

Last updated 04/17/2026



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# PARENT HANDBOOK

Before & After School and Camp Programs  
Arlington-Mansfield Area YMCA

# Table of Contents

<b>WELCOME!</b> .....	<b>3</b>
<b>ABOUT THE YMCA BEFORE AND AFTER-SCHOOL PROGRAM</b> .....	<b>4</b>
<b>PROGRAM OVERVIEW</b> .....	<b>5</b>
<b>ENROLLMENT/ REGISTRATION</b> .....	<b>6</b>
<b>PROGRAM LOGISTICS</b> .....	<b>10</b>
<b>LICENSING REQUIREMENTS</b> .....	<b>12</b>
<b>YMCA POLICIES</b> .....	<b>13</b>
<b>PARENT INFORMATION</b> .....	<b>16</b>
<b>We make an active effort to prevent child abuse.</b> .....	<b>18</b>

## **WELCOME!**

Dear YMCA After-School Parent,

The YMCA Before/After-school program is part of a mission driven organization that puts a strong emphasis on our core values of caring, honesty, respect, responsibility. We strive to provide every child with activities that encourage a healthy spirit, mind, and body. We are pleased that you have selected us to provide before/after-school programming for your child this school year. The YMCA has provided after-school programs in this community for more than three decades. Our goal is to provide quality enrichment after-school activities through a perfect balance of fun, learning and friendship. Please read through our Parent Handbook and familiarize yourself with our policies and procedures. It will provide you with information about our services, programming, and payment.

We welcome you to contact our Before and After-school Program department at (817) 274-9622 or visit our website [amaymca.org](http://amaymca.org) for more information.

Sincerely,  
Arlington-Mansfield Area YMCA Childcare

### Childcare Leadership Team:

Bailey Martin, Executive Director  
[BaileyM@amaymca.org](mailto:BaileyM@amaymca.org)  
(817) 274-9622 Ext. 2200

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[AmirahA@amaymca.org](mailto:AmirahA@amaymca.org)  
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For questions about billing, please contact the Youth Engagement Services offices at 817-274-9622

## **ABOUT THE YMCA BEFORE AND AFTER-SCHOOL PROGRAM**

### **Mission:**

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

### **YMCA Areas of Focus:**

For Youth Development

For Healthy Living

For Social Responsibility

### **Character Values**

Caring, Honesty, Respect, and Responsibility

### **HHSC – CCR**

The YMCA abides by minimum standards regulating childcare as prescribed by the HHSC – CCR. In order to obtain full compliance with these standards, parents must complete the enrollment forms entirely and, as necessary, update the information throughout the year. HHSC – CCR minimum standards and a copy of operations' most recent inspection are available online or at our sites for viewing. Parents may contact HHSC – CCR at 817-321-8604 (Fort Worth) or 214-583-4253 (Dallas).

### **Child Abuse Prevention – HHSC – CCR Minimum Standards**

The Arlington-Mansfield Area YMCA regards accusations of child abuse very seriously and reports all suspected child abuse, neglect and exploitation to HHSC – CCR. Reports of abuse and neglect can be made to the HHSC – CCR hotline at 1-800-252-5400 or

[www.txabusehotline.org](http://www.txabusehotline.org).

### **Information, Questions or Concerns**

The Arlington-Mansfield Area YMCA has an open-door policy. Any questions or concerns should be directed to your YMCA Afterschool Site Supervisor and/or Director. Differences should be discussed in private and in a courteous manner. A conference may be scheduled with Site Supervisor to discuss any concerns. If a satisfactory solution cannot be reached at that time, you may arrange a conference with the Director. If further discussion is needed and/or there are any questions or concerns about YMCA policies and procedures, the Directors can be reached at 817-274-9622.

## PROGRAM OVERVIEW

We provide children with the opportunity for experiential learning hands-on through group play and structured enrichment curriculum. The YMCA Afterschool program curriculum operates using a rotating schedule, so each day is full of exciting choices and new opportunities to learn and grow.

### Curriculum

Our curriculum is centered on Academic Enrichment, Health & Wellness and Character Education.

Academic Enrichment includes daily dedicated homework time, nationally recognized supplements such as Sanford Harmony and theme-based arts throughout the school year.

Health & Wellness focuses on increasing physical activity and educates children on the importance of nutrition using CATCH® curriculum and other similar experiences.

Character Education allows children to explore their independence, gives them the opportunity to make new friends and allows our staff to reinforce our core values of caring, honesty, respect, and responsibility.

### A Typical Day

Each YMCA Afterschool Schedule may vary in order to accommodate school dismissal schedules and after-school activities.

3:30 - 3:45	Welcome/Check in Time
3:45- 4:30	Homework/Enrichment
4:30 – 5:00	CATCH, Healthy Snacks
5:30 - 6:00	Closing and Centers

Times and activities vary for specific locations.

## ENROLLMENT/ REGISTRATION

We accept children from Pre- K4 - through 6th grade\* (ages 4-12) enrolled in school. Enrollment is taken on a first come, first serve basis and is not “rolled over” from the previous school year.

\*Grades served vary by school.

Fees:

Before-School Care

Member: \$39 per week

Non-Member \$59 per

After-School Care

Member: \$59 per week

Non-Member: \$89 per

Online Registration: For the convenience of our families, we encourage you to register online at <https://amaymca.org/programs/after-school/>

Cancellation Policy

Cancellations must be requested one week prior to the start of the week of care. No refunds will be allowed if requested less than one week in advance. Parent/Guardian will still be responsible for payment of the last week regardless of attendance. Cancellations must be in writing and sent to [BaileyM@amaymca.org](mailto:BaileyM@amaymca.org). Cancellations will not be accepted in person or over the phone.

Method of Payment: We require a draft to be set up for weekly payment. Parents must pay the current week at the time of registration and set account to draft future weeks. All payments are charged one week in advance to the week of service.

- Credit Card Draft - includes credit cards, debit cards and pre-paid cards. \*Bank Draft- Requires account and routing numbers
- Canceling Draft– please submit a cancellation form one week prior

to the upcoming draft for us to stop the draft in a timely manner.

Cancellations received within the one-week window of a draft are not guaranteed.

### Discounts - YMCA Member Discount

There are a variety of membership options the Arlington-Mansfield Area YMCA can offer you and your family. Not only do you get use at your local YMCA, but you will also have nationwide opportunities. AMA YMCA members receive discounts on programs such as sports, aquatics, summer camp and after school programs. For more information go to [www.amaymca.org](http://www.amaymca.org)

### Financial Aid

The Arlington-Mansfield Area YMCA is a charitable organization making a significant impact on the communities we serve by providing subsidized programs that are available and open to EVERYONE. Donations are accepted to support these efforts. If you are interested in applying for Financial Aid you can pick up an application at our branches or download one off our website [amaymca.org](http://amaymca.org)

Texas Workforce (TWF), Child Care Group (CCG) and Child Care Management Services (CCMS)  
To register for the After-school Program under Texas Workforce, CCMS or CCG, please follow these steps:

- Be approved by one of the above organizations
- Complete the YMCA Afterschool Registration Paperwork
- Contact your case worker to inform them that you have selected the Arlington-Mansfield Area YMCA as your After-school Program provider and have them contact 817-274-9622 to speak with a Y.E.S. Director.

Registration is not processed until we receive notification from your case worker. Once notification is received the YMCA will contact you to let you know you have been registered. Any family that misses more than 2 days of attendance in a row is subject to losing their CCG approval Status and being removed from the program. It is the parent's responsibility to follow CCG requirements and properly swiping their CCMS card on a daily basis.

### Late Pick Up Fees

The YMCA Afterschool Program is open until 6:00 pm. Late Pick-up invoices will be completed by Site Supervisor and given to parent. If you are late picking up your child, a late fee of \$1.00 per minute per child will be charged and added to your weekly draft.

If your child is not picked up by 7:00pm, the local police department will be called.

### Receipts and Tax Information

Payment history reports and End of Year tax statements may be requested from the Y.E.S. department. Please call 817-274-9622. Please note the request may take 3-4 business days to process. Receipts will be emailed to address on file. End of year tax statements are available by January 30 for the previous year.

### Custodial Challenges

YMCA staff are dedicated to providing excellent experiences for the children we have the honor of serving. However, staff are not responsible for mediating custodial disputes in relation to the children. For children in these circumstances:

- Please do not provide the YMCA or YMCA staff with custodial or court documentation.
- YMCA staff will monitor authorized pick-ups as determined by the registering parent/guardian and only allow pick-ups that are authorized. It is up to all individuals involved to honor court determined authorizations, agreed upon dates, and times.
- Understand that parents/guardians are solely responsible for following any court decisions or agreements. YMCA staff are not to provide enforcement nor monitoring of these decisions beyond listed authorizations.
- Any perceived indiscretions in relation to court decisions or agreements need to be addressed with the proper authorities, not YMCA staff members.
- Parents/guardians are expected to work together to ensure the implementation of a plan that allows YMCA staff to remain uninvolved and to focus on program operation.

Placing YMCA staff in a situation where they are requested or expected to enforce or monitor custodial challenges may result in suspension and/or termination from the program.

### Homework Policy

The YMCA Afterschool program offers a dedicated daily homework time. Our program is not a tutoring program. Focused, quiet homework time is available for a minimum of 30 minutes each day. Please understand that your child is responsible for keeping track of their homework each day and notifying staff when they have homework to complete.

### Healthy Snacks

Afterschool snacks are provided to all children at each location and are served daily through AISD at selection locations. We are committed to offering healthy options at each of our locations. This includes whole grain, fruits, and vegetable selections weekly. We strive to select options that are trans-fat free and include no hydrogenated oils. YMCA is a Nut-Free environment. If you choose to send your child with an afternoon snack, please make sure it does not contain nuts or nut products.

### Food Allergies

Our programs are nut free (including tree nuts), meaning that we do not serve or allow products containing or made with any type of nuts or nut byproducts to be present in our program areas. The YMCA of Arlington/Mansfield makes every attempt to identify other ingredients that may cause allergic reactions for those with food allergies. Every effort is made to educate our staff on the severity of food allergies. Though we make these efforts to educate our staff and families of possible allergen-containing ingredients in foods served in our programs, there is always a risk of contamination. Parents or Guardians concerned with food allergies need to be aware of this risk and assist our staff, when possible, to ensure the safest environment possible for all participants. Each parent or guardian is responsible for notifying our staff of all food related allergies, possible symptoms, and treatments their children require and, if necessary, providing alternative snacks on days when our menus may include items that their child may not eat. If a parent chooses to send lunch or snacks with their child, they may not be made with nuts or nut byproducts.

### Sunscreen and Insect Repellent

Parents will supply their child with insect repellent and/or sunscreen if necessary. YMCA staff will not purchase, provide, or apply insect repellent or sunscreen on child. Staff will supervise the application of sunscreen. Staff will encourage application of sunscreen but will not directly apply to child. All bottles must be labeled with the child's name.

## **PROGRAM LOGISTICS**

### **Days and Hours of Operation**

The YMCA Before/Afterschool program operates on all school days and coincides with the individual school district's calendar. Program operates from the time school is dismissed until 6:00 pm. Program is offered on Early Release days as listed on school district calendar at no additional cost.

### **Transportation**

We serve Amos, Arlington Classics Academy, Key, McNutt, South Davis, Swift and Wimbish Elementary that do not offer on-site by providing YMCA bus routes. Transportation is provided from these campuses to the Central YMCA.

### **Personal Belongings**

Please mark all belongings with your child's name (lunchboxes, clothing, school supplies). The program is equipped with age-appropriate materials: children are asked not to bring any electronic equipment, cell phones, etc. Please do not send money, valuables, or toys with your child to the YMCA program. The YMCA cannot be responsible for lost or stolen items. If these items are brought to the program, they will be stored by staff and returned to the parent at pick up time (unless special accommodations are needed and arranged with the Before/Afterschool Director in advance).

### **Check In**

Children are responsible for prompt arrival to the program. For safety reasons children are expected to check into the Afterschool program immediately upon school dismissal.

### **Sign-Out/Release of Children**

Children will only be released to authorized people who are listed on the child's enrollment form. Authorized person must present a photo ID for a child to be released from the program. A child will not be released to anyone who is not listed on the enrollment form unless the YMCA is notified by the parent or guardian that an additional person is picking up the child. The only person authorized to make changes to an enrollment form is the person who signs the enrollment form. In the event a parent, guardian or individual listed on enrollment form cannot be reached, a child may be released to the police department or CPS. Persons picking up children must be 18 years of age or older and have a valid ID; however, if the child is released to a minor or another person, the "Release to Minor" form must be complete, notarized in advance and given to the Site Supervisor and Director.

### Healthy Environment

Please help maintain a healthy environment for all our children. If a child cannot participate in the program due to illness, the child must be kept at home. Children cannot attend the program if they have not attended school that day or if they have been sent home from school ill. Parents/guardians that have children who arrive to the Afterschool program with a fever of 100.4 or higher will be called to pick up children immediately. All children must be fever-free or symptom-free for 24 hours without the use of fever-reducing aids in order to return to the program.

A note on lice: Children must use a doctor approved treatment and be nit free for 24 hours of (unhatched eggs) before returning to the program.

### School Closings/Holidays/Inclement/Inclement Weather Days

If schools are closed due to inclement weather, power outage or adverse conditions, AMA YMCA Programs will also be closed. Parents may be called to pick up their child early if inclement weather comes during the program hours. All fees are based on enrollment, not attendance. There are no discounts, refunds or credits for sick days, snow days, vacation days, school closures, or days your child does not attend. Parents are encouraged to stay connected to their local newscast or via school district websites to learn of school district closures.

Year-round camps are held at select locations during most school holidays. Please visit our website at [amaymca.org](http://amaymca.org) for dates, locations, and rates.

## LICENSING REQUIREMENTS

The Texas Department of Family and Protective Services require the following to be stated:

**Gang Free Zone:** A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The gang-free zone is within 1000 feet of the afterschool site location.

### Discipline

In compliance with the Texas Department of Family and Protective Services, discipline must 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 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 behavior expectations daily by using clear, positive statements;
  - Redirecting behavior using positive statements; and
  - Using brief supervised separation or reflection time from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age. Reflection time allows a child to reflect on their actions and allows staff to give the participant with options on how to handle the situation next time.

### School Playground Use

The Arlington-Mansfield Area YMCA is regulated by the Department of Family and Protective Services (DFPS), which outlines standards for playgrounds used by licensed childcare programs. These standards may or may not be the same standards observed by school systems, because YMCA Afterschool sites operate at local elementary schools. The YMCA does not have the ability to maintain or alter playgrounds. Therefore, the playground utilized by the YMCA is maintained and held to the standards of the school system which may or may not meet childcare licensing standards. The monkey bars are

prohibited from being used in the After-school program.

### Reports

Staff will use behavior and incident/accident reports to communicate and document incidents that occur during our program. These reports will be shared with the parent to allow parent to sign. If you would like a copy of the incident or behavior report please make the request to the Program Director, who can obtain one from our Risk Department.

## YMCA POLICIES

### YMCA Behavior Policy

STEP 1 – Re-direction to another activity

STEP 2 – Verbal warning

STEP 3 – Parent notification at the time of pick up

STEP 4 – Conference with the site supervisor, parent, and child suspension from the program

STEP 5 – Removal or suspension from the program

Based on the severity of the behavior, steps may be passed over.

### Zero Tolerance

The YMCA reserves the right to suspend or dismiss a child immediately for violating any of the following behaviors. Tuition refunds are not issued if a child is removed from the program due to behavior.

- Inflicting physical harm to oneself or another individual including staff
- Threats which may cause physical harm to another individual
- Destruction of property
- Inappropriate touching of another individual
- Possession of a weapon, controlled substance, or alcohol
- Use of foul or abusive language
- Knowingly leaving YMCA program area without permission

### Parental Notification

Parents will be notified either in person, over the phone, or in writing of behavioral concerns occurring in the Afterschool Program. Behavioral concerns will also be

reported to AMA YMCA management department. Any changes in Program Policies and/or Licensing standards will be posted at the site. A copy of TDFPS Minimum Standards is available on site.

### Parent/Guardian Code of Conduct

The following guidelines have been created to meet the standards, policies and procedures of the YMCA, Minimum Standards for Child Care Centers, and the Texas Family Code. All YMCA Staff and volunteers are knowledgeable of these standards, policies, and procedures:

- Please communicate with the after-school staff daily if possible.
- YMCA staff are not trained to review legal documents or court decrees. Decisions regarding who is authorized to pick up a child will be governed by the information listed on the enrollment form.
- People whose behavior and/or health status pose an immediate threat or danger to the health and safety of the children must not be present when children are in care.
- Please do not confront a child, staff, or another parent in a threatening manner.
- Please do not confront children from other families.
- Using profanity in the presence of a minor is prohibited.
- Please report concerns to the Director.
- 911 will be called if threatening behavior is displayed to YMCA staff or children.
- Consumption of alcohol or controlled substances without a prescription is prohibited.
- Use of tobacco products is prohibited at the after-school site, on campuses, on the playground, in transportation vehicles or during field trips.
- Parents have the right to discipline their children, however parents must refrain from using physical or corporal punishment while on YMCA property, school grounds or program space.

### Parent Intoxication

At times, we are required to make decisions concerning a child's safety. If a YMCA member has reason to believe that a pickup person is under the influence of drugs or alcohol, then we will not release the child until an alternate form of pickup has been arranged. We will first attempt to reach an emergency contact person. If they cannot be reached, we will contact an authorized pick-up person. If no one can be reached to pick up the child, alternate transportation will be called for the family, at the parent's

Last updated 04/17/2026

expense. If a pick-up person in this situation becomes unruly, uncooperative, or violent, the police will be contacted. In extreme cases this behavior may endanger the child's further enrollment in our program.

## PARENT INFORMATION

### Parent Rights:

A parent of a child in care has the right to:

- (1) Enter and examine your operation during its hours of operation without advance notice;
- (2) File a complaint against your operation;
- (3) Review your operation's publicly accessible records;
- (4) Review your operation's written records concerning the parent's child, as outlined in § 744.601 of this chapter (relating to Who has the right to access children's records?);
- (5) Receive from your operation:
  - (A) HHSC's inspection reports for your operation; and
  - (B) Information regarding how to access your operation's compliance history online;
- (6) Have your operation comply with a valid court order signed by a judge that prevents another parent from visiting or removing the parent's child from your operation, as outlined in § 744.2801 of this chapter (relating to To whom may I release a child?);
- (7) Be provided with contact information for Child Care Regulation, including the department's name, address, and telephone number;
- (8) View any video recordings of an alleged incident of abuse or neglect involving the parent's child maintained by your operation as long as:
  - (A) Video recordings of the alleged incident are available;
  - (B) The parent is not allowed to retain any portion of the video depicting a child who is not the parent's child; and
  - (C) Your operation notifies in writing the parent of any other child captured in the video recording, before allowing the parent to inspect the video recording;
- (9) Obtain a copy of your operation's policies and procedures, as outlined in §

744.503 of this subchapter (relating to Must I provide parents with a copy of my operational policies?);  
(10) Review, upon request of the parent, your:  
(A) Staff training records; and  
(B) In-house training curriculum, if any; and  
(11) Be free from any retaliatory action by your operation for exercising any of the parent's rights.

## Health and Safety

### Administration of Medication

The Arlington-Mansfield Area YMCA does not administer non-rescue medications on site. Arrangements must be made with the school nurse for a child to receive regular doses of any medication.

All treatments such as breathing treatment, diabetes equipment monitoring, etc. must be approved by the Director and include written instructions from a physician. Over the counter medication can never be administered at our program. Afterschool staff do not administer shots or any therapy or treatment requiring physical contact or insertion into a body cavity; unless special accommodations have been agreed upon by the parent/guardian & YMCA Before/Afterschool Directors in advance. At the YMCA we try our best to accommodate the needs of every child. Proactive communication is needed to ensure we can safely accommodate children requiring special or unique care. A meeting can be requested in order to discuss admission of any child with unique medications or treatments that may normally not be permitted. In these circumstances you must contact the Director at 817-274-9622.

### Medical Emergencies

In the event of a medical emergency, the parent or guardian will be notified. A certified person will administer First Aid if appropriate. If an injury or illness requires more than basic First Aid the YMCA staff are authorized and instructed to call 911. If the child needs to go to the hospital, staff will take the health history and emergency authorization with the child to the hospital or send it with the paramedics. A YMCA staff member will accompany the injured child to the hospital.

### Immunizations

Last updated 04/17/2026

Immunization status and records are on file with the school, where the YMCA program operates. Parents will indicate location of records and phone number of where records are kept, during the registration process. EX: My child's records are located at SCHOOL's NAME/SCHOOL's PHONE NUMBER.

## **We make an active effort to prevent child abuse.**

Parents have the right to discipline their children, however parents must refrain from using physical or corporal punishment while on YMCA property, school grounds or program space. For the safety of the children entrusted in our care, the YMCA conducts and requires a background check and references for Before/Afterschool staff, every person employed in or by our branches and programs. Allegations or suspicions of child abuse are taken seriously and are reported to the police and state agencies for investigation. Programs are structured and observed so that staff and volunteers are never alone with a child with the possible exception of emergency conditions.

### **Children with Special Needs, Medications or Therapies**

The YMCA strives to include all children in our programs. In some cases, it may be necessary to discuss if our programs are the right choice for your family. Completing a registration form is not a guarantee of admission to our program. In some cases, we will need to meet with you to determine if our program is appropriate for your child. Our programs are not designed for therapeutic or one-on-one care. We operate under the provisions of the Americans with Disabilities Act, which provides protection to individuals with special needs as well as providers of care for these individuals. Please refer to our medication policies in this handbook for further information on Afterschool medication policies and requirements.

Please disclose all special needs, allergies and/or medications on your enrollment form. An administrator may contact you for more information or to schedule a meeting to discuss if we can make the appropriate accommodations for participants. If you wish to speak to someone before completing the required forms, you may contact the Director at 817-9274-9622.

### **Babysitting & Contact with YMCA Staff outside of the Program**

Staff is not to fraternize, babysit or have contact with children outside of the program's hours. Staff of the YMCA must notify Administration and Human Resources of all pre-existing relationships with children, including those who are related to them with whom they may come in contact with outside of YMCA programming hours. This policy is in place for the safety of your child(ren) and our staff.

### Parent/Guardian Participation

Parents/guardians must have a volunteer application on file and meet all volunteer screening guidelines before they can participate in a volunteer role.

### Parent/Guardian Observations

Parents/guardians are always welcome to observe their child in YMCA programs without prior approval. Should a parent/guardian stop by a YMCA program site, he/she should let a Site Supervisor know and he/she will take them into program to observe. Should a parent/guardian desire to be more involved in a YMCA program, he/she should speak with a YMCA Director for more information.

### Family Events

Parents and families are welcome to join us at our YMCA Family events. Event information will be sent home with your child prior to the event date.

### Water Activities

Water activities are not regularly provided for the Afterschool Program. If they do occur, 48 hours notification will be given, and written permission will be required for authorization.

The Arlington-Mansfield Area YMCA serves:

- Arlington Independent School District (select schools)
- Arlington Classics Academy
- St. Joseph Catholic School
- Mansfield Independent School District (select schools)