



CHILDCARE

Parent & Guardian Handbook

Afterschool - Summer Day Camp - Holiday Camp



Childcare Administration

146 Veterans Way, Coppell, TX 75019

www.ymcadallas.org/childcare



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Childcare Parent & Guardian Handbook

Programs: Afterschool • Holiday Camp • Summer Day Camp • Pre-K Camp

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YMCA Mission, Values, and Program Philosophy

The YMCA of Metropolitan Dallas is committed to Youth Development, Healthy Living, and Social Responsibility. Our childcare programs support the whole child by providing a safe, inclusive, and engaging environment where children can learn, grow, and thrive.

All programs reflect the YMCA's core values of Caring, Honesty, Respect, and Responsibility. Through structured enrichment, physical activity, and play-based learning, children build character, confidence, and positive social relationships.

Inclusive Environment

The YMCA is happy to review any accommodation request on a case-by-case basis to determine reasonable modifications that support participation in our programs which are delivered in a group setting of 1:10-1:26 depending on program type (summer/afterschool, on-site/off-site travel), license, and ages of children registered.

Financial Assistance and Discounts

- Financial assistance is available for qualifying families and must be submitted at least two weeks prior to the requested start date.
- Available discounts (one per child):
 - YMCA Member Discount
 - School District Affiliation Discount
 - Texas Workforce / Child Care Group Benefits



Annual Giving Campaign

The YMCA of Metropolitan Dallas conducts an Annual Giving Campaign to support local families and ensure inclusivity regardless of financial circumstances. Contributions directly benefit families needing financial assistance. Visit www.ymcadallas.org/annual-campaign to donate, select 'Childcare' from the drop-down menu.



Staff Qualifications and Safety Standards

The YMCA carefully selects and trains staff to ensure a safe, supportive environment.

All childcare staff:

- Complete 30+ hours of annual training
- Maintain CPR, First Aid, and Child Abuse Prevention certifications
- Pass criminal background checks and FBI fingerprinting
- Receive ongoing supervision and evaluation

Child Safety Policies:

- Babysitting, fraternizing, or outside contact with participants is strictly prohibited.
- Pre-existing relationships must be disclosed to YMCA administration.

Child Abuse Prevention

The YMCA actively prevents child abuse through:

- Staff screening and training
- Ongoing supervision
- Clear conduct policies

All suspected abuse/neglect is reported to Texas Health & Human Services as required by law.

LICENSING, COMPLIANCE, AND REQUIRED NOTICES

YMCA programs are licensed by Texas Health & Human Services (THHS) Childcare Licensing, where applicable. Licensing and inspection reports are available for review at each site.

For Summer Day Camps, the YMCA also follows health and safety guidelines from the Texas Department of State Health Services, the CDC, and other health authorities to ensure a safe environment for all participants.

Contact Information:

- THHS Licensing Office: 1-800-862-5252
- Texas Abuse/Neglect Hotline: 1-800-252-5400 or [THHS Childcare Licensing](#)
- DFPS Information: www.dfps.state.tx.us

Compliance & Standards:

- The YMCA adheres to all THHS Childcare Minimum Standards.
- Parents must complete and update enrollment forms to maintain compliance.
- Recent inspection reports are available at each location.

**Gang-Free Zone Notice:**

YMCA programs operate within a Gang-Free Zone (1,000 feet around the site) as required by Texas law.

Texas Rising Star (TRS) Certification

YMCA participates in TRS, a quality rating system recognizing programs exceeding state standards.

TRS-certified programs emphasize:

- High-quality health and safety practices
- Staff training and positive interactions
- Strong learning environments
- Family engagement and feedback



Child Care Services (CCS): Families receiving CCS assistance are supported throughout enrollment and participation.

Parent Rights

Parents have the right to:

- Review records and inspection reports
- Access program policies
- File complaints without retaliation
- Receive timely communication regarding their child

Facility Tours

We welcome families to tour our facility and see the spaces your child will use during their time with us. To schedule a tour and meet our staff, please contact us. We look forward to showing you around and answering your questions!

Parent Communication and Engagement

- Families receive updates via newsletters and Alaris Family Engagement App (photos, QR-code checkout)
- Parent conferences available as needed
- Annual parent surveys conducted

Volunteering & Field Trips

- Parents wishing to volunteer must complete an application and meet YMCA staff standards, including a criminal background check, submitted at least two weeks in advance.
- Field Trips: Parents are not permitted to attend. Please contact your program director with any questions.

Documentation and Privacy

Personal records or documents of children cannot be released without appropriate authorization. For assistance, contact Jodi Newman, VP of Childcare, at jnewman@ymcadallas.org.

PROGRAMS & PARTICIPANT REQUIREMENTS

Programs:

- Afterschool Care
- Holiday Camps
- Summer Day Camp
- Pre-K Camp (ages 4–5)

General Requirements:

All participants must be able to:

- Use the restroom independently
- Perform basic self-care (eating, drinking, dressing)
- Follow group instructions and daily routines

Enrollment does not guarantee placement if a program cannot safely meet a child's needs.

Preschool-Age Participants (Ages 4–5)

Children ages 4–5 participate in developmentally appropriate activities with a 1:10 staff-to-child ratio. On limited occasions, they may join older groups during check-in/out, snack time, or select activities.

Camper Requirements:

- Must express needs verbally and handle self-care independently (toileting, hand washing, dressing). No pull-ups allowed.
- Ability to interact in small groups and follow staff instructions.
- Separation anxiety is common; brief pre-camp visits can help with adjustment.

Daily Activities & Special Notes (Summer/Pre-K Camp):

- Age-based groups (4s and 5s) participate in arts, crafts, story time, outdoor play, and splash/water activities (twice weekly at select locations).
- Campers must bring a nut-free lunch (select camps) and beverage, swimsuit under clothing, and a full change of clothes on water days.
- Staff use positive reinforcement, redirection, and brief reflection time to guide behavior.

Essential Items:

- Comfortable, play-appropriate clothes and closed-toe shoes (flip-flops only for swim and water activities)

- Sun protection (apply sunscreen in the morning; bring spray sunscreen for reapplication)
- Water bottle, hat, extra underwear, and plastic bag for wet clothes
- Label all personal items

For questions or to discuss your child's needs, contact the Program Director | Camp Director.

Afterschool Program

Days: Monday–Friday (school calendar)

Hours: School dismissal to 6:30 PM

Location: On-site at schools (no YMCA transportation provided)

Program Components:

- Healthy nut free snack
- Daily homework time (minimum 30 minutes)
- Physical activity and enrichment programming
- Character building and youth choice

Attendance:

Parents must notify the site by 1:00 PM if a child will be absent. Fees are based on enrollment, not attendance.

Holiday Camps

Holiday Camps are offered on select school holidays and in-service days. Additional daily fees apply. Parents must provide a nut-free lunch.

Cancellations:

- Three-week written notice required
- Less than three weeks' notice receives a 50% refund
- Week-of cancellations are non-refundable

Summer Day Camp

Program Overview:

Weekly themed programming with indoor/outdoor enrichment including arts, STEM, fitness, swimming, and field trips. Pre-K camps are adapted for ages 4–5.

Camp Hours:

- Drop-off: 7:00–8:45 AM
- Pick-up: 4:30–6:00 PM
- Extended care available for an additional fee

Cancellations:

- Two-week notice required through our online cancellation link
- Less than three weeks' notice incurs a \$50 cancellation fee/child
- Week-of cancellations, with no attendance, subject to 50% refund of camper weekly fees

Scheduled Closures:

- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Eve and Christmas Day
- New Year's Eve and New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- 4th of July

Closure Policy:

YMCA childcare and on-site locations are closed on these holidays; no Holiday Camps are available.

No prorations, refunds, or credits for scheduled holidays, sick days, snow days, vacation days, or unexpected school closures.

If inclement weather occurs, childcare programs will close, potentially requiring early pickup as directed by local news or school district announcements.

REGISTRATION, ENROLLMENT, PICK UP & RELEASE, AND FEES

Eligibility:

YMCA childcare programs serve children ages 4–14, depending on site licensing. Participants must meet general program requirements.

Registration Process:

- Annual registration required for each child and program year
- Enrollment is first-come, first-served
- Registration must be completed by Sunday for a Monday start
- Non-refundable, non-transferable registration fee due at enrollment
- Families must complete all enrollment forms accurately and update as needed

Payment Policies:

- Program fees vary by location/program

- Payments drafted automatically on Wednesday prior to each week of care
- Balances must be resolved by Friday at noon to maintain enrollment
- Unresolved balances will result in loss of care

Punchcard Registration (Select Locations):

- For normally scheduled school days only
- Not valid for Holiday Camps or Summer Day Camps
- Non-refundable, non-transferable, and expire at the end of the school year

Cancellations and Withdrawals:

- Registration Fee is nonrefundable.
- **After-school** cancellations require a 2-week written notice through our online [Cancellation link](#)
- **Holiday Camp** cancellations require a 3-week written notice through our online [Cancellation link](#) to receive a full refund. If cancellation is received without proper notice, but still prior to the camp dates, 50% of the payment will be refunded. Holiday Camp cancellations of the camp week are non-refundable.
- **Summer Day Camp** requires a 2-week written notice using this link: [Summer Camp Cancellation Link](#). A cancellation fee will be assessed without proper notice according to the policies reviewed at enrollment.
- No refunds for payments made prior to notice completion

Attendance and Fees:

- Fees are based on enrollment, not attendance
- No credits or refunds for absences due to illness, vacation, school closures, weather, or YMCA closures

Updating Information:

Parents/guardians must keep all enrollment information current, including:

- Emergency contacts
- Authorized pick-ups
- Medical and health information

Updating Information and Authorized Pick-Ups

- Website: Visit www.ymcadallas.org/childcare and sign in or create an account.
- Adding Pick-Ups: Under the "Account" tab, select "Authorized Pickups," under your child's name, click "Add" to update, and notify your Customer Support Representative via email.

- All contact information updates must be submitted through your designated Customer Support Representative.

Pick-Up, Release, and Late Fees

- Children are released only to authorized individuals (18+) listed on enrollment forms.
- A photo ID is required at pick-up.
- Only the enrolling parent/guardian may update authorization information in writing.
- Emergency pick-ups require written authorization.
- Minors between the ages of 14-17 can only pick up with a Valid ID & a signed affidavit on file AND indicated on the child's enrollment form.

Extra-Curricular Activities

To participate in school-sponsored activities after school (e.g., clubs, tutoring, choir, or assisting teachers), a completed Afterschool Activity Form is required. The form should include the activity dates, times, frequency, and location. Forms are available at your site and in weekly newsletters.

Important: Children cannot be released to teachers or club leaders once signed into the program unless those adults are listed as authorized pick-ups by the parent/guardian.

Late Pick-Up: \$2 per minute per child; repeated late pick-ups may result in termination. Repeated late pick-ups may result in termination of care.

Special Notices and Permissions: Families receive advance notice for activities requiring additional authorization (field trips, water activities).

YMCA WHAT TO BRING CHECKLIST

Daily Essentials (Afterschool & Summer):

- ✓ Label all personal items (clothes, backpack, accessories)
- ✓ Comfortable, closed-toe shoes (flip-flops only for swim or water activities)
- ✓ Change of clothes & sun hat (Summer Day Camp)
- ✓ Refillable water bottle
- ✓ Age-appropriate book for quiet time or bus rides
- ✓ Spray sunscreen & insect repellent (Summer Day Camp)

Lunch & Snacks:

- ✓ Afterschool: Nut-free snacks (parent preference)
- ✓ Holiday & Summer Day Camps: Nut-free lunch and snacks required daily

Swim Gear (Summer & Select Holiday Camps):

- ✓ Swimsuit
- ✓ Towel
- ✓ Plastic bag for wet items

Do Not Bring:

- ✗ Personal electronics (phones, tablets, gaming devices)
- ✗ Toys, candy, or valuables
- ✗ Magazines or items with violence/inappropriate content

Lost & Found:

- ◆ Check daily; unclaimed items donated weekly

TECHNOLOGY AND SCREEN TIME POLICY

Children will be able to use their school-assigned iPads or laptops for homework, reading, or schoolwork only, under staff supervision. The use of technology (phones, tablets, laptops, music players, etc.) is not permitted outside of homework time.

BEHAVIOR EXPECTATIONS AND DISCIPLINE

The YMCA uses positive discipline: clear expectations, redirection, encouragement, and age-appropriate reflection time (1 minute per year of age).

Behavioral Standards

The YMCA promotes the values of **Caring, Honesty, Respect, and Responsibility**. All participants are expected to, with or without reasonable accommodation:

- Arrive ready to participate with a **positive attitude**.
- Work independently and cooperatively, follow rules, help others, and treat equipment and supplies with **care and respect**.
- **Refrain from physically or verbally aggressive behavior** toward others, themselves, or property.
- Communicate and respond appropriately regarding incidents, injuries, or requests for assistance.
- Adapt to daily routine changes and **high-stimulation environments**, including loud noises, multiple groups, and simultaneous activities.

Zero-Tolerance Behaviors: Immediate suspension/removal for:

- Physical aggression or threats
- Weapons, drugs, alcohol

- Inappropriate touching
- Discriminatory language/actions
- Severe/repeated disruptive behavior

A YMCA Success Plan may be developed in partnership with families.

Discipline Guidelines

In alignment with Texas Health and Human Services regulations, our discipline: Complying with YMCA policies is neither physically nor emotionally harmful. Is age-appropriate and matches the severity of behavior.

HEALTH AND SAFETY

The YMCA follows safety recommendations from health experts, the CDC, state and local officials, and the American Camping Association to ensure a safe and healthy environment for all participants.

- Immunization records must be submitted on the first day of enrollment each year. These records are essential for up-to-date health tracking.
- Hearing and vision screenings are mandatory for preschool-aged children to assess any needs for accommodations.
- Swim tests are conducted weekly for all campers. Campers who receive a red wristband will participate in free Safety Around Water classes by YMCA-certified lifeguards to build confidence and water skills.
- Heat, hydration, sun, and weather safety protocols are followed

Health, Illness, and Medication

- Children sent home due to illness may not attend YMCA programs.
- Fever of 100.4°F or higher requires pick-up and a minimum of 24 hours symptom-free before return.
- Emergency allergy medication must be disclosed at enrollment.

Administration of Medication

Medication Policies:

- Accepted on a case-by-case basis with a completed YMCA Medication Form (from Site Director or central office).

Requirements for All Medications:

- Prescribed by a physician and in the original container.
- Clearly labeled with child's name, dosage, instructions, medication name, strength, expiration date, healthcare provider, and pharmacy contact.
- Authorization: All medications, including over the counter, require a physician's note and a parent-signed medication form.

- Documentation must include child’s name, medication name, dates, times for administration, and parent/guardian signature.

Special Treatments:

- Breathing treatments, diabetes monitoring, or other specialized treatments require prior approval and a physician-written plan.
- Staff do not administer injections or treatments involving physical contact or insertion into body cavities.
- Parents must contact Navreet Pointer, Childcare Executive Director, at npointer@ymcadallas.org for approval of special medications or treatments.

Allergy & Emergency Medications:

- Severe or life-threatening allergies must be disclosed on the enrollment form.
- YMCA administration may contact families to arrange additional planning or accommodation.

Medical and Emergency Procedures

- Certified staff will provide First Aid as needed
- 911 will be called for serious injuries or illness; staff may accompany child to hospital
- Routine safety drills:
 - Monthly fire drills
 - Quarterly severe weather/lockdown drills

Parents may be asked to wait during drills to maintain safety procedures.

Food, Nutrition, and Allergy Safety

- All programs are nut-free
- Families must disclose food allergies and provide F.A.R.E. action plan if applicable
- Alternative snacks provided if needed
- Nutritious snacks/meals provided where applicable; menus posted at sites
- Some locations do not have refrigeration or microwaves

Emergency and Inclement Weather Procedures

- **Emergency Plans:** Each afterschool, holiday, and day camp location has a detailed disaster/emergency response plan, including evacuation to a pre-designated secure location.
- **Parental Notification:** In the event of an emergency, parents will be contacted to pick up their children if conditions (such as a prolonged power outage) require evacuation.

Safety and Incident Reporting

- Safety incidents are communicated via phone or at child pickup for non-urgent matters.

- Ensure all emergency contacts are up to date.
- Incident reporting is managed through the YMCA online portal. If medical attention is needed, parents must notify the YMCA and complete required documentation.

PARENT | GUARDIAN EVALUATIONS & SURVEYS

We love hearing from our families! Your feedback helps us ensure our programs are **fun, safe, and engaging** for your children.

- Surveys are sent via Surveys@listen360.com—please check your spam folder so you don't miss them.
- Use the comment section to share your thoughts, recognize your child's Group Leaders or Camp Directors, or provide suggestions.
- Your input is important to us and helps us continuously improve our programs.

Alaris Family Engagement App - Download and Set-Up Instruction

- Step One: Download the Alaris Member App from Apple or Google Play Store
- Step Two: Click the 'No account? Sign up' button, select PHONE and enter in the phone number from your YMCA account, then click Submit.
- Step Three: You will receive an email with a link to create your password. Once completed, RETURN to the mobile app screen to login with your email and newly created password.
 - Using the QR Code: Simply open the app and SCAN your unique PIN code into the tablet for easy check-out. No need to memorize a PIN.
 - How to View Photos: Tap "Open Member Portal." Hit the hamburger icon at the top left and select "Members." Pick your child's name. Click on "Activity" to see all the fun photos!!!!

Parent | Guardian Code of Conduct

All parents and guardians are expected to follow YMCA policies, Child Care Minimum Standards, and Texas Family Code guidelines.

Child Pickup & Legal Documents

- YMCA staff **cannot review legal documents**; child pickup follows enrollment form information.
- Individuals posing threats or displaying inappropriate behavior may be **denied access** and law enforcement may be contacted.

Prohibited Behavior

- No profanity, alcohol, controlled substances (without prescription), smoking, or tobacco use near YMCA programs.
- YMCA programs are **weapons-free zones** per Texas Penal Code §§130.06–130.07.
- Parents may discipline children, but **physical or corporal punishment is prohibited** on YMCA property.
- Personal fitness training by non-certified or non-YMCA staff is not allowed.
- Discrimination or harassment of any kind based on sex, race, ethnicity, religion, age, disability, sexual orientation, or other protected status is prohibited.
- Parents must maintain **appropriate behavior and attire**, avoiding sexually explicit behavior or conversation.

Family Transitions

- Major changes at home can affect children’s behavior. Please share relevant information so staff can provide the most supportive environment.

These guidelines are designed to maintain a safe and healthy environment for all children and staff at the YMCA of Metropolitan Dallas and in accordance with standards established by Texas Health and Human Services, the Texas Department of State Health Services, the Texas Workforce Commission – Texas Rising Star Program, Presidium, and other accredited partners.