



Greater Austin YMCA

EXTEND-A-CARE YMCA FAMILY POLICIES & FEE SCHEDULE

EARLY EDUCATION 2024-2025



* Policies are reviewed annually and updated as necessary.

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ABOUT THE GREATER AUSTIN YMCA



The YMCA is the nation’s leading not-for-profit community enterprise dedicated to strengthening communities through youth development, healthy living, and social responsibility. For 70 years, the Greater Austin YMCA has been here for the community and here for good.

Extend-A-Care YMCA (EAC Y) supports families, schools, employers, and communities by providing enriching, affordable, licensed childcare for children. We believe in creating an environment that complements the school day, where children learn and have fun in a program which meets or exceeds [State of Texas childcare licensing](#) and [Texas Rising Star](#) standards. Our Early Education have earned or are on track to earn the Texas Rising Star designation in the coming year, the highest certification level available.

You may find that the EAC Y is different from other childcare programs because we operate in school buildings, offer year-round service with quality care, maintain a license by the State of Texas, provide developmentally appropriate curriculum projects created by the EAC Y’s curriculum team and offer a significant amount of financial assistance to qualifying families.

Our Promise: The Greater Austin YMCA is a dynamic network of people and places that help you power your purpose as an individual, a family, and community. When you find power in your purpose with the Y, you drive positive change now and for future generations.

Our Values: Respect, Responsibility, Honesty, and Caring

Our Mission: Our mission serves all ages, cultures, races and ethnicities, genders, sexual orientations, abilities, and faiths. We recognize our heritage, the power of love, and a culture of belonging within our mission: To put Christian principles (such as caring, honesty, respect, and responsibility) into practice through programs that build a healthy spirit, mind, and body FOR ALL.

Our Equity Commitment: At the Y, we are continually learning what it means to be FOR ALL. Our commitment begins with listening to the authentic stories OF ALL PEOPLE and engaging our community as a welcoming, supportive organization. We amplify voices FOR ALL. We lead innovative change FOR ALL. We create equitable opportunities FOR ALL.

WHAT THE EXTEND-A-CARE YMCA OFFERS

The **Extend-A-Care YMCA (EAC Y) Branch** of 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
- ⇒ **Early Education Programs**—for 6 weeks to 4 years at 7 locations
- ⇒ **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: Kinder Camps, Theme Camps, Explorer Camps, YMCA Camp Moody

HEALTHY LIVING

- Children enjoy a daily healthy snack which includes a fruit, vegetable, or dry snack.
- 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.
- Children participate in at least 2 two daily outdoor play opportunities, weather permitting, in which a child participates in at least 60 minutes of moderate to vigorous active play.

YMCA EARLY EDUCATION SERVICES INCLUDE

- Infant, toddler, preschool, and afterschool care onsite at elementary schools;
- Reduced fees for qualifying families in the afterschool care program;
- All-day care during special sessions (winter break, spring break, and summer camp);
- Staff trained in childcare and certified in first aid and CPR;
- Group childcare with a low student-to-staff ratio; and
- Afternoon snacks for afterschool care; mid-morning and afternoon snacks for Early Education programs and special sessions all-day care.

EARLY EDUCATION ACTIVITIES

- Social-Emotional Development
- Cognitive Development
- Physical Development
- Language & Communication Development
- Physical Health
- Motor Development

EDUCATIONAL ACTIVITIES AND ASSESSMENTS



Educational experiences are developed with a focus on the evolving developmental needs of our children, while guided by Frog Street™ curriculum. Children will participate in intentional activities that support the five developmental domains: language, cognitive, social and emotional, physical, and approaches toward learning.

Teachers will utilize the Frog Street™ A.I.M. (Access, Instruct, Monitor) Observation Assessment to guide each child's learning through data-driven instructional decisions and lesson planning.

Screen Time may be used on a limited basis in our Preschool classrooms. We follow [Texas minimum standards](#) for child care regulation and [Texas Rising Star](#) standards.

ENROLLMENT AND PAYMENTS

TO ENROLL

Submit a 2024-2025 Enrollment Application by registering online via [EZChildTrack Parent Portal](#) at [EACYMCA.org](#). You are welcome to make an appointment to visit the EAC Y business office for assistance with the online process at our computer stations. Parents are advised to submit their child's application as early as possible because enrollment is on a first-come, first-served basis.

Our Early Education program has an annual registration fee of \$200 per child, required at the time of enrollment or re-registration. This year we will not have a supply fee. All costs are included in our monthly tuition rate. Registration fees are non-refundable, and non-transferable

The age range for each Early Education program group is:

- ⇒ Infant ages: 6 weeks – 23 months;
- ⇒ Preschool 2: 24 months - 35 months;
- ⇒ Preschool 3 & 4: 3-4 years old.

Infants/Preschool 2 will advance to the Preschool 2/Preschool 3 & 4 group when space is available.

Early Education waiting list/enrollment is approved in the following priority order:

- ⇒ current children and their siblings;
- ⇒ employees working on-site;
- ⇒ district employees from their campus' vertical team;
- ⇒ children in the community.

Once the applications are reviewed by admission priority order and time stamp of applications, then parents are notified immediately to submit payment for their space. Spaces cannot be reserved month to month without payment of each month's fee.

Fee Information and schedule are located on pages 23-24.

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

The parent or guardian who lists himself/herself as "Primary Account Holder" on the EAC Y application and submits the application electronically is recognized by EAC Y as the parent 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 listed as "Primary Account Holder" on the EAC Y 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](#).

ENROLLMENT AND PAYMENTS (CONT.)



TERMINATION OF SERVICES FOR NONPAYMENT

Parents 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 EAC Y after termination for nonpayment, parents will be charged an additional \$10 penalty per day per child.

CANCELLATION OF 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 at [EACYMCA.org](https://www.eacymca.org) or under the forms section in your [EZChildTrack account](#).

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 EAC 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

EAC Y will not provide care when schools are closed/close early due to weather or emergencies. Please review the Early Education calendar for all program closure dates.

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

PARENT ENGAGEMENT & COMMUNICATION

FAMILY ORIENTATION

Early Education Staff will host a meet the teacher and orientation on August 2. Parents are encouraged to attend if they would like more information about program activities, communication, site procedures and to meet the staff for their childcare program.

Parents and guardians listed on EAC Y's Record Print Outs (RPOs) are welcome to visit the center at any time during programming hours. If a parent 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.

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](#), [Week of the Young Child](#), and [Early Education Graduation](#).

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. Parents & guardians may also access a list of community resources at each program site in the Center Notebook, which is updated and added to as needed. A current list of community resources will be available upon request.

FAMILY RESOURCES

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

CONFERENCES

Parent Conferences will be offered twice a year to discuss your child's development and progress in the program. The infant and toddler classrooms will keep a milestone checklist to track your infant and toddler's progress.



PARENT ENGAGEMENT & COMMUNICATION (CONT.)

PARENTAL 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 (see Healthy and Safe Environments, page 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 hours); and
- ⇒ if a child in their group has an outbreak of lice or other infestations (a notice will be posted or individually given to parents of all children in that group).

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, EAC Y will email a notification to parents, specifying the section or policy that was changed. Parents may request a copy to be emailed or request a printed copy to be mailed. Policies are also uploaded to our website. EAC 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 (parents must agree on enrollment forms to receive emergency alerts by text)
- ⇒ Monthly Newsletters
- ⇒ Early Education Daily Reports
- ⇒ Class Dojo Messaging and Posts
- ⇒ Greater Austin YMCA website at [AustinYMCA.org](https://www.austinyymca.org)
- ⇒ Facebook: Please "Like" and follow our page: [@ExtendACareYMCA](https://www.facebook.com/ExtendACareYMCA)
- ⇒ Instagram: Please follow our page: [@ExtendACareYMCA](https://www.instagram.com/ExtendACareYMCA)

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.

Customers 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 Associate Vice President of Early Learning. All parties are encouraged to discuss concerns in private and in a courteous manner. Supervisor's name and number can be found on the website [EACYMCA.org](https://www.eacymca.org).

CHILDCARE FOR FAMILIES NEEDING ACCOMMODATIONS

Extend-a-Care YMCA 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 parents 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. Our 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 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

EAC 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 EAC Y such as employment of additional personnel. To determine EAC Y's ability to accommodate your child's disability, please allow extra processing for EAC 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. EAC Y 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

NON-DISCRIMINATION POLICY

EAC 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.

CHILDCARE FOR FAMILIES NEEDING ACCOMMODATIONS (CONT.)



RECORDS

All parents must provide a copy of the child's completed immunization record by the date of admission. 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

Students under the age of 5 years old do not have to be potty-trained to attend EAC Y 's Early Education programs where staff are available to provide diapering and toileting assistance.

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: EAC 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 \(texas.gov\)](https://www.texas.gov).

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

For less serious injuries, parents 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 EAC Y staff will notify the parent immediately to find out whether to take the child to a medical facility or wait for the parent to pick-up the child. If the injury is critical and the child should not be moved or the situation is life threatening, EAC Y staff will call EMS for transportation and accompany the child to the hospital until the parent arrives.

SUNSCREEN AND INSECT REPELLENT

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

SAFE SLEEP

Safe sleep guidelines are followed for infants 12 months old or younger that relate to sleep requirements and restrictions, including sleep positioning, and crib requirements and restrictions, including mattresses, bedding, blankets, toys, and restrictive devices. Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib, unless you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that a different sleeping position for the child is medically necessary. Parents must provide crib sheets which fit snugly. Please keep in mind infants cannot sleep swaddled or with any blankets or toys.

HEALTHY & SAFE ENVIRONMENTS (CONT.)

PEST TREATMENTS

As part of our commitment to provide your child with a safe, pest-free learning environment, EAC Y may periodically apply pesticides to help manage insects, weeds or pathogens. Pesticide applications are part of our integrated pest management program, which relies largely on non-chemical forms of pest control. Pesticide applications on EAC Y property are made only by trained and licensed technicians.

Should you have questions about this program's pest management program or wish to be notified in advance of pesticide applications, you may contact our pest management coordinator, Emma Jaramillo, Emma.Jaramillo@AustinYMCA.org. A notice will be posted for parents 48 hours prior to each treatment.

DISPENSING MEDICATIONS

Parents 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 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. When dealing with recurring medical problems, staff will notify the parent 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 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 EAC 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, the EAC Y will provide care as scheduled (unless a school district does not permit EAC Y child care to operate). If the school closes during program time, parents will be notified to pick up children as soon as possible. No credits will be applied for early closures or cancellations issued by the school district. 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.

BULLYING POLICY

The EAC 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 EAC 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

NUTRITIOUS SNACKS

EAC Y serves a healthy mid-morning and afternoon snack during the Early Education program to children over the age of 2. If your child is under the age of 2, please provide additional nutritious snacks.

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



LUNCH

Parents of children enrolled in the Early Education program 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).

EAC Y will ensure that lunches provided by parents are not shared with other children. All parents with children enrolled in Early Education childcare programs agree that EAC Y is not responsible for the nutritional value or for meeting the child's daily food needs with the daily lunch provided by parents 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

- Lunch Meats (95% fat free)
- Tuna
- Hard Boiled Egg
- Chicken
- Tofu or other soy products
- Hummus
- Beans
- Soy Butter
- Cheese (low-fat)

GRAIN/WHEAT

- Whole wheat/grain bread
- Tortillas or corn chips
- Bagels
- Rice cakes
- Pita bread
- Pasta
- Brown rice
- Potatoes
- Couscous or Tabouli

FRUIT

- Apple, pears, plums
- Citrus (orange, grapefruit)
- Berries (strawberries, blueberries, raspberries)
- Grapes (sliced lengthwise for young children)
- Peach, nectarine or apricot
- Pineapple, kiwi, papaya or mango
- Bananas
- Melons
- Applesauce (unsweetened)
- Dried fruits
- Canned fruit in juice

VEGETABLE (RAW OR COOKED)

- Carrots (baby or cut into sticks)
- Celery sticks
- Bell pepper
- Broccoli or cauliflower
- Cucumbers
- Tomatoes
- Squash (zucchini or yellow)
- Tossed salads or greens (dressing on the side if needed)
- Potatoes or sweet potatoes
- Peas, corn and green beans

FOOD GUIDELINES

Listed below are foods which are choking hazards for young children. Please ensure these foods are eliminated from snack/lunches or properly sliced prior to sending them to EAC Y. Keep in mind, EAC Y staff cannot slice food due to state requirements needed to handle food and the time allotted to prepare them. Any foods on this list will not be served to children in care unless properly cut by parents.

FOODS TO AVOID: 12 TO 24 MONTHS

Large chunks: a chunk of food larger than a pea can get stuck in your child's throat. Vegetables like carrots, celery, and green beans should be diced, shredded, or cooked and cut up. Cut fruits like grapes, cherry tomatoes, and melon balls into quarters before serving, and shred or cut meats and cheese into very small pieces.

Small, hard foods: Hard candies, cough drops, nuts, and popcorn are potential choking hazards. Seeds may be too small to choke on but can get stuck in a child's airway and cause an infection.

Soft, sticky foods: Avoid chewing gum and soft foods like marshmallows and jelly or gummy candies that might get lodged in your child's throat.

Peanut Butter: Be careful not to give your toddler large dollops of peanut butter or other butters, which can be difficult to swallow. Instead, spread nut butter thinly on bread or crackers. You might want to try thinning it with some applesauce before spreading it.



FOODS TO AVOID: 24 TO 36 MONTHS

Choking hazards: Even though your child is becoming a more competent eater, there is still a chance he will choke on his food. Continue to avoid the choking hazards listed above, and discourage your child from eating while walking, watching television, or doing anything else that might distract him or her.

FOOD ALLERGIES

All parents 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

EAC Y provides a comfortable place within the center for mothers to breastfeed their child and/or EAC Y staff will bottle feed expressed breast milk to the child during feeding times.

EMERGENCY PROCEDURES

EMERGENCY CLOSURES

EAC 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, parents 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

EAC 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

EAC 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. Infant programs are equipped with evacuation cribs and strollers to assist in relocating.

STAFF EXPECTATIONS



STAFF

All EAC Y Early Education Teachers are required to be at least 18 years of age and graduates of high school. Center 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, EAC Y Program Directors look for staff who are smart, driven, organized, creative, hardworking, and reliable.

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. Early Education Staff 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, CATCH®, 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 EAC 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.

CHILD ABUSE, NEGLECT, AND EXPLOITATION

EAC Y staff members receive annual training regarding preventing and responding to abuse and neglect of children. At least one issue of monthly parent 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. EAC Y coordinates with other community organizations to bring awareness of abuse and neglect to parents 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. The Department of Health and Human Services requires EAC Y staff, under law, to report within 48 hours of first suspecting abuse, neglect or exploitation of children. This includes the reporting of parents who are or appear to be impaired by drugs or alcohol.

To report child abuse and/or neglect, call the [Texas Abuse/Neglect hotline](http://www.texasabuseandneglect.org) at **1-800-252-5400**.

OTHER POLICIES

SIGN IN AND SIGN OUT

Your child must be SIGNED IN and SIGNED OUT by an authorized pick-up person. 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.

All exterior doors to the program facility will remain locked, and parents will ring an EAC 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 EAC Y care for the day.

ATTENDANCE, ABSENCE

Please notify your child's teacher if they will be absent from the program.

EAC Y BEHAVIOR EXPECTATIONS

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

1. Respect space and property of others
2. Use inside behavior
3. Stay in EAC Y boundaries and
4. Follow directions from adults.

DISCIPLINE AND GUIDANCE

Behavior consistent with school rules will be enforced. 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. Expectations will be posted at each school. A "cool down" place is designated where a student may be temporarily separated from the group. EAC 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 staff will implement. A parent may be responsible for property damage/loss caused by his/her child.

Discipline will be:

- 1) Individualized and consistent for each child;
- 2) Appropriate to the child's level of understanding and development; and
- 3) Directed toward teaching the child acceptable behavior and self-regulation.

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:

- 1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- 2) Reminding a child of behavioral expectations daily by using clear, positive statements;
- 3) Redirecting behavior using positive statements; and
- 4) 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:

- 1) Corporal punishment or threats of corporal punishment;
- 2) Punishment associated with food, naps, or toilet training;
- 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 with the door closed; and
- 9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

CONTRACTUAL AGREEMENTS

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



OTHER POLICIES (CONT.)

PERSONAL BELONGINGS

EAC 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. EAC 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 program hours. Additionally, EAC 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 EAC Y activities. Sneaker-type shoes are required to ensure their safety during outdoor play.



SCREEN TIME

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

PHOTO CLAUSE

The EAC Y may occasionally take photographs/video of children participating in the programs for advertisement and training purposes. Your participation constitutes your authorization for EAC 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.

PLAYGROUND

The outdoor equipment used at 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. Infants and toddlers are securely transported by stroller to the playground. One to two staff members are always present and actively engaged during outdoor play.

REFUSAL OF SERVICE

EAC 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 EAC 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 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 EAC 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 parents to read and available at <http://hhs.texas.gov>. EAC Y ratios for the Early Education program are as follows:

- Infants age 6 weeks to 12 months: 1:4
- Infants age 12 months to 2 years: 1:5
- Preschool Twos: 1:8
- Preschool Threes 1:12

Note: There may be a few times where EAC Y may follow the state minimum standard adult to child ratio.

WATER ACTIVITIES

Water activities such as water balloon toss or splash day may be done onsite.

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 YMCA is Here for ALL.

PROGRAM CENTERS

Center Name	Center Address	Alternate Shelter Location "Sister School"
Austin High School	1715 W. Cesar Chavez	Blackshear
Austin Achieve	5908 Manor Road	KIPP Austin Ridge
Blackshear	1712 E 11th St	Austin High
Blazier	8601 Vertex Blvd.	KIPP Paseo
KIPP Paseo	6800 Metropolis Dr.	KIPP Austin Ridge or Blazier
KIPP Austin Ridge	8509 FM 969 #33 and #34	Austin Achieve

CHILDCARE HOURS & DATES

EARLY EDUCATION CHILD CARE

AUSTIN HIGH; BLACKSHEAR, BLAZIER:

7:00 a.m. to 6:00 p.m.

AUSTIN ACHIEVE, KIPP AUSTIN RIDGE, KIPP PASEO:

6:45 a.m. – 5:45 p.m.

EXTEND-A-CARE BUSINESS OFFICE

MAIN OFFICE:

(512) 236-9622

OFFICE HOURS OF OPERATION:

Monday—Friday 9:00 a.m.–6:00 p.m.
Available by phone until 6:00 p.m.

(24-hour drop box)

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

EXTEND-A-CARE YMCA

55 N Interstate 35
Austin, TX 78702
512.236.9622

CAMP MOODY

1220 Old San Antonio Rd.
Buda, TX 78610
512.523.9640

EAST COMMUNITIES

5315 Ed Bluestein
Austin, TX 78723
512.933.9622

FOUR POINTS

8300 N FM 620
Austin, TX 78726
COMING SOON!

HAYS COMMUNITIES

465 Buda Sportsplex
Buda, TX 78610
512.523.0099

NORTH AUSTIN

1000 W Rundberg Ln
Austin, TX 78758
512.973.9622

NORTHWEST

5807 McNeil Dr.
Austin, TX 78729
512.335.9622

SOUTHWEST

6219 Oakclaire
Austin, TX 78735
512.891.9622

SPRINGS

27216 RR 12 S.
Dripping Springs, 78620
512.894.3309

TOWNLAKE

1100 W. Cesar Chavez
Austin, TX 78703
512.542.9622

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 or phone at 512-236-9622.

FEES & PAYMENT GUIDELINES

Our Early Education program has an annual registration fee of \$200 per child, required at the time of enrollment or re-registration. Registration fees are non-refundable, and non-transferable.

Payments are due on the 1st of the month. Payments cannot be accepted by EAC Y 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 through the EAC Y 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.

Tuition may be paid monthly by bank draft, credit card charge/debit, or check. Cash payments are accepted at our EAC Y Branch 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 EAC Y, or if there is a school closure announced by the district.

TERMINATION OF SERVICES FOR NONPAYMENT

Parents 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 EAC Y 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 EAC Y 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.**

CHILD CARE DUE DATES & FEES

CHILD CARE MONTHLY FEES

Due Date	Infant Program (6 wks-24 months)	Twos	Preschool 3 & 4
August 1st	\$1,345	\$1,245	\$1,145
September 1st	\$1,345	\$1,245	\$1,145
October 1st	\$1,345	\$1,245	\$1,145
November 1st	\$1,345	\$1,245	\$1,145
December 1st	\$1,345	\$1,245	\$1,145
January 1st	\$1,345	\$1,245	\$1,145
February 1st	\$1,345	\$1,245	\$1,145
March 1st	\$1,345	\$1,245	\$1,145
April 1st	\$1,345	\$1,245	\$1,145
May 1st	\$1,345	\$1,245	\$1,145

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 EAC Y programs. The registrant must list the referrer on their EAC Y application.

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 EAC 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.

STUDENT HOLIDAYS

The Infant/Preschool calendar can be found on the [Early Education webpage](#) under 'Calendar & Forms.'

CLOSURES

EAC Y will not provide care when schools are closed/close early due to weather or emergencies, on Labor Day, Thanksgiving break, Winter Break, Christmas Eve and Day, December 26th, New Year's Day, MLK Day, Spring Break, Memorial Day, and July 4th.

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 at [EACYMCA.org](#) or under the forms section in your [EZChildTrack account](#).