



GREATER AUSTIN

2025-26  
**CHILDCARE FAMILY POLICIES**

**GREATER AUSTIN YMCA**



AUSTINYMCA



GREATERAUSTINYMCA

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# For All.

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**PURPOSE:** We are elevating the quality of life in Greater Austin by boldly expanding access for all children, adults, families and seniors in our dynamically growing community.

We believe everyone deserves access to quality programs that are keeping our community strong, from babies learning to seniors thriving.

We are a proud 501(c)(3) nonprofit organization, providing financial assistance & expanding access to the Y FOR ALL in our community.



Thoughtfully  
Inclusive.



Uniquely Designed For  
Every Phase Of Life.



Places You Can Be,  
Belong & Become.

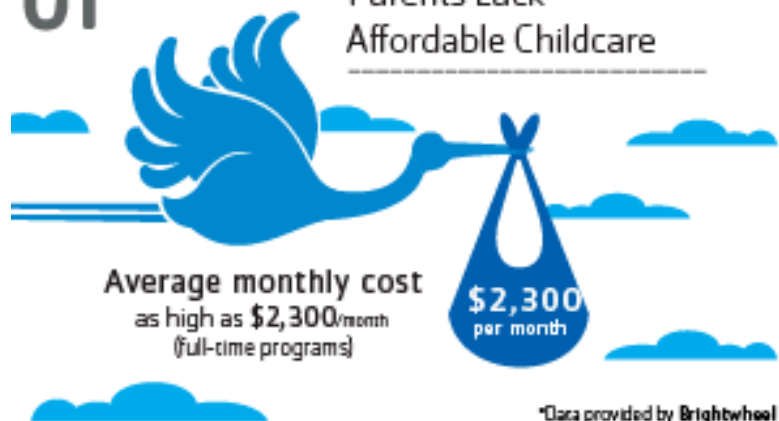
# KEEPING GREATER AUSTIN COMMUNITIES STRONG

## Why it Matters

We are elevating the quality of life in central Texas by boldly expanding access for all children, adults, families, and seniors in our dynamically

01

### Parents Lack Affordable Childcare



02

### We Need All Children Safe Near Water



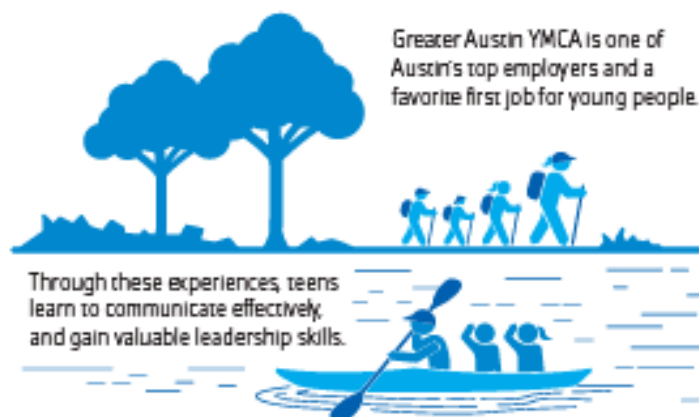
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### Children Need Sports or Play



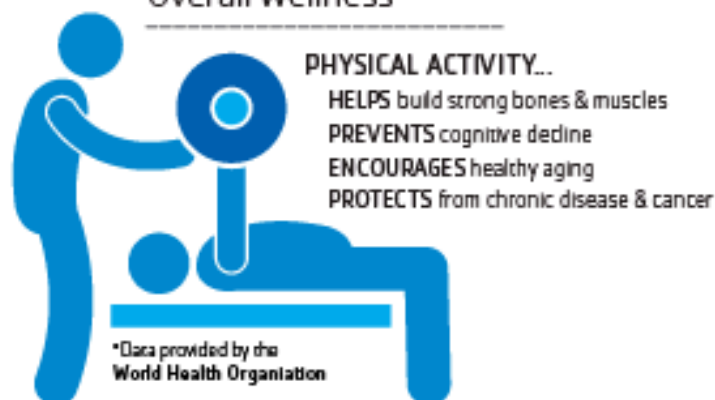
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### Teens Need Meaningful Jobs



05

### Adults Need Fitness for Overall Wellness



06

### Everyone Deserves Access to Mental Health Care



# KEEPING GREATER™ AUSTIN COMMUNITIES STRONG



## What We Do...

Community Benefit Pillars	Youth Development	Future Workforce Development	Healthy Living	Mental Wellness	Community Resilience
Focus Areas	<p>Childcare &amp; Early Education</p> <p>Afterschool Care</p> <p>Swim, Sports &amp; Play</p> <p>Camp</p>	<p>1st Meaningful Job for Teens</p> <p>Teen Programming</p> <p>Youth &amp; Government</p> <p>Education &amp; Training</p>	<p>Health, Wellness &amp; Fitness</p> <p>Sports &amp; Recreation</p> <p>Family Time</p> <p>Supporting Life Challenges</p>	<p>Individual counseling</p> <p>Couples counseling</p> <p>Family counseling</p> <p>Child counseling</p>	<p>Basic Needs For All</p> <p>Affordable Housing</p> <p>Disaster Support</p> <p>Healthy Planet</p>

## Generations of Impact

For nearly 75 years, the Greater Austin YMCA has evolved to address each community's greatest needs. From an expecting family searching for child care to seniors playing pickleball, the Y touches every phase of life and nurtures happier, healthier people, a stronger community and a better

### \$2.5M

Over \$2.5M in financial assistance supporting membership, summer camp, swim, counseling and more

### 1.2M+

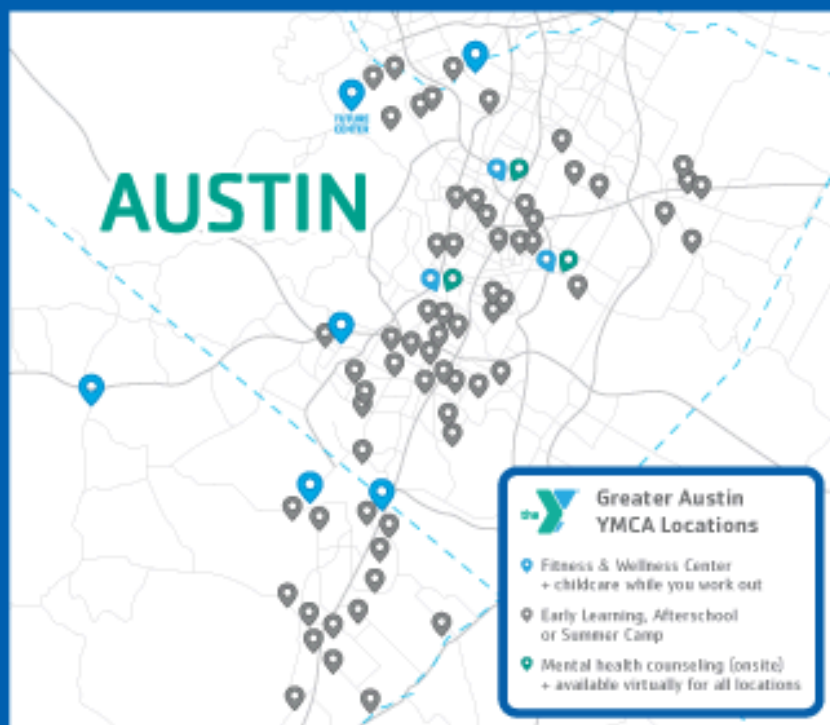
More than 1.2 Million people live within 5 miles of one of our 8 fitness & wellness centers

### 139,800

More than 139,000 members & program participants served in 2024

### 74,24

Nearly 75,000 hours of childcare annually at 6 early learning centers, 60 afterschool sites, 20 camps, and 7 drop-in care locations







## ABOUT US

### ABOUT THE Y

For 70 years, the Greater Austin YMCA has been here for good—strengthening our community through youth programs, healthy living and support for all.

### WHAT IS THE GREATER AUSTIN YMCA?

The Greater Austin YMCA provides licensed, affordable child care that helps kids learn and grow in a safe, fun environment. We work closely with schools to offer care that meets or exceeds Texas childcare licensing and Texas Rising Star standards. Our afterschool programs are on track to earn the top certification in the coming year.

### WHAT MAKES US DIFFERENT?

We operate inside school buildings, offer year-round care, and create hands-on curriculum designed by our education team. We're licensed by the State of Texas and offer financial assistance to families who qualify.

### OUR PROMISE

The Y is more than a place—it's a community that helps you and your family grow stronger together.

### OUR VALUES

Respect, Responsibility, Honesty and Caring

### OUR MISSION

We welcome all—regardless of background, belief or ability—and offer programs that build healthy spirit, mind and body for all.

### OUR COMMITMENT TO EQUITY

We're always learning, listening and taking action to ensure everyone feels seen, heard and supported at the Y.

# WHAT WE OFFER

The Greater Austin YMCA is dedicated to developing, organizing and delivering programs 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

**Winter Holiday Camp**—registration begins one month before camp

**Spring Break Camp**—registration begins in February

**Summer Day Camp**—registration begins in early spring including Full and Half Day Camps

## HEALTHY LIVING

Children enjoy a daily healthy snack which includes a fruit, vegetable, or dry snack.

Physical activity and nutrition are encouraged through organized games in the gym, as well as informative nutrition activities in the weekly curriculum. Children experience both active and quiet play throughout various structured group and individual activities.

Outside play time motivates children to release their energy in a healthy way and connect to the natural environment. They express a greater variety of active movement unconstrained by the limitations of an indoor space and have more opportunity to explore challenging and complex physical development and skills.

Our all-day care programs will participate in a minimum of 2 two daily opportunities for outdoor play, weather permitting, in which a child participates in a minimum of 60 minutes of moderate to vigorous active play.

## OUR SERVICES INCLUDE

1. Afterschool care onsite at elementary schools;
2. Early Education at YMCA Tomorrow Academy™;
3. Reduced fees for qualifying families;
4. All-day care during special sessions (winter break, spring break and summer camp);
5. Staff trained in childcare and certified in first aid and CPR;
6. Group childcare with a low student-to-staff ratio; and
7. Afternoon snacks for afterschool care; mid-morning and afternoon snacks for camps and special sessions all-day care.

### LEARNING CENTERS

Homework  
Reading & Literature  
Science & Math  
Games & Puzzles  
Building & Construction  
Dramatic Play  
Creative Expression

### TEAM TIME

TEAM Time Includes:

Sports  
Active Play  
Organized Games  
Leadership Development  
Teambuilding

### CURRICULUM

(Theme & TEKS Based)

Science & Math  
Literacy Activities  
Food Craft Projects  
Social-Emotional Learning  
Arts & Crafts  
Social Studies  
Organized Games



## AFTERSCHOOL CARE & CAMP

### TEKS-BASED AGE APPROPRIATE ACTIVITIES

The curriculum team develops and curates weekly themed activities aligned with the Texas Essential Knowledge and Skills (TEKS) academic standards. Activities include a variety of topics, skills and content areas, with an emphasis on hands-on learning and youth voice and choice. As part of program planning, site staff customize and implement activities throughout the week to ensure each activity is adapted as needed, age appropriate for each group, and sparks their students' curiosity and development. Staff encourage critical thinking skills, problem solving, fine motor skill development and reflection throughout all activities. In addition to the daily themed activity, students may participate in a variety of centers based on their interest that day. Centers including building and construction, creative expression, games and puzzles, dramatic play, book nook, science and more.

### SOCIAL – EMOTIONAL LEARNING & MINDFULNESS

All students in Greater Austin Y programs have opportunities to develop their social skills and build positive relationships. Each day of the program includes a group meeting time, where students have opportunities to share how they are feeling, reflect on their day, set positive intentions and practice mindfulness. Our program centers include an SEL corner with guided calming strategies and other materials to help regulate emotions and focus students' attention on their mind and bodies. Students may choose to utilize the SEL corner as needed and rejoin activities when they are ready to participate.

### PHYSICAL ACTIVITY

At the Greater Austin Y, kids enjoy daily indoor and outdoor activities that keep them moving and engaged. We offer a mix of active and quiet play, helping children develop both fine and gross motor skills. Our program includes structured games from our curriculum as well as favorite classics they already love—each designed to spark teamwork, build skills and keep the fun going.

### CENTER VISIT QUALITY REPORT

As part of Greater Austin Y's program quality assessment process, program staff conduct site observations throughout the year. These center quality visits assess the interactions between staff and students, program environment and materials, and childcare regulation procedures. Program staff are provided a copy of the quality report immediately after the visit and make program improvements based on recommendations and guidance from the leadership team. These visits are focused on ensuring all licensing and Texas Rising Star standards are met.



# ENROLLMENT & PAYMENTS

## TO ENROLL

Submit a 2025–2026 Enrollment Application by registering online via [EZChildTrack Parent Portal](#). You are welcome to make an appointment to visit the business office for assistance with the online process by a member of our customer service team. Parents and guardians are advised to submit their child's application as early as possible because enrollment is on a first-come, first-served basis.

Our afterschool care program requires a \$50 annual fee per child at the time of enrollment. The registration fee is non-refundable and non-transferable unless you requested fee assistance and we were not able to offer you an affordable rate. Fill out the application completely to avoid any delays in the enrollment process. A section for indicating your child's special needs is included. Please allow several workdays to process the application. Children who have not enrolled two weeks prior to the district's start date may not be able to start right away due to processing time during the peak period. Fee Information and schedule are located on pages 34–37.

## PARENT/GUARDIAN 1 AND 2 (PRIMARY AND SECONDARY ACCOUNT HOLDERS)

The parent or guardian who lists themselves/himself/herself as "Primary Account Holder" on the childcare application and submits the application electronically is recognized as the parent/guardian of record for enrollment and billing purposes and accepts financial responsibility to pay the agreed upon fee(s). The Primary Account Holder accepts sole authority and responsibility for enrollment decisions involving that child.

Only the Primary Account Holder can submit requests for information about the child's enrollment or change enrollment information, including who is authorized to pick up and sign out a child. If the parent/guardian listed as "Primary Account Holder" on the application lives in the same household as "Secondary Account Holder" or has made payments on their child's account, then the "Secondary Account Holder" has the authority to request accounting information, including payment history, account balances, receipts, and end-of year statements (for tax purposes). The Primary Account Holder can allow shared authority and responsibility over enrollment decisions with the Secondary Account Holder. This secondary permission is in the account holder's profile of the application and is a required field.

At any time, the Primary Account Holder may update any personal information about caregivers and/or children and other account details via the online [EZChildtrack Parent Portal](#).

## TERMINATION OF SERVICES FOR NONPAYMENT

Parents/guardians will receive an email notifying them of their past due balance and the final date on which payment will be accepted. If payment is not received by 6:00 p.m. on the final deadline date provided in the letter, then the childcare services will be discontinued.

Parent/guardians who wish to re-enroll their children after they have been withdrawn for nonpayment must pay their past due balance which will include a \$30 late fee. For each day children continue to attend Greater Austin Y after termination for nonpayment, parent/guardians will be charged an additional \$10 penalty per day per child.



### CANCEL CHILD CARE SERVICES

To cancel childcare services and avoid additional charges, a written cancellation must be received via our online cancellation request form which can be found under the forms section in your [EZChildTrack account](#) or on our website [AustinYMCA.org](https://www.austinyymca.org) (on the relevant program page).

### PAYMENT OF LATE PICKUP FEES

While we understand there may be a case that prevents a parent/guardian from being on time, we strongly encourage parent/guardians to contact the Greater Austin Y campus phone if there is a chance of arriving late. Students not picked up within 30 minutes after closing time may result in contacting CPS for assistance. Childcare services may be terminated for excessive late pickups and/or for non-payment of late pickup fees.

### CLOSURES

Greater Austin Y will not provide care when schools are closed/close early due to weather or emergencies, on Labor Day, Thanksgiving break, Christmas Eve and Day, December 26th\*, New Year's Day, MLK Day, Memorial Day, Juneteenth, July 4th, several days in June prior to Summer Camp, approximately 1-2 weeks prior to the first day of the school year for cleaning of school buildings.

\* Calendars may be adjusted depending on the observance of holidays.

Note: Payment Schedule and Holiday Calendar will be provided to you with your confirmation email.

### FAMILY RESOURCES

Resources are available upon request on the following: Breastfeeding, Community Organizations, and Developmental Milestones.

### CONFERENCES

For Greater Austin Y afterschool care programs and special session camps, you may request a conference to discuss your child's participation and development in the program at any time throughout the year.

# PARENT/GUARDIAN ENGAGEMENT & COMMUNICATION



## FAMILY ORIENTATION

Greater Austin Y staff will host periodic family orientations at your child's program. Parent/guardians are encouraged to attend if they would like more information about program activities, communication, site procedures and to meet the leadership staff for their afterschool care program. Additionally, program staff may be invited to participate in campus back-to-school nights as another opportunity to receive information on Greater Austin Y programs.

Parents/guardians listed on Greater Austin Y's Record Print Outs (RPOs) are welcome to visit the center at any time during programming hours. If a parent/guardian would like to join the children in an organized activity, volunteers are always welcome and encouraged. 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.

## FIELD TRIPS

In addition, parent/guardians are allowed to participate in field trips as long as they are prepared to provide their own transportation and pay their own expenses. Long, regular visits during program hours must be approved by the Program Director in advance and will require an FBI fingerprint background check which the parent/guardian will be financially responsible for the \$50 cost.

## SPECIAL EVENTS

Families will receive flyers and/or information about special events that will include (but not limited to):

Back to School Bash, Kinder Round Up, Healthy Kids Day, Read Across America Literacy Night, and Lights on Afterschool.

Any food that is brought into our programs for birthday celebrations to be shared among the children must be commercially prepared or be prepared in a kitchen that is inspected by local health officials. In addition, please inform the center staff of intentions of the celebration prior to ensuring allergens are taken into consideration.

## PARENT/GUARDIAN EDUCATION

Parent/Guardian education will be provided annually as part of Greater Austin YMCA family events throughout the year, such as back to school events and Healthy Kids Day in April. Parent/guardians may also access a list of community resources at each program site in the Center Notebook, which is updated and expanded as needed. A current list of community resources will be available upon request.



# PARENT/GUARDIAN ENGAGEMENT & COMMUNICATION

## PARENT/GUARDIAN NOTIFICATIONS

Parents/guardians are notified:

- if their child is injured and the injury requires medical attention by a health-care professional;
- if their child has signs or symptoms requiring exclusion from the program (Healthy & Safe Environments, pg 12);
- if their child is involved in any situation that placed the child at risk;
- if their child is involved in any situation that renders the childcare center unsafe;
- if an employee or child in the program has contracted a communicable disease (notified in writing within 48 hrs);
- if a child in their group has an outbreak of lice or other infestations (a notice will be posted or individually given to parent/guardians of all children in that group); and
- if a field trip is provided by Greater Austin Y (field trips primarily occur throughout summer camp). Families will receive at least a 48-hour notice.



Parents/guardians will be notified at pick-up time if the staff is aware of any less serious injuries that include minor cuts and scratches.

In case of any policy changes, the Greater Austin Y will email a notification to parent/guardians, specifying the section or policy that was changed. Parent/guardians may request a copy to be emailed or request a printed copy to be mailed. Policies are also uploaded to our website. The Greater Austin Y reserves the right to amend, modify or change the policies at any time. Policies are reviewed annually.

## PARENT/GUARDIAN COMMUNICATION AND MESSAGING

The YMCA strives for quick and accurate communication at all times and uses the following ways to communicate to families:

- Email
- Phone
- Text Messaging (parent/guardians must agree on enrollment forms to receive emergency alerts by
- Monthly Newsletters
- Greater Austin YMCA website at [AustinYMCA.org](http://AustinYMCA.org)
- Facebook: Please "Like" and follow our page: @GreaterAustinYMCA
- Instagram: Please follow our page: @GreaterAustinYMCA

## FEEDBACK, COMPLAINTS OR GRIEVANCES

Parents/guardians will be surveyed for feedback about the program during the summer, fall and spring semesters through our Listen360 survey to improve the quality of care for your child and enhance program activities. Suggestions and feedback are integrated into the program operation where applicable.

Parents/guardians are encouraged to have conferences with staff members as needed and to bring complaints or grievances first to the staff member closest to the concern and then to work up the chain of command. If the staff member closest to your concern does not address your concern to your satisfaction, ask for that person's supervisor. If there is still not a satisfactory resolution, ask for a manager to investigate the matter. If you are still not satisfied, you may make a final appeal to the Executive Director. All parties are encouraged to discuss concerns in private and in a courteous manner.



## CHILDCARE FOR FAMILIES NEEDING ACCOMMODATIONS

The Greater Austin Y understands that every family is unique, and we strive to support our families' needs within our program environments and our ongoing communication. We are dedicated to providing a program where every student and family member feels welcomed and valued. We believe that by embracing and celebrating our diverse cultural backgrounds, we enrich the lives of the children in our care and contribute to their holistic development.

### HOME LANGUAGE

Whenever possible, we will make efforts to communicate with families in their preferred language. Multilingual staff, signage, and materials will be available to ensure effective communication and understanding. We will provide resources to assist parent/guardians in navigating cultural challenges and connecting to spaces of community support.

### CULTURAL BACKGROUNDS

We recognize that each family may have unique cultural practices and preferences. Families are encouraged to share information about their cultural backgrounds, dietary restrictions, and any specific accommodations required for their child's care. Curriculum includes multicultural lessons and experiences throughout the year, and we may customize those lessons to include languages and cultural backgrounds of the participating youth and their families. We welcome parent/guardian feedback on appropriate books, traditions, songs and celebrations that are meaningful to your family. We encourage children to share their family traditions and learn about the traditions of others.





## CHILDCARE FOR CHILDREN WITH DISABILITIES

The Greater Austin Y will make reasonable accommodations for individuals with disabilities unless taking such steps would fundamentally alter the nature of group-centered services programs, or activities, or would result in an undue burden or hardship on Greater Austin Y such as employment of additional personnel. To determine our ability to accommodate your child's disability, please allow extra processing time for Y staff to conduct an individual assessment. The purpose of the assessment is to determine if the program design and staff can meet the needs of your child. Our childcare centers are group childcare facilities rather than one-on-one childcare. This group type setting may not be suitable for some children due to their need for individual care or attention, or aversion to loud and/or busy settings (See Non-Discrimination Policy below).

### Examples of ways we accommodate children with disabilities and other needs:

- Visual schedules
- Visual cue cards
- Behavior support plan
- Photo cards
- Positive redirection
- Cool down space
- Individual communication log
- Social stories based on individual needs



## RECORDS

All parents/guardians must provide immunization records before the children begin the program. Parents/guardians of school age programs can certify during the registration process that a current copy of their child(ren)'s immunization record/immunization exemption is on file with his/her elementary school. Records must be validated by a physician or other health-care professional with a signature or rubber stamp including the child's name and birthdate, number of doses, vaccine type, month, day, and year the child received each vaccination. Each child enrolled or admitted to child care centers must meet applicable immunization requirements specified by the Texas Department of Health Immunization Requirements. If your child is 4 years of age, by September 1st, a copy of your child's most recent vision and hearing screening must be provided by the date of admission. According to the Texas Department of State Health Services, documentation of a TB screening is not required to be on file.

## TOILET TRAINING

Our afterschool programs and camps do not have the equipment or private areas for diapering, and providing toileting assistance would require staff to leave other children unsupervised. Students in afterschool programs are given scheduled group bathroom breaks and individual ones when requested. The Greater Austin Y's afterschool programs and camps require that students be toilet-trained.

### A toilet trained child can do the following:

- Communicate to Y staff that he/she needs to go to the restroom before they need to go.
- Alert him/herself to stop what he/she is doing, in order to go and use the bathroom.
- Pull down his/her clothes and get them back up without assistance.
- Wipe him/herself after using the toilet.
- Get on/off the toilet by him/herself.
- Wash and dry hands.
- Postpone going if they must wait for someone who is in the bathroom or if we are away from the classroom.
- If your child has a bathroom accident, we will call you and you will be expected to pick up your child or arrange for someone else to pick up your child, within one hour. In order to ensure the health and safety of all students, The Greater Austin Y reserves the right to withdraw a student from the afterschool program if there is repeated evidence that a child is not toilet trained.







## NON-DISCRIMINATION POLICY

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: [Greater Austin Y does not discriminate against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted.](#), from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
- (2) fax: (833) 256-1665 or (202) 690-7442; or
- (3) email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov).

This institution is an equal opportunity provider.

# HEALTHY & SAFE ENVIRONMENTS

## HEALTH AND SAFETY

The purposes of the health policy are to ensure that each student is healthy enough to participate in activities and to protect other students from illnesses.

It is necessary to exclude students with the following:

- Fever of 100°F and above. May return 24 hours after fever subsides without fever reducing medication;
- Diarrhea and vomiting. May return 12 hours after symptoms subside;
- Strep throat. May return 24 hours after antibiotic treatment begins;
- Head lice. May return after medicated treatment begins and nits have been removed. Whenever a case of lice is reported, our staff may perform periodic head checks. Note: Greater Austin Y policy differs from the school's policy.
- Pink eye. May return with written permission from physician;
- Chicken pox. May return when blisters have crusted; and with a written permission from physician; or
- Other contagious or communicable diseases. For other contagious or communicable diseases, we will follow the Texas Department of Health guidelines for exclusion per licensing standards. Please find those policies here. Communicable Disease Chart | 08.24.23 (texas.gov)

If your child has a medical condition of which we should be aware, include the information on your enrollment application. Greater Austin Y will notify you in case of serious injuries. Parents must pick up their child within 30 minutes of request from Greater Austin Y staff members. If a parent/guardian is unable to be contacted, then Greater Austin Y staff will contact the next emergency contacts and pickups provided on the application.

For less serious injuries, parents/guardians will be notified during pick up. Less serious injuries include, but are not limited to, minor cuts, scratches, and contusions requiring first-aid treatment by employees.

## MEDICAL EMERGENCIES

If an accident occurs which requires medical attention, then Greater Austin Y staff will notify the parent/guardian immediately to find out whether to take the child to a medical facility or wait for the parent/guardian to pick-up the child. If the injury is critical and the child should not be moved or the situation is life threatening, Greater Austin Y staff will call EMS for transportation and accompany the child to the hospital until the parent/guardian arrives.

## SUNSCREEN AND INSECT REPELLENT (CAMPS)

Parent/guardians must supply sunscreen and insect repellent. Parent packets will contain a permission slip for parents/guardians to disclose the type of sunscreen and insect repellent which will be provided to Greater Austin Y and a release allowing Greater Austin Y staff permission to apply sunscreen and insect repellent on the child. Everything must be clearly labeled with the child's name.



## DISPENSING MEDICATIONS

Parents/guardians must sign an authorization form and include times for childcare center employees to administer each medication according to label directions. The medication must be in the original container labeled with the child's full name and the date brought to the childcare center. The medication is only administered to the child it is intended for and in amounts according to the label directions or as amended by a physician. Medication cannot be administered after its expiration date.

If a child has a periodic and recurring medical problem, the parent/guardian may sign a medication authorization form allowing center staff to administer the medication when symptoms occur for up to a six-month period; symptoms will be indicated in writing by the parent/guardian. When dealing with recurring medical problems, staff will notify the parent/guardian immediately after administering medication.

Documentation of administered medication includes the child's full name, name of medication, date, time, amount of medication given and full name of the employee administering the medication. Records will be kept for three months.

Medication will be disposed of or given back to the parent/guardian when the child withdraws from the program or when the medication is expired or is no longer required for the child. Children are not permitted to carry or self-administer any medication with them during the Greater Austin Y program.

## 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 Greater Austin Y will provide care as scheduled (unless a school district does not permit Greater Austin Y afterschool care to operate). If the school closes before the scheduled dismissal time, the Greater Austin Y will not provide care. No credits will be applied for early closures or cancellations issued by the school district. Parent/guardians 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 Greater Austin Y staff at the center to supervise your child.

## BULLYING POLICY

The Greater Austin Y 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 embarrass 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 Greater Austin Y will not tolerate verbal, social or physical bullying. Concerns brought to our attention related to bullying will be investigated by the center's Program Director.

# MEALS AND FOOD SERVICE

## NUTRITIOUS SNACKS

Greater Austin Y serves a healthy afternoon snack in the afterschool care program and both mid-morning and afternoon snack during all-day camps to children over the age of 4.

Menus meet U.S. Department of Agriculture Child and Adult Care Food Program nutrition guidelines administered by the Texas Department of Agriculture and the afterschool snack schedule rotates each month. A supply of drinking water or other type of drink is always available to each child. Greater Austin Y never uses food as a reward or punishment. Greater Austin Y can only encourage children to eat their daily snack.

## LUNCH

Parents/guardians of children enrolled in all-day camps must provide a sack lunch for their child daily. All lunches should be sack lunches or stored in an insulated lunch box with cold packs (if refrigeration is needed).

During all-day care, Greater Austin Y will ensure that lunches provided by parents/guardians are not shared with other children. All parent/guardians with children enrolled in all-day childcare programs agree that Greater Austin Y is not responsible for the nutritional value or for meeting the child's daily food needs with the daily lunch provided by parents/guardians or subcontractors such as Capital Area Food Bank or the district. Please ensure your child's lunch meets the daily food needs as outlined in the Food Guidelines and meal suggestions at [MyPlate.gov](https://www.MyPlate.gov). Staff are always happy to share suggestions for lunches.

In order to prepare a healthy lunch, you need to choose at least one food from each of the below categories every day.

PROTEIN	GRAIN/WHEAT	FRUIT	VEGETABLE (RAW OR COOKED)
Lunch Meats (95% fat free)	Whole wheat/grain bread	Apple, pears, plums	Carrots (baby or cut into sticks)
Tuna	Tortillas or corn chips	Citrus (orange, grapefruit)	Celery sticks
Hard Boiled Egg	Bagels	Berries (strawberries, blueberries, raspberries)	Bell pepper
Chicken	Rice cakes	Grapes (sliced lengthwise for young children)	Broccoli or cauliflower
Tofu or other soy products	Pita bread	Peach, nectarine or apricot	Cucumbers
Hummus	Pasta	Pineapple, kiwi, papaya or mango	Tomatoes
Beans	Brown rice	Bananas	Squash (zucchini or yellow)
Soy Butter	Potatoes	Melons	Tossed salads or greens (dressing on the side if needed)
Cheese (low-fat)	Couscous or Tabouli	Applesauce (unsweetened)	Potatoes or sweet potatoes
		Dried fruits	Peas, corn and green beans
		Canned fruit in juice	







## FOOD SAFETY

### FOOD ALLERGIES

All parents/guardians should be aware of food allergies. This is when your body mistakes harmless food as something that could make you sick. When you eat something, you are allergic to, your immune system responds to protect you. You might get a mild skin rash or itchy eyes, or you could have a bigger reaction that leaves you gasping for breath. Food allergies can be serious, but you can take steps to manage them. One of the best things you can do is avoid your trigger foods. Common foods that cause allergies include: milk, egg, peanuts, tree nuts, soy, wheat, fish, and shellfish.

Children with any known food allergies must complete additional forms prior to attending the program. Written approval from a physician or licensed dietitian must be provided to serve a child a therapeutic or special diet.

### NURSING MOTHERS

For school age programs, staff will make every effort to work with campus staff to provide a comfortable location for mothers to nurse or express milk.



# EMERGENCY PROCEDURES

## EMERGENCY CLOSURES

Greater Austin Y will not provide care when schools are closed/close early due to weather or emergencies. No credits will be applied for early closures or cancellations issued by the school district. For the safety of our children and staff and to comply with school district emergency mandates, parent/guardians who do not adhere to the closure time will be subject to a \$100 late fee and may jeopardize their future childcare services.



## EMERGENCY PROCEDURES

Greater Austin Y has a Safety and Crisis Plan for crisis situations such as natural disasters, accidents, bomb threats, explosions, and terrorism. In the event of an emergency, the first responsibility of staff is to move the children to a designated safe area or alternate shelter (see evacuation and relocation diagram at each center).

## STANDARD RESPONSE PROTOCOL

Greater Austin Y uses [The Standard Response Protocol \(SRP\)](#) as an Incident Command System for an emergency situation or incident. The five commands listed below have specific actions or directives that should be performed during an incident. When communicating these, the action is labeled with a "Term of Art" Command and is then followed by a "Directive."

- **Hold** is followed by the Directive: "In Your Room or Area" and is the protocol used when hallways need to be kept clear of occupants.
- **Secure** is followed by the Directive: "Get Inside. Lock Outside Doors" and is the protocol used to safeguard people within the building.
- **Lockdown** is followed by "Locks, Lights, Out of Sight" and is the protocol used to secure individual rooms and keep occupants quiet and in place. If it is determined that the safety and the health of children and staff are in jeopardy, they will proceed to a classroom, restroom, or any other room with doors that lock. Children will not be released until the area is deemed safe by local law enforcement.
- **Evacuate** may be followed by a location, and is used to move people from one location to a different location in or out of the building. The center supervisor will direct building evacuation according to the fire evacuation map (posted on the blue boards); Formal communications will be initiated with the center director, and/or program director for the location of the nearest off-campus relocation center. Please see list of relocation centers on pages 21-22.
- **Bomb Threats** – The center supervisor will keep the person making the call on the line for as long as possible, and to record every word spoken by the caller.
- **Shelter** – State the Hazard and Safety Strategy for group and self-protection. The center supervisor will direct staff and children to take cover in predetermined interior areas. Children will sit or curl up along the interior walls away from any windows and exterior walls.

For all emergencies, the center supervisor will stay calm, lead the center, and follow all procedures. During an evacuation emergency staff will secure and maintain keys, clipboards with sign out sheets, record print outs for each child, and purses/adult belongings for the duration of the emergency, if possible. Staff will account for each child and maintain a written record of the children released from the program, including the person(s) to which they are released.

# STAFF EXPECTATIONS

## STAFF

All Greater Austin Y Youth Development Leaders and Assistant Site Leads are required to be at least 18 years of age and graduates of high school. Greater Austin Y Site Leads 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, Greater Austin Y 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 parent/guardians.

All staff are educated about food allergies and take precautions to ensure children are protected. After getting hired, staff must also complete computer based new hire orientation, child abuse sexual prevention training, blood borne pathogens training, a week-long Texas Health and Human Services (HHS) mandated Pre-Service training, and an on-site orientation training on the first day. All staff are 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 Care and camp) will receive more than 20 hours of continuing education (not including Pre- Service, CPR, or First Aid hours), which exceeds HHSC Minimum Standards. Training topics include active supervision, developmental stages of children, age-appropriate activities, organized games, positive guidance & discipline, social and emotional learning, curriculum, customer service, working with children needing accommodations, songs, and safety & risk management. Training on lesson planning is offered annually and staff are provided with paid planning time, additional resources for lesson planning, and feedback is given on lessons after weekly review.

The Greater Austin YMCA does not currently require employees to receive specific vaccinations. Vaccinations deemed necessary will be verified through medical records and stored with the personnel file prior to work at the site. Exemptions to the vaccination policy will be kept on file with any medical precautions or reasons of conscience, including a religious belief. Any exempt employees will be trained to use any protective medical equipment deemed necessary. All requests for exemption will be reviewed without discrimination or retaliation. Failure of staff to follow the employee vaccination policy may result in disciplinary action up to and including termination.



# STAFF EXPECTATIONS

## CHILD ABUSE, NEGLECT, AND EXPLOITATION

Greater Austin Y staff members receive annual training regarding preventing and responding to abuse and neglect of children. At least one issue of monthly parent/guardian notes will contain information about warning signs that a child may be a victim of abuse or neglect and prevention techniques for child abuse and neglect. Greater Austin Y coordinates with other community organizations to bring awareness of abuse and neglect to parent/guardians and staff. To find out more about preventing child abuse and neglect, log on to <http://hhs.texas.gov>.

For support groups and community organizations in the area, you can contact 211 or log on to [www.yourcommunityguide.org](http://www.yourcommunityguide.org). The Department of Health and Human Services requires Greater Austin Y staff, under law, to report within 48 hours of first suspecting abuse, neglect or exploitation of children. This includes the reporting of parent/guardians who are or appear to be impaired by drugs or alcohol.

To report child abuse and/or neglect, call the Texas Abuse/Neglect hotline at 1-800-252-5400.







## SIGN IN/OUT & ATTENDANCE

### SIGN IN AND SIGN OUT

Your child must be SIGNED OUT at the center by an authorized pick-up person when leaving afterschool care and SIGNED IN and SIGNED OUT for all-day care. Your child will be released only to persons named as having permission to pick up. If a person unfamiliar to the staff arrives to pick up, photo identification must be presented. "Primary Account Holder" must authorize any substitute pick-up person.

Programs will use a PIN system for checking your child(ren) in and out every day. If you are new to the [EZChildTrack Parent Portal](#), you will be able to create a unique PIN number for you and everyone on your account designated as a pickup person, once your registration is approved.

All exterior doors to the program facility will remain locked, and parents will ring an Greater Austin Y doorbell to be granted access to the program space in order to sign in/out their child. Parents or an approved pick-up person will sign their child out with their child's group leader or another site staff member, at which point they will be released to that approved individual and no longer under Greater Austin Y care for the day. In a situation such as a field trip, where students are not at the usual program site, Greater Austin Y staff will have all sign in/out paperwork available and parents/guardians may sign them in/out at the location directly.

### ATTENDANCE, ABSENCE

Please notify your child's classroom teacher that your child is to attend Greater Austin Y after school care. It is important for your child's safety that you notify Greater Austin Y when your child will be absent, especially if your child will attend school but not attend Greater Austin Y. Notify the Customer Service Team of intended absences by email ([EACY@AustinYMCA.org](mailto:EACY@AustinYMCA.org)) or phone (512-236-9622) at the Greater Austin Y's business office before 2 p.m., or call the center supervisor at your child's school after 2 p.m.

A \$10 child find fee may be charged for neglecting to notify the business office or center staff of your child's absence. Please remind your child's teacher to see that your child gets to Greater Austin Y. Written permission from the parent to center staff is needed for children to help their teacher after school. Greater Austin Y is not responsible for students until they check in with staff or until they check in with staff after their non-Greater Austin Y activity. Greater Austin Y reserves the right to terminate services if a student has five or more non-notified absences.



# BEHAVIOR EXPECTATIONS

## GREATER AUSTIN Y BEHAVIOR EXPECTATIONS

Children in the Greater Austin Y program are asked to follow four basic rules:

- Respect space and property of others
- Use inside behavior
- Stay in Greater Austin Y boundaries and
- Follow directions from adults.

## DISCIPLINE AND GUIDANCE

- Behavior consistent with school rules will be enforced and program expectations will be posted at each school.
- Staff will guide students' behavior by modeling appropriate behavior, teaching students how to resolve conflicts, encouraging ongoing cooperation and conversation, and keeping students active and involved.
- A "cool down" place is designated where a student may be temporarily separated from the group to support their emotion regulation or mindfulness.
- Greater Austin Y staff will frequently talk to parents about their child's participation in the program, both to share positive engagement and learning and to address behavior challenges.
- In the case of continuing challenges, and with the goal to best support the safety and success of all students in the program, staff will work with parents to develop a behavior support plan for their child that site staff will implement during program activities. Staff and parents will regularly discuss how the behavior support plan is working throughout implementation and helping the child to appropriately participate in the program. Sometimes it is necessary to have a written agreement between a student and staff for improvement of behavior.
  - **Note:** this may result in a pause of services if student safety is a concern. You will be consulted about such agreements involving your child. Children on such agreements may not be able to enroll in special sessions. A parent may be responsible for property damage/loss caused by his/her child. A child suspended from school may not attend Greater Austin Y throughout the suspension.





## BEHAVIOR EXPECTATIONS

### Discipline will be:

- Individualized and consistent for each child;
- Appropriate to the child's level of understanding; and
- Directed toward teaching the child acceptable behavior and self-control.

### A caregiver may only use positive methods of discipline and guidance that positively encourage self-esteem, self-control, and self-direction, which include at least the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- Reminding a child of behavioral expectations daily by using clear, positive statements;
- Redirecting behavior using positive statements; and
- Using brief supervised separation or time out from the group, appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age. There must be no harsh, cruel, or unusual treatment of any child.

### The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment;
- Punishment associated with food, naps, or toilet training;
- Pinching, shaking, or biting a child;
- Hitting a child with a hand or instrument;
- Putting anything in or on a child's mouth;
- Humiliating, ridiculing, rejecting, or yelling at a child;
- Subjecting a child to harsh, abusive, or profane language;
- Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

### CONTRACTUAL AGREEMENTS

The Greater Austin Y prohibits parents and children from having personal level interaction with employees outside of working hours, including the employment of babysitting services.



# OTHER POLICIES

## PERSONAL BELONGINGS

Greater Austin Y is not responsible for lost or damaged personal belongings, electronic communication devices or clothing. Do not send expensive personal items or money with your child.

Greater Austin Y does not allow children to carry any electronic communication devices, such as cell phones, Gameboys, video game devices, tablets, etc. during operational hours. These items must remain in your child's backpack and cannot be used during Greater Austin Y hours.

Additionally, Greater Austin Y does not allow children to carry or use electronic recording or listen-in devices as either separate devices or utilized through a GPS tracking safety device or other similar device.



Children should wear casual clothing appropriate for Greater Austin Y activities. Any type of shoes that have small removable skate wheels inside the heel, normally known as "Heelys," must be taken out upon arrival and placed in your child's backpack. This will help ensure your child's safety at Greater Austin Y. Sneakers are required to ensure their safety during outdoor play.

**Holiday Camps:** If your child would like to take a nap, please provide a sleeping mat or waterproof sleeping bag (pillows are optional).

## SCREEN TIME

Extended durations of screen time, such as watching movies, are not part of Greater Austin Y program activities. Short educational videos may be shown as part of program curriculum and only in support of the completion of activities.

## PLAYGROUND

The outdoor equipment used both at and away from the childcare center must meet the licensing standards of the Health and Human Services Commission. The public-school equipment used by children during the day at school may not meet the licensing standards for childcare centers; however, the equipment meets the district's standards. One to two staff members are always present and actively engaged during outdoor play.

## PHOTO CLAUSE

The Greater Austin Y may occasionally take photographs/video of children participating in the programs for advertisement and training purposes. Your participation constitutes your authorization for Greater Austin Y to use your child's photo or participation in video for these purposes through print, electronic and/or social media. All use of material will have a purpose to support our mission and vision.

# OTHER POLICIES

## REFUSAL OF SERVICE

Greater Austin Y reserves the right to interrupt or terminate child care services without notice for customers who falsify information; fail to provide current and accurate contact information (address, home and work phone numbers, emergency contact information, etc.); violate Greater Austin Y policies (absence, late pickup, late payment, sexual harassment, use of prohibited electronic recording devices, etc.); fail to pay child care fees; are disrespectful or abusive toward our customers, employees, children, other parents/guardians or adults; discipline or confront other children and/or confront other parents; display behavior which is disruptive to the program (applies to parents or children) or do not conform with school policy; or if the director determines that a child has engaged in unsafe behavior that compromises the child's safety or that of others. This provision is consistent with all state or federal laws.

## REVIEW OF PROCEDURES AND STANDARDS

A copy of the minimum standards for licensed child care centers and Greater Austin Y policies is available for parents to review at each center and at the business office upon request. In addition to the policies, a copy of the most recent licensing inspection report is posted at the center for parent/guardians to read and available at <http://hhs.texas.gov>. Greater Austin Y strives to provide an adult to child ratio of 1:17 which is lower than minimum state requirements. Note: There may be a few times where Greater Austin Y may follow the state minimum standard adult to child ratio for school age children of 1:26.

## TRANSPORTATION

During field trips, the Greater Austin Y works with the school district or a professional bus service to arrange bus transportation. Buses are operated by approved district staff and/or trained professionals.

## WATER ACTIVITIES

Water activities such as water balloon toss or splash day may be done onsite. Children will participate in swim trips to local pools and Y branches once or twice a week during Summer Day Camp; weather conditions permitting.

## LOCAL CHILD CARE REGULATION OFFICE

The contact number for the local Child Care Licensing office of the Texas Department of Health and Human Services is (512) 512-834-3426. Further information also is available on the internet at <http://hhs.texas.gov>.







## CARING FOR THE COMMUNITY

### HERE FOR ALL

The Greater Austin YMCA is the leading community enterprise committed to strengthening the community by connecting all people to their potential, purpose, and each other. Working locally, we focus on empowering young people, improving health and wellbeing, and inspiring action in and across communities by bringing together people from different backgrounds, perspectives and generations, and supporting relationships and resources necessary to learn, grow and thrive.

The Greater Austin YMCA develops new generations of change makers who will create communities we all want to live in. We envision communities where all people achieve health, gain confidence, make connections and feel secure at every stage of life.

Financial assistance keeps our programs available and accessible for kids and their families that need us most. Contributions to the YMCA ensure that no one is turned away regardless of their economic circumstance. The Y advances the Austin community through programs such as summer and holiday camps for kids, Afterschool Care, Early Education, Youth Development and Sports, Project SAFE water safety for kids, and many more enriching programs.

Every gift makes a significant impact and difference in a child's life who we serve at the Y. Your gift of:

- \$50 will provide one session of swim lessons, ensuring a lifetime of fun and safety in the water
- \$250 will provide one week of summer camp for a child, creating life-changing experiences
- \$1,000 will provide one youth sports team a season to build confidence, teamwork & healthy habits

We invite you to invest in the Greater Austin YMCA in whatever manner best fits you and your family for a meaningful experience. Whether it is by participating in any of our annual events or by becoming a sustaining monthly donor, we hope you will invest in creating the greatest impact for the Austin community. The Greater Austin YMCA is here for you, and through the generosity of countless hours of volunteers and financial contributions, the the [YMCA is Here for ALL](#).

# PROGRAM CENTERS

Center Name	Center Address	Alternate Shelter Location
Austin Achieve	7424 E. Hwy 290	KIPP Ridge
Austin Achieve Pflugerville	1513 E Yager Ln	Graham
Becker	906 Milton St.	Zilker
Blanco Vista	2951 Blanco Vista Blvd., SM	Kyle
Blanton	5408 Westminster Drive	Ridgetop
Bluebonnet Trail	11316 Farmhaven	East Communities YMCA
Brentwood	6700 Arroyo Seco	Gullett
Bryker Woods	3309 Kerbey Lane	Casis
Buda	1060 Old San Antonio Road	Sunfield or Elm Grove
Camino Real	170 Las Brisas Blvd, Kyle, TX 78640	Pfluger
Canyon Creek	10210 Ember Glen Drive	Northwest YMCA
Caraway	11104 Oak View Drive	Northwest YMCA
Carpenter Hill	4410 R.R. 967	Hays Communities YMCA
Casis	2710 Exposition Boulevard	Bryker Woods
Cowan	2817 Kentish Lane	Southwest YMCA
Cullen	873 Anthem Parkway, Kyle	Negley
Cunningham	2200 Berkeley Ave	Sunset Valley
Dawson	3001 S. 1st Street	Galindo
Elm Grove	801 FM 1626	Buda
Fuentes	901 Goforth Road	Science Hall
Galindo	3800 S. 2nd Street	Becker
Gullett	6310 Treadwell Blvd	Brentwood
KIPP Austin North	8004 Cameron Rd	KIPP Ridge
KIPP Austin Paseo	6800 Metropolis Dr.	KIPP South



Center Name	Center Address	Alternate Shelter Location
KIPP Austin Ridge	8509 FM 969 # C	KIPP North
KIPP Austin South Campus	5107 IH 35 South	KIPP Paseo
Kyle	500 W. Blanco	Blanco Vista
Lagos	9549-11399 FM 973	East Communities YMCA
Laurel Mountain	10111 DK Ranch Road	Northwest YMCA
Manor Rise Academy	13300 FM 973	Presidential Meadows
Negley	5940 McNaughton	Hays Communities YMCA
Oak Hill	6101 Patton Ranch Road	Patton
Perez	7500 S. Pleasant Valley Rd	Blazier
Pfluger	4951 Marsh Ln, Buda	Science Hall
Pioneer Crossing	11300 Samsung Blvd	North Austin YMCA
Pleasant Hill	6405 Circle South Road	KIPP South
Presidential Meadows	13252 George Bush	East Communities YMCA
Ramage	575 Grist Mill Rd	Tobias
Reilly	405 Denson Drive	Brentwood
Ridgetop	5005 Caswell Ave.	East Communities YMCA
Sanchez	84 Robert T Martinez Jr St	Travis Heights
Science Hall	1510 BeBee Road	Fuentes
ShadowGlen	12000 Shadowglen Trace	East Communities YMCA
Spicewood	11601 Olson Dr.	Northwest YMCA
St. Elmo	600 W St Elmo Rd	Joslin
Sunfield	155 Vista Gardens Dr	Buda
Summitt	12207 Brigadoon Lane	Northwest YMCA

Center Name	Center Address	Alternate Shelter Location
Sunfield	155 Vista Gardens Dr	Buda
Summitt	12207 Brigadoon Lane	Northwest YMCA
Tobias International	1005 East FM 150	Hemphill
Tom Green	1301 Old Goforth Road	Buda
Travis Heights	2010 Alameda Drive	Metz
Uphaus Early Childhood Center	5200 Freidrich Lane	Townlake YMCA
UT Elementary	2200 E. 6th St.	East Communities YMCA
Zilker	1900 Bluebonnet Lane	Becker





# CHILDCARE HOURS & DATES

## CUSTOMER SERVICE:

(512) 322-9622

## OFFICE HOURS OF OPERATION:

Monday—Friday

9:00 a.m.—6:00 p.m.

Available by phone until 6:00 p.m.

**Note:** Winter Break Business Hours are 8 a.m. to 5 p.m.

## AFTERSCHOOL CARE

Austin ISD, Round Rock ISD, Charter Schools:

School dismissal to 6:15 p.m.

Hays CISD and Manor ISD:

School dismissal to 6:30 p.m.

## SUMMER DAY THEME CAMPS:

7:00 a.m.—6:00 p.m.

## WINTER & SPRING BREAK CAMPS:

Hays CISD and Manor ISD:

7:00 a.m.—6:30 p.m.

All other camps:

7:30 a.m.—6:00 p.m.

These times are subject to change.

# GREATER AUSTIN Y LOCATIONS

## MAIN OFFICE

4000 S Interstate 35  
Austin, TX 78702  
(512) 322-9622

## EAST COMMUNITIES YMCA

5315 Ed Bluestein Blvd.  
Austin, TX 78723  
(512) 933-9622

## FOUR POINTS YMCA

8300 N FM 620,  
Austin, TX 78726  
(737) 703-3084

## HAYS COMMUNITIES YMCA

465 Buda Sportsplex Dr.  
Buda, TX 78610  
(512) 523-0099

## NORTH AUSTIN YMCA

1000 W. Rundberg Ln.  
Austin, TX 78758  
(512) 973-9622

## NORTHWEST FAMILY YMCA

5807 McNeil Dr.  
Austin, TX 78729  
(512) 335-9622

## SOUTHWEST FAMILY YMCA

6219 Oakclaire Dr.  
Austin, TX 78735  
(512) 891-9622

## SPRINGS FAMILY YMCA

27216 Ranch Rd. 12,  
Dripping Springs, TX 78620  
(512) 894-3309

## TOWNLAKE YMCA

1100 W Cesar Chavez St,  
Austin, TX 78703  
(512) 542-9622

## YMCA CAMP MOODY

1220 Old San Antonio Rd.  
Buda, TX 78610  
(512) 523-9640

# FEE INFORMATION

## FINANCIAL ASSISTANCE

Our YMCA Programs are designed to benefit persons of all backgrounds. While participants are expected to pay their fair share, if funds are available, the YMCA will assist any individual who wants to participate but cannot afford the fee. Awards are based on several factors including household income and number of dependents.

You can apply for fee assistance when completing your online application and answering the prescreen questions. There is a longer processing time for customers who have requested fee assistance but your prompt attention to our document request will help speed up the process. Application and prior participation are not a guarantee of award. For more information, contact our Customer Service team by email at [EACY@AustinYMCA.org](mailto:EACY@AustinYMCA.org) or phone at 512-236-9622.

## FEES & PAYMENT GUIDELINES

Our afterschool care program requires a \$50 annual fee per child at the time of enrollment. The registration fee is non-refundable and non-transferable unless you requested fee assistance and we were not able to offer you an affordable rate. Early registrations will get to take advantage of a discounted registration fee depending on the time of enrollment.

Payments are due on the 1st of the month. Payments cannot be accepted by childcare staff at the school. Payment deadlines continue to be in effect when the business office is closed and/or during the weekends. All payments received after the 2nd of the month will be charged a \$30 late fee. If payment is not received by the 5th of the month, your child's enrollment in the program will be cancelled. If cancelled due to non-payment and you wish to pay the account balance to re-enroll, the account balance must be paid in full.

Afterschool tuition is totaled, divided, and paid in ten payments beginning in August and ending in May. Tuition may be paid monthly by bank draft, credit card charge/debit, or check. Cash payments are accepted at our main office located at 55 N. Interstate 35, 78702.

**You can choose two automatic bank draft options:**

- 15th\* (of previous month) or
- 1st (of the current month)

If choosing the 15th as the draft date, your first payment for August will be July 15th. A \$25 service charge will be charged for returned checks and/or returned e-checks. 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.

Credits are not given if a child is absent, suspended from school, during a pause in services from the program, or if there is a school closure announced by the district.



# FEE INFORMATION

## TERMINATION OF SERVICES FOR NONPAYMENT

Parent/guardians will receive an email notifying them of their past due balance and the final date on which payment will be accepted. If payment is not received by 6:00 p.m. on the final deadline date provided in the letter, then the childcare services will be discontinued. Parents who wish to reenroll their children after they have been withdrawn for nonpayment must pay their past due balance which will include a \$30 late fee. For each day children continue to attend the program after termination for nonpayment, parents will be charged an additional \$10 penalty per day per child.

## PAYMENT RECEIPTS/HISTORY

For tax return purposes, please log into your [EZChildTrack account](#) and select the "View Statements" option in the Payments & Statements area of your account home page. Each year the "Tax Statement Summary" will be available January 31 on your account and an email will be generated with the summary attached. Greater Austin YMCA Tax ID# is 74-1193464.



# CHILDCARE DUE DATES & FEES

Due Date	Austin ISD	Hays CISD	Manor ISD	Round Rock ISD	Charter Schools	PK-3 Programs (Austin)
August 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
September 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
October 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
November 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
December 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
January 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
February 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
March 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
April 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435
May 1st	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435	\$0–\$435

## DISCOUNTS

District employee and Passport Unlimited discounts are available. Parents must request discount information during the enrollment process. Parents can also receive a referral credit for referring friends to register for Greater Austin Y programs. The registrant must list the referrer on their childcare application.

## FEES FOR ADDITIONAL CHILDREN IN FAMILY

Each additional child from the same family receives a \$15 discount for full months.

## EARLY RELEASE

The Afterschool program will provide service early on days when the school calendar indicates an early release for children released at 12:00 p.m. at no extra cost.

## PAYMENT OF LATE PICKUP FEES

While we understand there may be a case that prevents a parent from being on time, we strongly encourage parents to contact the campus phone if there is a chance of arriving late. Students not picked up within 30 minutes after closing time may result in contacting CPS for assistance. Childcare services may be terminated for excessive late pickups and/or for non-payment of late pickup fees. Our system is set to automatically charge late pick up fees based on the time stamp of your check out. Late pick up fees will start accruing 5 minutes after the program's end time. The fee is \$1/minute. Example: you pick up 10 minutes after the program ends. You will be invoiced a \$5 late pick up fee.



# CHILDCARE DUE DATES & FEES

## STUDENT HOLIDAYS

All-day care will be provided for school age children at selected schools during breaks such as Winter Break, Spring Break and Summer. A separate registration and fee is required. The list of days will be located on the confirmation calendars on your account.

## CLOSURES

The Greater Austin Y will not provide care when schools are closed/close early due to weather or emergencies, on Labor Day, Thanksgiving break, Christmas Eve and Day, December 26th, New Year's Day, MLK Day, Memorial Day, July 4th, several days in June prior to Summer Camp, approximately 1-2 weeks prior to the first day of the school year for cleaning of school buildings.

Note: Payment Schedule and Holiday Calendar will be provided to you with your confirmation email.

## CANCEL CHILD CARE SERVICES

To cancel childcare services and avoid additional charges, a written cancellation must be received via our online cancellation request form which can be found under the forms section in your [EZChildTrack Parent Portal](#) or on our website [AustinYMCA.org](https://www.austinyymca.org) (on the relevant program page).

