes the regular operating hours of school, the following will be in effect. If the school remains open until the scheduled dismissal time, the YMCA will provide care as scheduled (unless a school district does not permit Y Afterschool to operate). If the school closes before the scheduled dismissal time, the YMCA will not provide care. Parents will be notified that school will be closing early. Please be aware that you MUST pick up your child at the early dismissal time. There will be no YMCA staff at the site to supervise your child.

EMERGENCY PREPAREDNESS PLAN
All Afterschool sites have an emergency preparedness plan customized to their school and facility. Weather drills are practiced regularly. We monitor bad weather and take precautionary measures to keep children safe during severe storms.

SUN EXPOSURE & SUNSCREEN
The YMCA is aware that the summer heat in Austin can be unbearable, even severe at times, and has long-term implications. We try our best to schedule outdoor activities for only short periods of time as well as provide plenty of water breaks and time in the shade. Children will not participate in outside activities when the temperature exceeds 104 degrees. We encourage parents to send SPF 30 or higher sun block with your child when appropriate. How to apply sunscreen will be demonstrated by Y staff. If kids need assistance, female Y staff are permitted to assist male and female kids, while male Y staff are permitted to assist male kids. Assistance by Y staff will be provided only in full view of other Y staff and other kids.

WINTER WEATHER
During the cooler winter months, the YMCA will not go outside to play when the temperature drops below 38 degrees. Please make sure you send your child to school and to the Y with a winter coat.

INSECT REPELLENT
Insect repellant will be made available in select circumstances. A sample of the insect repellant will be made available for parents. If you do NOT wish your child to have insect repellant applied, please let Y staff know.

GANG FREE ZONE
According to HHSC guidelines, we are required to inform parents that under the Texas Penal Code, any area within 100 feet of a child-care center is considered a gang-free zone. The YMCA of Austin adheres to and endorses these guidelines.

CONSUMER PRODUCT SAFETY COMMISSION
According to HHSC guidelines, the YMCA of Austin will post and notify parents of the Consumer Product Safety Commission (CSPC) recall list. The YMCA of Austin is also required to certify in writing annually that no unsafe products are in the center.

CHILD ABUSE HOTLINE
Child abuse can occur in any setting. The YMCA provides extensive training in child abuse prevention and understanding how children can be abused. Texas law requires the suspicion of child abuse be reported immediately. The following Child Abuse Hotline, 1-800-252-5400 is available 24 hours a day to report a suspicion of child abuse. Your report will be documented by staff from HHSC. When people make a report of suspected child abuse in good faith, they are immune from liability. When the department investigates a complaint, the identity of the complaint is not revealed.
CODE OF CONDUCT

The YMCA of Austin takes seriously the protection and safety of the children enrolled in programs.

AS A PARTICIPANT IN THE YMCA OF AUSTIN AFTERSCHOOL PROGRAM, I AGREE TO:

1. Check into the YMCA Afterschool Program immediately after school each day.
2. Keep my personal belongings in my storage area.
3. Remain seated and quiet during roll call or announcements and answer only for myself.
4. Follow all rules during free play, snack time, activity time, and emergency drills.
5. Follow all instructions given by Y Staff.
6. Tell staff counselors if I am sick or hurt.
7. Follow timeout instructions.
8. Respect all other children at all times.
9. Respect all supplies, equipment, and property.
10. Respect all personal belongings of other children.
11. Help clean up after myself following all activities.
12. Never leave without permission from the Y Staff.
13. Check out only when signed out with a staff member.
14. Remain seated, quiet and keep body parts inside when riding the bus. I will also obey all bus driver instructions.

BEHAVIOR FORMS, SUSPENSION, EXPULSION

Good Behavior is important to everyone in daily life. Children involved in YMCA programs are expected to adhere to basic rule which promote a safe, secure and an enriching environment. When a child ignores or disregards rules, everyone’s experience is diminished.

A Behavior contract is the first formal step to solve rule violations. The Behavior Contract involves parents, child, staff and requires participation of all parties.

If your child’s behavior becomes an ongoing concern, then a behavior form will be issued, and parent/guardian will be required to pick their child up immediately. Failure to correct the behavior will result in second behavior form which will result in suspension or dismissal of program. Parent or guardian will be notified when a second behavior formed is issued and will be asked to pick up their child immediately from the program. A second behavior form will also result in a phone or in-person conference between parent/guardian and Program Director. A third behavior form will be issued if behavior does not improve and continues to be an ongoing concern. Program Director will review previous behavior documentation forms and will determine if child will be removed from his or her afterschool program. If child Is removed from the program due to behavioral concerns, the child may not enroll in any future YMCA programs.

Disciplinary action is determined for each child based on the severity of the action. Violence, bullying, running away from the program without a Y staff or issues compromising the safety of YMCA staff or participants will not be tolerated and can result in immediate suspension or expulsion from the program.

Termination from the program may result from:
- Inappropriate behavior of child or parent that endangers the participant, other children or YMCA staff
- Failure to pay program fees
- Consistently late in picking-up child
- Inappropriate language, conduct, or action by a parent
- Custody issues which disrupt the program

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The YMCA has a no tolerance policy for bullying. Bullying is an unwanted, aggressive behavior among school age children that involves a real or perceived power imbalance. The behavior is repeated or has the potential to be repeated over time.

Bullying is but not limited to:
- Imbalance of power – physical strength and individual power is used to embarrassed or cause harm to another child
- Continuous or repetition – Bullying behavior happens more than once or have the potential to happen more than once.

They YMCA will not tolerate verbal, social or physical bullying. Concerns brought to our attention related to bullying will be investigated by the site’s Program Director.

Please note that if termination of program occurs due to behavioral concern, no refunds or credits will get applied for the remaining days of the program session. Any deposits and/or registration fees paid are also non-refundable or non-transferable. No exceptions.
STATEMENT OF UNDERSTANDING
AS THE PARENT OF A CHILD IN THE YMCA OF AUSTIN AFTERSCHOOL PROGRAM,
I UNDERSTAND THAT:

• I may not leave my child at the YMCA site unless a YMCA staff member is present.

• My child will not be allowed to leave the program with an unauthorized person or staff.

• If I, or another authorized person appears under the influence of drugs or alcohol, YMCA staff are empowered to contact local law enforcement authorities and place my child in their custody. I will not place staff in a position to make this judgment.

• The YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. The Child Abuse Hotline is 1-800-252-5400.

• I will be charged late fees if I fail to pick-up my child by the agreed upon times.

• YMCA staff is not allowed to baby-sit or transport children outside of program hours.

• A student Behavior Contract is the first formal step to help resolve repeated rule violations on the part of my child, and involves me, my child and staff. Refusing to sign the Behavior Contract does not nullify the contract. Failure to correct specified inappropriate behavior may result in my child’s suspension or dismissal from the Afterschool program.

• I will be notified of any policy changes made by HHSC or the YMCA of Austin via printed or email newsletter made available at the childcare site.

• I will update in writing all information on Y records including changes in contact numbers, emergency information, authorized parties for child pick up, and billing information.

• I understand that my child must be fully toilet trained prior to the start of Y Afterschool.

• I understand that inappropriate language, conduct, or sexual harassment will not be tolerated from parents or other persons picking up a child.

• I may request a meeting with the Site or Program Director to ask questions about policies and procedures. I may contact the Program Services Office (512-236-9622) any time if I have a concern or comment about the operation of this site.

• The new HHSC contact information has been provided to me. Local contact information is 512-834-3195 and www.dfps.state.tx.us.

• I am encouraged to participate in my child’s activities or special events and may visit the site at any time. The Directors are available for questions on becoming more involved.

• A copy of the HHSC Site Inspection Report is posted on the site bulletin board.

• A copy of the Minimum Standard Rules for Licensed Child-Care Centers is available at the Afterschool site in the Posted Book located at the sign-in, sign-out table.

• I MUST SUBMIT A 2-WEEK CANCELLATION NOTICE WHEN WITHDRAWING MY CHILD(REN).
GUIDANCE & POLICY

The Texas Department of Family and Protective Services (HHSC) requires all licensed child care providers to present the policies that govern the care of children enrolled. To that end the YMCA of Austin adheres to the following policies.

Parents are required to acknowledge receipt of: Parent Manual Discipline & Guidance Policies. Discipline must be:
1. Individualized and consistent for each child
2. Appropriate to the child’s level of understanding
3. Directed toward teaching the child acceptable behavior and self-control

A caregiver may only use positive methods of discipline and guidance, encouraging self-esteem, self-control, and self-direction which include the following:
1. Using praise and encouragement of good behavior
2. Reminding a child of behavior expectations
3. Redirecting behavior using positive statements
4. Brief supervised separation or time out from the group, limited to no more than one minute per age of child

There must be no harsh, cruel or unusual treatment of any child. The following types of punishment are prohibited:
1. Corporal Punishment or threat thereof
2. Punishment associated with food, naps, or toileting
3. Pinching, shaking, or biting a child
4. Hitting a child with a hand or instrument
5. Putting anything in or on a child’s mouth
6. Humiliating, ridiculing, rejecting, or yelling at a child
7. Subjecting a child to harsh, abusive, or profane language
8. Placing a child in a locked or dark room, bathroom, or closet
9. Requiring a child to remain silent or inactive for inappropriately long period of time
FEES & PAYMENT GUIDELINES
Tuition is totaled, divided, and paid in nine payments beginning in August/September and ending in April/May for most schools. Tuition may be paid monthly by bank draft, credit card charge/debit, or check. Cash payments are NOT accepted. All payments received through the Program Services Office after the 1st of the month will be charged a $15 late fee. If payment is not received by the 5th of the month, your child will be cancelled from the program. If cancelled due to non-payment and you wish to pay account balance to re-enroll, a $30 re-registration fee will be due.

You can choose two automatic bank draft options:
- 15th or 1st of every month
- If choosing the 15th as the draft date, your first payment will be Aug.15th for the month of September.

A $30 service charge will be applied to all credit card, bank draft, and check returns. If two consecutive drafts come back as an NSF, we will require that the parent responsible for the program fees submit a new form of payment for all future drafts.

TUITION PAYMENT SCHEDULE

<table>
<thead>
<tr>
<th>Month</th>
<th>Payment Date Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>8/15 or 9/1</td>
</tr>
<tr>
<td>October</td>
<td>9/15 or 10/1</td>
</tr>
<tr>
<td>November</td>
<td>10/15 or 11/1</td>
</tr>
<tr>
<td>December</td>
<td>11/15 or 12/1</td>
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<tr>
<td>January</td>
<td>12/15 or 1/1</td>
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<tr>
<td>February</td>
<td>1/15 or 2/1</td>
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<tr>
<td>March</td>
<td>2/15 or 3/1</td>
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<tr>
<td>April</td>
<td>3/15 or 4/1</td>
</tr>
<tr>
<td>May</td>
<td>4/15 or 5/1</td>
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</tbody>
</table>

Monthly receipts can be accessed from our website. To receive instructions on how to access your receipts, please call us at 512-236-9622 or send us an email. This receipt will include charges and payments from the month prior. Request for receipt may take 2-3 business days.

Year-end statements will be available by Jan. 30 and emailed to all participants’ homes or available for pickup at your child’s Afterschool program. Parents will receive a summary of all childcare expenses related to afterschool and camps for the calendar year.

Tax ID#: 74-1193464

Program Cancellation
To withdraw a child from the program, the Primary Parent/Guardian listed on the enrollment form must submit a 2019-2020 Afterschool Cancellation Form through an online form on the YMCA of Austin Afterschool webpage. If less two (2) weeks’ notice is given, a $25 cancellation fee will be incurred. Similarly for any cancellations due to non-payment, a $25 cancellation fee will be incurred.

The YMCA Afterschool Program is open at most schools until 6:30pm and late pick-up fees are as follows:
- One-15 minutes late: $10 per child
- 16-30 minutes late: $15 per child
- 31 minutes or more late: $25 per child PLUS $2 per minute until child is picked up. If your child has not been picked up by 7 p.m. and the afterschool site has had no contact with parents/guardians, the proper authorities will be notified.

Late pick-up invoices will be completed by site staff and given to parents. Providing your signature on the invoice, you are verifying the amount owed and authorize the YMCA of Austin to charge that amount to the method of payment used for child care payments. That amount will be processed within seven (7) business days.
FEEDBACK

Program participant testimonials:

“The Y gives my kids the chance to be involved with the community and participate in activities that have strong values and meaning.”

“He loves going to the school because of the YMCA. The counselors there are amazing and have helped my son discover who he really is.”

“My daughter has the opportunity to experience fun and enriching activities and develops social skills that could last her lifetime. The YMCA has been a long standing organization that my family can trust and believe in.”

“My son is always excited about YMCA and has made many, many friends. I believe keeping kids active, socialized, and engaged is vital for a child’s success. This program does just that for us!”

“I noticed big differences in my daughter just a week or so after starting the program. She began to behave more confidently, doing better with homework, and in school she is focusing better. I am so thankful for the program.”
## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>TITLE</th>
<th>CONTACT NUMBER</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shana Chung</td>
<td>Program Director II</td>
<td>512.236.9622 ext. 333</td>
<td><a href="mailto:shana.chung@austinymca.org">shana.chung@austinymca.org</a></td>
</tr>
<tr>
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</tr>
<tr>
<td>Marisol Prins</td>
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</tr>
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</tr>
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<td>Napoleon Griffin</td>
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<tr>
<td>Brandi Ross</td>
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<td>Program Director</td>
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<tr>
<td>Ariel Jones</td>
<td>Staff Engagement Coordinator</td>
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<td><a href="mailto:ariel.jones@austinymca.org">ariel.jones@austinymca.org</a></td>
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<tr>
<td>Andrew Wiggins</td>
<td>District Executive</td>
<td>512.236.9622 ext. 328</td>
<td><a href="mailto:andrew.wiggins@austinymca.org">andrew.wiggins@austinymca.org</a></td>
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<tr>
<td>Zeltzin Gutierrez</td>
<td>Accounts Coordinator</td>
<td>512.236.9622 ext. 311</td>
<td><a href="mailto:zeltzin.gutierrez@austinymca.org">zeltzin.gutierrez@austinymca.org</a></td>
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<tr>
<td>Natalie Ross</td>
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<td>Nicola Stewart</td>
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<tr>
<td>Joseluis Flores</td>
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</tr>
<tr>
<td>Marisa Redd</td>
<td>Business Director</td>
<td>512.236.9622 ext. 323</td>
<td><a href="mailto:marisa.redd@austinymca.org">marisa.redd@austinymca.org</a></td>
</tr>
</tbody>
</table>

### PROGRAM SERVICES CONTACT

**Office Hours of Operation**
Office Open: Monday—Friday 9:00am–5:00pm
Available by phone until 6:00 pm

**OFFICE LOCATION & MAILING ADDRESS**
3208 Red River, Suite 100; Austin, TX 78705

**WEB:**
www.AustinYMCA.org

**GENERAL:**
programservices@austinymca.org

**FINANCIAL ASSISTANCE:**
PSfinancialassistance@austinymca.org
Y AFTER-SCHOOL PROGRAM SITES

Baranoff Elementary
12009 Buckingham Gate
Austin, TX 78748
512-282-4209

Blackshear Elementary
1712 E. 11th St.
Austin, TX 78702
512-939-4209

Blake Manor Elementary
18010 Blake Manor Rd
Manor, TX 78653
737-529-1289

Bluebonnet Trail Elem
11316 Farmhaven
Austin, TX 78754
512-662-2563

Canyon Creek Elementary
10210 Ember Glen Dr.
Austin, TX 78726
512-918-0076

Caraway Elementary
11104 Oak View Dr.
Austin, TX 78759
512-258-6404

Carpenter Hill Elem
4410 R.R. 967
Buda, TX 78610
512-295-5520

Cowan Elementary
2817 Kentish Lane
Austin, TX 78748
512-292-1020

Decker Elementary
8500 Decker Lane
Austin, TX 78724

Guerrero–Thompson
102 E Rundberg Ln
Austin, TX 78753
512-939-3621

IDEA Montopolis
1701 Vargas Rd
Austin, TX 78741
512-803-0512

IDEA Parmer Park
1438 E Yager Ln,
Austin, TX 78753
(512) 822-4850

IDEA Rundberg
9504 N. IH 35
Austin, TX 78753
512-596-7917

Jollyville Elementary
6720 Corpus Christi
Austin, TX 78729
512-335-1566

Lagos Elementary
9549-11399 FM 973
Manor, TX 78653
512-435-7672

Laurel Mountain Elem
10111 DK Ranch Rd.
Austin, TX 78759
512-258-5919

Manor Elementary
Early Learning Center
12904 Gregg Manor Rd
Manor, TX 78653
512-574-7399

Negley Elementary
5940 McNaughton
Kyle, TX 78640
512-268-8127

Oak Meadows Elem
5600 Decker Lane
Austin, TX 78724
512-940-3271

Pioneer Crossing Elem
11300 Samsung Blvd
Austin, TX 78754
512-217-4770

Presidential Meadows
13252 George Bush
Manor, TX 78653
512-361-8009

Ridgetop Elementary
5005 Caswell Ave.
Austin, TX 78751
512-354-6287

ShadowGlen Elementary
12000 Shadowglen Trace
Manor, TX 78653
512-529-1284

Spicewood Elementary
11601 Olson Dr.
Austin, TX 78750
512-918-0075

UT Elementary
2200 E. 6th St.
Austin, TX 78702
512-915-0736

Uphaus Early Childhood
5200 Fredrich Lane
Austin, TX 78744
512-956-3005
DID YOU KNOW?

The YMCA has a long history of providing excellent Afterschool Care. As part of the Y organization, which is the largest provider of child care services in the U.S., we have access to the best practices in the field of early childhood education. All YMCA sites are licensed by the State of Texas, and the health & safety of each child is of highest priority. In 2012 the YMCA led the nation in adopting ‘healthy eating & physical activity standards’, including offering fruits, vegetables and water at snack time, increasing the amount of exercise, and limiting screen time for youngsters in its Afterschool programs.