

Returned checks

A \$30.00 fee will be charged to the account for each returned check or failed electronic payment. In the event of repeated incidents of insufficient payments, a credit card transaction may be required for future payments.

Additional fees

Additional fees will be added to the account as they are incurred and are due to be paid on the following business day. Late fees will apply if not paid when due.

Late Pick Up Fees

Children who are not picked up prior to the center's established closing time will be charged a late pick up fee of \$10.00 per child during the first five minutes after closing time. An additional \$1.00 per minute per child will be charged thereafter.

Refunds

Refunds must be requested through the client services department via phone, email, fax or mail within ten (10) days after the last day of attendance.

Terminations

Clayton reserves the right to terminate an account for:

- Delinquent payment for services after 12:00 p.m. on Friday of the week of service.
- Repeated failure to pick up your child from the center before closing time.
- Nonattendance for a full week without notice provided to the Client Service Department by the parent or guardian.
- Violations of the Clayton Code of Conduct by the child, parent, or authorized to pick up contact.

The Client Service Department will determine when the termination of services is in effect and will contact the parent or guardian on or before the effective day of termination. The site staff and school administration will also be notified.

Re-enrollment

Parents wishing to re-enroll children after termination for non-payment will be required to pay all past due balances, including late payment fees, fees for the week of return, plus a \$25.00 reinstatement fee via electronic payment then authorize weekly automatic payments in the parent portal's AutoPay system. If for any reason the automatic payments through AutoPay, are discontinued or in the event the automatic payment is declined, your child will consequently be terminated from the Clayton program effective immediately.

Discounts

Clayton provides the following discounts to full week enrollment fees to those who qualify:

- Clayton Employee
- ISD Employee (for full-time employees of ISDs partnered with Clayton)
- Military (for active duty military personnel)
- Fort Worth Emergency Responders
- Broadway Baptist Church (for employees of BBC)

To qualify, clients must pay the full enrollment fee, contact the customer service department and provide necessary verification.

Financial assistance

Clayton realizes that some parents need assistance with childcare expenses. Clayton is a provider for Child Care Management Services (CCMS) which provides subsidized childcare to families who qualify. Clayton also provides scholarships made possible from community resources. Clients wishing to apply for scholarship assistance may complete the online request form at: <https://claytonyouth.org/parents/scholarships-financial-aid/>

Collections

Clients are expected to pay all charges and fees on or before the designated due date. Clayton prefers to work directly with clients in the collection of payments due.

Despite Clayton's attempts to collect past due accounts, if amounts remain overdue due to the client's financial inability or unwillingness to pay, the account may be placed into a collection agency.

Tax documents

As a courtesy, Clayton provides clients a Total Annual Child Care Expenses Receipt – Income Tax report of total childcare expenses online through the parent portal at the end of each year.

Account information

To find out about your account balances, receipts, etc., visit Clayton's website at www.claytonyouth.org click on the link for Parent Portal Access, and log-in to your account.

If you need further assistance, contact Client Services at 817-923-9888.

Parents/Guardians are asked to:

1. Accompany the child into the center to check-in and pin/sign the child in/out for the day.
2. Enrollment form provided by Clayton must be completed prior to using the facility. We encourage the child and parent to visit the facility before the first day of attendance.
3. Notify the center if the child will be absent or arriving after the 9am beginning of educational hours. Message may be left on the center phone.
4. Notify the administrative office and center staff of any change in those individuals authorized to pick up the child. Children are released only to authorized individuals who are listed on the enrollment form. A person picking up a child for the first time, or not recognized by the staff will be required to provide photo identification.
5. Report any change to Clayton Staff. For example: Change in address, phone numbers, physician, emergency contacts, and any updates to the immunization records.
6. Pick up a sick or injured child from the center as soon as possible after being notified by the center.
7. Adhere to Clayton policies; Clayton follows the policies of the host school district and the Texas Department of Health and Human Services Child Care Licensing.

Release of Children

Children are released only to authorized individuals, 18 years of age or older, listed on the enrollment form. A person picking up a child for the first time, or not recognized by staff, will be required to provide photo identification. Center staff will make a copy or photograph of the person's ID to place in the child's file at the center.

Sign-in & out records are legal documents and are the property of Clayton. Copies can only be provided if requested and accompanied by a court order or subpoena that names Clayton Youth Enrichment directly.

Legal Issues - Custody of Care

Certified legal documentation must be provided to Clayton staff in the following circumstances

- If that documentation involves or includes instructions and/or specifically names Clayton Youth Enrichment or the childcare provider
- Orders physical limitations or restrictions of a person involved with the child
- Restraining orders
- Orders revoking rights
- Supervised visitation
- Any other order or documentation that pertains to the immediate safety of the child.

Without legal documentation either parent will be allowed full access to the child during program time. In the event that an unauthorized adult attempts contact with the child, the local police department and custodial parent/legal guardian will be contacted.

Clayton will not accept orders that stipulate payment arrangements between parents or involve itself in deciding which parent is responsible for payment. The primary account holder is responsible for all fees due to Clayton and communication will be limited to them and those they give permission to regarding financial information. Any and all arrangements outside of our normal policies and procedures for payment must be approved by and are at the discretion of the Client Services Manager and his/her Supervisors.

Nutrition and Health

Snacks & Lunches

- Clayton will provide breakfast, lunch and afternoon snack following the meal patterns established by USDA and CACFP.
- Breakfast is served at 8:30 am, lunch is served at 11:30 am and afternoon snack is served at 2:20 pm.
- Menus are posted in/just outside each classroom.
- Formula and breast milk will be provided and are pre-made by the parent and served on demand.
- Bottles are to be labeled with: child's first name, last initial, date and contents.
- A comfortable, secluded place with a seat will be provided for mothers to breastfeed their child if they choose to do so.
- Clayton is not responsible for the nutritional value or for meeting the child's daily needs when food is provided by the parent.
- Parents should provide appropriate meal, milk or substitution items for children with special dietary needs due to medical or religious reasons for days when the posted snack is not suitable. A statement from a physician or a registered licensed dietician must be provided to serve a child an alternative meal or special diet.
- Clayton strives to maintain a tree nut and peanut-free zone whenever possible.

Illness/Communicable Diseases

Care cannot be provided for children who are ill.

An ill child will not be admitted if one or more of the following exists:

- Illness prevents the child from participating comfortably in program activities, including outdoor play.
- Illness requires a greater need of care that compromises the health and safety of other children.
- The child has one of the following, unless medical documentation by a healthcare professional indicates that a child can be included in the program activities:
 - Oral temperature of above 100.4 degrees or arm pit temperature of 100 degrees and accompanied by behavior changes or other symptoms of illness;
 - Symptoms of illness such as lethargy, abnormal breathing, three or more episodes of diarrhea in 24 hours, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes or any other signs that the child is ill;
 - A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

Parents will be called to pick up children who become ill at the center.

Children must be fever-free for 24 hours without the use of fever reducing aids in order to return to the program.

Please contact the center immediately if your child has a communicable disease. When a communicable disease is reported, a note may be posted to inform other parents of possible exposure, but will not include any identifying information.

Head Lice

If a child has head lice, the hair must be properly treated and all nits removed before the child can return to the center.

Food Allergies

If your child has food allergies, please discuss them in detail with the Site Coordinator. We will need to develop a Food Allergy Support Plan that will have to be signed by parent and doctor and must be on file at the center and updated every year. The staff at the center will take appropriate precautions. If at any time your child develops an allergy, please let us know immediately.

Immunizations

Children enrolled must meet applicable immunization requirements specified by the Department of Health and Human Services. The Texas Department of Health and Human Services does not require tuberculosis testing for children under the age of 14. At this time, Clayton does not require specific immunizations for staff, other than receiving confirmation of being free from tuberculosis. The Texas Department of State Health Services recommends the following immunizations: Pertussis, Whooping Cough, HEP A, and Influenza. It is the responsibility of the parent to give the center all updated immunization records if the children are not of school age.

Medication

Clayton is committed to ensuring the health, safety, and wellbeing of children entrusted to its care. Trained Clayton directors or leads may only administer prescribed medication, over-the-counter medication, and topical ointment in adherence to Clayton policy and state regulations, concerning the safe administration and storage of medication. Prior to administering medication/topical ointment, a parent must complete the medication authorization form. In the case of an emergency, Clayton staff will administer life saving medication.

Screen Time

Clayton Youth Enrichment does not encourage the use of electronics in our daily routines. There will be times that we may allow 60 minutes total time per week of educational and age appropriate screen time (television, video, and DVD). We do not provide any access to TV or other media player like tablets, phones or computers during our instructional time. We will notify parents ahead of time if we plan to show any teacher-directed age-appropriate educational programs to children on TV or screen.

*Under 2 years old screen time is not permitted

Phones

All centers are equipped with a cell phone. Voicemail or text messages may be left at any time. The use of the telephone is for business purposes only. Use of the telephone by the children and staff is discouraged. Children are not allowed to use personal cell phones at the center.

Parent Involvement

Parent involvement is always welcome at the centers. Involvement may include:

1. Assist in activities, especially holiday parties.
2. Make monetary or material donations at the Center or at our website at www.claytonyouth.org.
3. Share about your occupation or cultural heritage.

Authorized parents of enrolled children are welcome to visit. A copy of the Child Care Licensing Minimum Standards and the most recent Licensing Inspection reports are available for review at the center or www.hhsc.state.tx.us. DFPS Hotline: 1-800-252-5400

Outdoor Play

Staff inspects playground equipment daily to ensure its safety. Children may not be allowed to play on equipment if staff has determined it to be unsafe.

The nature of our programs is to provide youth with an ample amount of outdoor experiences in multiple environments, including structured games, learning activities, and small group interactions. Outdoor activities provide for greater freedom and flexibility, fuller expression through loud talk and a greater range of active movement. Outdoor play also extends opportunities for large muscle development, social-emotional development and small muscle development by offering variety, challenge and complexity in ways that are not attainable in a confined indoor space.

Physical growth and development is important to children whether indoors or outdoors. Children will be provided ample space indoors in our open-play room if weather does not allow outdoor time.

Biting

Biting is a developmentally appropriate behavior for children in the infant through preschool classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. While we understand that this may be upsetting, we ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify possible triggers so it can be prevented in the future. The staff will not punish or harshly discipline children for biting behavior; they will simply redirect the children and separate those children involved.

We ask that parents work with us to identify pro-active strategies to prevent this behavior. Parents will be notified by communication report that a biting incident occurred during the course of the day. We cannot discuss with either

parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed.

Infant Sleep Safety

Clayton follows the Infant Sleep Safety Guidelines as listed in the Texas Child Care Minimum Standards §746.501(9) and §747.501(6) and as outlined by the Consumer Product Safety Commission. All infants will be placed on their backs to sleep. To avoid suffocation, nothing is allowed in the crib but the infant, including blankets and stuffed animals. Sleep positioning devices are prohibited unless instructed by the child's health care professional, in writing. An "Infant Sleep Exception" form must be completed by the health care professional. Pacifiers are allowed; however, straps that attach to the child's clothing and pacifiers with stuffed animals attached are prohibited.

Child Abuse Prevention

Clayton realizes the crucial role that "mandated reporters" play in keeping children safe. Clayton provides all staff with child abuse prevention training and ensures awareness of their responsibility to report when there is reason to suspect that a child may be abused, neglected, abandoned, or exploited. It is the policy of Clayton that any suspicion or allegation of abuse, neglect, abandonment or exploitation perpetrated against a child is reported in adherence to the mandated reporter policy.

Gang Free Zone

Gang-related criminal activity or engaging in organized criminal activity within 1000 ft. of the school building is a violation of the law and is subject to increased penalty under state law.

Personal Belongings and Dress

- Clayton is not responsible for personal belongings or clothing that are lost or damaged. Toys should not be brought from home.
- Children participate in active play and should dress accordingly. Children will need to wear athletic type shoes that are comfortable and fit appropriately. Flip flops and sandals are not permitted in our programs. Children will be doing projects that may involve getting messy while having fun.
- All items (clothing, school supplies, lunch boxes, etc.) should be marked with the child's name. Diapers and pull ups need to be individually labeled with initials.

Staff

Clayton assumes no responsibility for staff's conduct or activities outside Clayton programs. Staff members are not permitted to fraternize, transport or provide private child care for children who are or have been enrolled in our program.

Emergency Preparedness

For the following emergencies, the Clayton child care program will relocate to an area inside the school until the emergency is no longer a threat: earthquake, lightning storm, severe weather including tornadoes, or a situation outside with an unsafe person. Once relocated, all children will be accounted for and the appropriate Clayton staff and licensing officials will be notified.

For the following emergencies, the Clayton child care program will relocate to an area outside of the school until the emergency is no longer a threat: gas leak, bomb threat, hostage situation when able, fire, or internal flood. Once relocated, all children will be accounted for and the appropriate Clayton staff and licensing officials will be notified.

If we are unable to return to the school, Clayton will work with club officials, and emergency management personnel to determine where care can be provided. Clayton will be responsible to communicate with parents and licensing should we need to relocate our program for an extended period of time.

Each program has available on-site an Emergency Preparedness plan specific to their school and program. This plan is available for review by staff, licensing representatives and parents.

Liability

Clayton is not responsible for medical expenses resulting from an illness or accident at the center.

Refusal of Service

1. Failure of parent or child to follow Clayton and Club policies, procedures and guidelines.
2. Falsifying or omission of information on Enrollment Application.
3. Parent or child's behavior is disruptive to program, including the use of physical or verbal abuse to staff or children.
4. Failure to pay fees as scheduled.
5. Failure to provide updated information and records.
6. Failure to sign child in and/or out.
7. Failure to pick up child by closing time.
8. When the Director of Programs believes that continued services are not in the best interest of the child and/or agency.

Non-Discrimination Clause

Clayton Youth Enrichment, a non-profit organization, does not discriminate in employment, enrollment or nutrition programs on the basis of race, color, religion, national origin, sex, marital status, disability or handicap, age, veteran status or any other status protected under local, state or federal laws.

Licensing

Clayton Child Care centers are licensed by the Texas Department of Health and Human Services Child Care Licensing. A copy of the state department's Minimum Standards, as well as a copy of the most recent licensing inspection, can be found at the parent sign-in area at each center. A copy can also be found at www.hhsc.state.tx.us. DFPS Hotline: 1-800-252-5400.

Texas Health and Human Services

(817) 321-8604 or www.hhsc.state.tx.us

The Child Abuse Hotline

(800) 252-5400



Corporate Office
8:30 a.m. – 5:30 p.m.
600 Griggs Ave, Fort Worth, TX 76103
(817) 923-9888 (817) 288-0506 (fax) ccc@claytonyouth.org

Our mission is to serve communities of North Texas by providing quality programs that foster the emotional, social, and educational development of children, youth, and families.

*Please see any handbook provisions/additions as required by THHS Minimum Standards on the attached pages.