



# Family Handbook

## One Safe Place



CLAYTON YOUTH ENRICHMENT: 600 Griggs Ave Fort Worth, TX 76103 PH (817) 923-9888  
[www.claytonyouth.org](http://www.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.

Dear Clayton Youth Enrichment Families,

We are delighted that you have chosen us to provide care for your child. We have published this handbook to serve as a resource regarding our policies and procedures covering a range of subjects. In addition to sharing information, we hope it helps you understand our programs and that it promotes a spirit of cooperation between us. We are looking forward to another exciting and enriching year for your child and we welcome your comments and suggestions.

Sincerely,

Renee Smith  
Early Childhood Program Coordinator

Saleena Harner  
Associate Director of Programs

## **THE CLAYTON CHILD DEVELOPMENT CENTER AT ONE SAFE PLACE**

Clayton is proud to be a founding partner in One Safe Place, Tarrant County's one-stop resource for domestic violence victims seeking support.

One Safe Place brings together nonprofits and law enforcement in one secure building to ensure access to services. Clayton plays an important role at One Safe Place by offering professional, secure onsite childcare that is available at no charge to clients. Clayton's staff at One Safe Place are committed to providing a supportive environment for children during this stressful time in their lives.

The Clayton Child Development Center at One Safe Place also offers full-day care for children of our One Safe Place partners and from the local community. With low teacher-to-student ratios, Clayton staff engages children ranging from infants through pre-school in age-appropriate learning provided by the highly respected Frog Street Curriculum. In addition to providing a safe, nurturing environment, our goal is to partner with parents so that every child is "kindergarten ready" when they graduate from our program.

Clayton Youth Enrichment believes that offering quality programs with caring adults can help to prepare children for a great life. All programs are expected to operate following best practices including;

- A warm and supportive environment
- Balanced program practices
- Staff use strategies that are developmentally appropriate for each child
- Staff act as positive role models
- Program staff will encourage and coach children to use positive social behavior.
- Children are offered opportunities to practice social competencies.
- Children are given a voice in programming and a variety of choices to participate in during our time with them.
- Children will experience cooperative hands on learning with groups of their peers.
- Children will benefit from a focus on group discussions and learning how to express themselves
- Children will be given opportunities to self-reflect and assess their behavior and choices.
- We encourage children to approach challenges with grit and persistence.

## Operations

### Hours

Clayton at One Safe Place is open from 7:00am-6:00pm, Monday-Friday. The educational hours of operation are 9:00-4:00pm. It is requested that parents drop off children by 9:00am each day so that the child can take part in our full educational program. Please let the center know if a student will be absent or arriving after 9:00am.

### Fees

Clayton considers a full week of care to be when care is scheduled to be offered at least 3 days within a week. If a site is scheduled to be open for three or more days in a week, parents are charged the weekly fee. If a site is only scheduled to be open 2 or fewer days within a week, fees will be prorated.

### School Closings/Disruption in Program

If FWISD schools are closed due to inclement weather or adverse conditions, Clayton centers will also be closed. When schools delay opening, we will have a delayed opening as well. There will be no refunds or adjustments if schools are closed due to inclement weather or adverse conditions. Notification of school closings will be by local newscast and posted on our web page. In the event that facility problems occur, i.e. no electricity or running water, extreme or worsening weather conditions, parents will be notified to pick-up children immediately.

### Holidays

Clayton Youth Enrichment at One Safe Place will be closed in observance of the following holidays:

New Year's Day	Day Before Thanksgiving
Martin Luther King Day	Thanksgiving
Memorial Day	Day After Thanksgiving
Juneteenth	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve

- We will also be closed the first Monday in August for our annual Back-to-School Kickoff.

### Communication

We request that cell phones and other devices not be used while dropping off or picking up your child. All communication should be directed to the Center Director, so that center staff can supervise the children. Clayton strives to deliver the highest quality and most appropriate services to children and their families. As part of this commitment, Clayton recognizes that children and families have an invested interest in the type and quality of services received. We welcome all feedback, and any comments or concerns related to the program can be directed to either the center staff or Clayton corporate management. We request that any serious concerns be discussed outside of program time so as not to disrupt the flow of activities.

## Enrollment/Financial Terms and Conditions

### Parent of Record

Parents/Legal Custodians are considered the parents of record and are responsible for payment of tuition and authorizing who may pick up the child(ren). All changes must be submitted in writing.

### Child Assessments

Clayton is committed to meeting the unique needs of each child served. If a child is identified as being in need of more individualized care, a determination will be made based on the child's needs before his/her enrollment is considered complete. The purpose of this determination is to evaluate if the program design and staff can meet the needs of the child. Activities will be adapted to accommodate the different needs of a child in our care if we are able to determine that our program is appropriate for the child.

Contact the Corporate Office at (817) 923-9888 if you would like to schedule a meeting or initial assessment with program staff.

### Rates and Fees

Enrollment Fee \$50.00 + \$25 Supply Fee Per Child

Weekly Rates:

- INFANT (6 Weeks – 17 Months) \$230
- TODDLER (18 Months – 35 Months) \$210
- PRESCHOOL (36+ Months) \$190

Rates are charged as an upfront flat fee each week based on the scheduled attendance of 3 to 5 days each week.. Actual attendance does not alter the weekly fee.\*

- Fees are based on a commitment of 3 to 5 days of attendance each week.
- Fees are assessed based on the days of operation per week, not the child's individual attendance within that week.
- Each family has one week of vacation time per child every six months. This allows Clayton to hold that child's spot free of charge.

### Due Date

Fees are due on the Monday of each week of service. The weekly rate is due regardless of the number of days the child attends or if schools are closed one to two days due to holiday or inclement weather.

### Late Payment Fees

A \$15.00 late fee will be applied to all delinquent accounts for the following charges: weekly fees, drop-in fees, search fees, and late pick up fees. Late fees are incurred after end of the business day each Wednesday on all unpaid balances.

### 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 at any 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 ISD employees)
- Military (for active duty military personnel)
- One Safe Place Partners

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](http://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.

## **Parent/Guardian Responsibilities**

### **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 document 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 8:30am and lunch is served at 11:30am. Menus are posted in each classroom.
- Formula and breast milk will be provided and pre made by the parent and served on demand basis. Bottles are to be labeled with: child's first name, last initial, date, and contents. A comfortable, secluded place will be provided with a seat 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, uncontrolled diarrhea, 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.

## **Parent Information**

### **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](http://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](http://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](http://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](http://www.hhsc.state.tx.us)

**The Child Abuse Hotline** 1 (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](mailto:ccc@claytonyouth.org)

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