

PARENT HANDBOOK FOR Claire's Day School
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Claire's Day School

POLICY: MISSION STATEMENT

POLICY NO.: 1

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 01/01/19

Claire's Day School strives to offer the highest level of care and education for children aged 6mos – 5yrs in a well supervised, loving atmosphere. Our goal is to promote the social, emotional, & physical development of the child, and to provide strong foundations in academics, self-esteem, and confidence for the pre-kindergarten aged child.

Claire's Day School

POLICY: WELCOME

POLICY NO.: 2

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

We sincerely and humbly welcome you to Claire's Day School .

We know you all have a choice in where to send the most important person in your life, and we at Claire's Day School are honored and privileged that you have chosen to entrust your child in our care.

We do not take for granted your child's attendance, and we recognize each and every day that without you, we would not be. Therefore, we encourage open and honest communication, either in person, or through [email](#).

Claire's Day School

POLICY: PROGRAM PHILOSOPHY

POLICY NO.: 3.0

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

To accomplish our mission of providing excellent, age-appropriate care and education, our programs are divided into two categories: Parent's Day Out (PDO) & Preschool.

PDO provides infants and toddlers the opportunity to learn and grow while having fun in a well supervised, loving atmosphere, allowing parents to engage in other activities for the day. Class organizations may vary from year to year, but typically, there are seven different age categories for PDO classes.

- Young Babies (6-8mos)
- Older Babies (8-11mos)
- Young Toddlers (11-14mos)
- Toddlers (15-18mos)
- Older Toddlers (19-22mos)
- Young Twos (23-29mos)
- Older Twos (30-35mos)

The age ranges above are guidelines, and there may be some overlap (placement in a class slightly younger or older) with consideration given to a child's particular physical and/or social development.

At the preschool (age 3-5yrs) level, the primary goal is to best promote the social, emotional, academic, & physical development of the preschool age child.

Our preschool program strives to enable each child to:

- Become self-confident
- Become comfortable in a group setting
- Experience a feeling of success
- Develop self-expression, self-control, & creativity, and strong moral values
- Exhibit responsibility
- Enjoy learning

On the academic level, emphasis at Claire's Day School is placed on preparation for kindergarten. We begin teaching phonics and reading readiness the same way as it is taught in the Highland Park Independent School District (formerly known as the

Slingerland method). It is our belief that by helping a kindergarten bound child master fundamental early academics and following teacher lead instructions, that child will have less to worry about once they enter "the big school".

Claire's Day School

POLICY: PROGRAM HISTORY

POLICY NO.: 3.1

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

Founded in 2004, Claire's Day School is the culmination of a lifelong dream for owner and director Claire Lee. Established to fulfill her vision of helping children grow to their intellectual, social, and emotional potential in a loving & nurturing environment, Claire's Day School strives to instill responsibility, curiosity, enthusiasm, self-esteem, and a genuine interest in learning in its students.

A Park Cities native, Claire graduated from SMU with a degree in psychology emphasizing education. She raised her three children in University Park, and guided the lives of thousands more in her 35 year career as school director.

Claire served as director of the Northway Christian Church weekday program from 1983 - 2004, growing the program from approximate twenty students to over 200. It was then that the opportunity presented itself to open her own school, and much of Claire's loyal staff chose to take the leap of faith with her.

After 14 years leasing space from a church, Claire took another leap of faith in [acquiring the amazing facility](#) we call home today, allowing our staff creative freedoms to showcase all of our children's projects and crafts.

Claire's Day School is family owned and operated, with both her son, Brian, and daughter, Tiffany, heavily involved in the curriculum and management. Many of the current staff and teachers have been an integral part of Claire's Day School since our founding, with well over half having served for five years or longer. We are blessed with an outstanding staff of loyal, committed teachers and caregivers.

Claire's Day School

POLICY: PROGRAM ORGANIZATION

POLICY NO.: 4.0

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/04/18

PDO aged children (6mos - 2.5yrs) may enroll for one day per week through five days per week, with any desired combination, so long as space is available to do so (see RATIOS below). The attendance schedule must remain consistent each week.

Preschool (children aged 3-5yrs) programs are offered in 2-day (T/TH), 3-day (MWF) or 5-day schedules. Preschool aged children must attend one of these schedules due to the way the curriculum is designed.

Children typically remain in the same class throughout the enrolled term, so that all of the children in the class age together.

Claire's Day School

POLICY: HOURS OF OPERATION

POLICY NO.: 4.1

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/04/18

Parent's Day Out (PDO) standard hours are 9:00 - 3:00. You may elect to pick up earlier in the day, but there is no discount for doing so.

PDO offers early morning 8:30 drop-off and/or late 3:30 pick-up for an additional fee (see TUITION below).

Preschool standard hours are 9:00 - 12:00. Optional afternoon programs for preschool are offered from 12:00 - 3:00.

Preschool offers early morning 8:30 drop-off and/or late 3:30 pick-up for an additional fee (see TUITION below).

CLAIRE'S DAY SCHOOL MAXIMUM HOURS FOR ALL PROGRAMS IS 8:30 - 3:30. Please note that Claire's Day School is a school, not a full-time day-care center.

Claire's Day School

POLICY: SCHOOL CALENDAR

POLICY NO.: 4.2

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

Our current Summer and school year calendar may be found [here](#).

The calendar for the following Summer and next school year is typically posted in February after HPISD & DISD release their respective calendars. If the calendar for the next Summer and school year term is available, it will be linked [here](#).

Claire's Day School

POLICY: LICENSING INFORMATION

POLICY NO.: 5

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

The Texas Department of Health & Human Services licenses Claire's Day School. As such, Claire's Day School must abide by the [minimum standards](#) to meet state licensing requirements.

For inquiries regarding child care licensing, you may call their offices at (214) 583-4253 or visit their [website](#). The latest inspection report is posted in our school office for review.

The nearest licensing office to our center is located at: 8700 North Stemmons Freeway Suite 104, Dallas, TX 75247.

Claire's Day School

POLICY: PARENT / GUARDIAN RIGHTS

POLICY NO.: 5.1

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 08/19/24

As an HHS licensed childcare center, parents & guardians have the right to:

- Enter and examine the child-care center without advance notice;
- File a complaint against the child-care center;
- Review the child-care center's publicly accessible records;
- Review written records about the parent's child;
- Receive from the child-care center:
 - HHSC inspection reports regarding the center; and
 - Information regarding how to access the center's compliance history online;
- Have the child-care center comply with a valid court order signed by a judge that prevents another parent from visiting or removing the parent's child from the center;
- Be provided with the contact information for CCR;
- View any available video recordings maintained by the center of an alleged incident of abuse or neglect involving the parent's child, with certain restrictions;
- Obtain a copy of the child-care center's policies and procedures;
- Review upon request:
 - Staff training records; and
 - In-house training curriculum, if any; and
- Be free from retaliation for exercising any of the parent's rights.

Claire's Day School

POLICY: ENROLLMENT

POLICY NO.: 6

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Enrollment at Claire's Day School is open to children aged 6mos - 5yrs. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability

Interested parents should first determine if the program or desired days are available by submitting a [registration inquiry](#). Inquiries are typically responded to in 48hrs or less – prospective parents are encouraged to check their junk mail folder following an inquiry request in case our response was marked as spam.

Once availability is determined, parents can apply for enrollment of their child in Claire's Day School by [requesting](#) an account portal to the registration / communication / billing app we use called [ChildPilot](#).

After clicking the link to setup the ChildPilot account portal, prospective families should fill out the enrollment & registration forms listed in the documents tab of the ChildPilot app portal.

Once the enrollment & registration forms are submitted

- [Creating an online account](#) and submitting the required information
- Paying the fees for the program elected outlined in tuition guides below:
 - current school year
 - next school year (typically determined & posted in January)
 - summer of the calendar year (

Initial enrollment is contingent upon receipt of the completed [online enrollment submission](#), by which, with your legally binding electronic signature, you agree to:

- Pay all required non-refundable fees for the program you are electing for your child
- Provide an annual [statement of good health](#) and include an up to date immunization record in accordance with the state of Texas official recommendations
- Read, understand, and consent to the terms of this parent handbook

The enrollment submission is not meant to serve as contracts guaranteeing service for any duration.

Claire's Day School reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at Claire's Day School is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Claire's Day School as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Claire's Day School immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit.

Claire's Day School

POLICY: TUITION

POLICY NO.: 7

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/04/18

The custodial parents and/or legal guardians who completed the [online enrollment submission](#) consents through their electronic signature to have read, understand, and adhere to the [current Summer or school year term tuition fee agreement](#) for their child's elected program at Claire's Day School. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

7.1 Payment schedules are outlined in the [current Summer or school year term tuition fee agreement](#). This fee schedule is enacted through the current school year. If available, tuition pricing is listed [here for the following Summer and school year term](#). This document will be updated to reflect tuition pricing for the following terms prior to enrollment for those terms in January.

- The tuition, registration, and applicable supply fees for the current Summer and school year term are outlined [here](#). If available, the fees for the following Summer and school year term are available [here](#).
- For school year enrollment, the registration fee and first month's tuition (typically September, but possibly a later month for children enrolled later in the school year) are paid at the time of registration in order to secure your child's space in the elected program. THESE FEES ARE NON-REFUNDABLE AND NON-TRANSFERABLE REGARDLESS OF CIRCUMSTANCE.
 - School year tuition is paid from September through May, with all months being equal rate. Tuition is due on the first of the month, and considered late after the 8th of each school year month.
 - PDO programs have an annual supply fee due at the start of the school term. See [here](#) for the current Summer and school year term, and [here](#) for the following Summer and school year. This fee is non-refundable should a child dis-enroll or reduce the number of days attended, but will be prorated for children enrolling later in the school year.
 - Preschool programs have semester supply fees in September & January. See [here](#) for the current Summer and school year term, and [here](#) for the following Summer and school year. This fee is non-refundable should a child dis-enroll or reduce the number of days

attended, but will be prorated for children enrolling later in the school year.

- For Summer enrollment, the registration fee and tuition for the entire Summer program are due at the time of enrollment. See [here](#) for the current Summer and school year term, and [here](#) for the following Summer and school year. This fee is non-refundable should a child dis-enroll or reduce the number of days attended, but will be prorated for children enrolling later in the Summer or school year term.
 - In cases of multi-child, multi-day Summer enrollments, Claire's Day School might allow for a payment plan, so long as the entire Summer tuition is paid before the start of the Summer program. The offering of such a payment plan is at the sole discretion of Claire's Day School. If a payment plan is offered, the balance of Summer tuition is due regardless of your child's attendance.

Cash, check, money order, or credit card may pay tuition. Claire's Day School accepts Visa, MasterCard, Discover, and American Express. There is no additional charge to pay with a credit card. Receipts are available upon request, and will be given for all cash payments. All cash payments must be handed directly to Claire Lee or Brian Lee. Your canceled check will serve as your receipt for payments made by check. There will be a \$50 fee charged for tuition checks returned by the bank. Returned Tuition checks will not be re-deposited. Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, money order or credit card.

7.2 Late tuition payments made after the 10th of the month are subject to a \$50 penalty. Extension requests made in writing will be considered, but are not guaranteed.

There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations (including lack of power, or lack of heat or air conditioning on extremely cold or hot days), inclement weather, or acts of God (see EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION below).

In cases of PDO students missing due to illness, Claire's Day School allows for the *possibility* to make up the missed day on another day that the child does not normally attend. The ability to offer this service depends the particular class's ability to maintain state licensed ratio, should not be assumed, and IS NOT GUARANTEED OR PROMISED.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at Claire's Day School, however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

7.3 Claire's Day School DOES NOT accept child care subsidies

7.4 Claire's Day School offers a multiple child discount for one or more siblings enrolled during the same school year. Discounts vary depending on the program (PDO vs Preschool) and number of days elected. For two children enrolled, the average discount is approximately 10% off of the second child's tuition. For three children enrolled, the average discount is 15% off of the family's cumulative tuition. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

7.5 Claire's Day School offers a 5% discount for semesters (fall, spring, summer) paid in full with check or cash. Tuition paid in this manner helps improve our cash flow and does not incur credit card processing fees, allowing us to pass this savings on. A semester paid with check or cash is not eligible for refund, and may not be applied towards future semesters or tuition for other children (including siblings). The [posted rates](#) still apply for monthly tuition payments made with check or credit card.

Claire's Day School

POLICY: CONFIDENTIALITY

POLICY NO.: 8

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

Within Claire's Day School, confidential and sensitive information will only be shared with employees of Claire's Day School who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Claire's Day School strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: disability information, and HIV/AIDS status or other health related information of anyone associated with Claire's Day School.

During the school year, an internal directory is released for those participating in our program. The directory includes your child's name, parent names, email and home address, and class information. The directory is helpful to connect with Claire's Day School families, and serves as a memento or yearbook later on. The information is not released to the public outside of the Claire's Day School current school year community. We respect your right to privacy, and will not include your child's information upon request through [email](#).

Outside of Claire's Day School, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Claire's Day School, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting) and while you may be curious or concerned about the behavior of another child, our Confidentiality Policy protects every child's privacy. Employees of Claire's Day School are strictly prohibited from discussing anything about another child with you.

Claire's Day School

POLICY: MANDATED REPORTING OF SUSPECTED
CHILD ABUSE AND/OR NEGLECT

POLICY NO.: 9

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of Claire's Day School are considered mandated reporters, under this law. The employees of Claire's Day School are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Claire's Day School take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Claire's Day School can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

Claire's Day School

POLICY: PARENT CODE OF CONDUCT

POLICY NO.: 10

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/04/18

Claire's Day School requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Claire's Day School is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Claire's Day School but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

10.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

10.2 THREATENING OF EMPLOYEES, CHILDREN, OTHER PARENTS, OR ADULTS ASSOCIATED WITH Claire's Day School:

Threats of any kind will not be tolerated. In today's society Claire's Day School can not afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

10.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT Claire's Day School:

While Claire's Day School does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their

child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

10.4 SMOKING:

For the health of all Claire's Day School employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Claire's Day School. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

10.5 VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures (outlined under HEALTH AND SAFETY below) at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Claire's Day School. Be alert and mindful, and Immediately report any security concerns or suspicious persons to the Center Director.

10.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF Claire's Day School):

While it is understood that parents will not always agree with the employees of Claire's Day School or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

10.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

Claire's Day School takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Claire's Day School. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

10.8 VIOLATIONS OF PARKING LOT PROTOCOL:

Claire's Day School takes very seriously the safety of all children while on school grounds, and this includes the parking lot and traffic lanes. Parents and/or authorized release persons who repeatedly disobey the posted rules (See PARKING below) will be grounds for dismissal of the child. Violations include, but are not limited to:

- Driving faster than the posted 5mph speed limit
- Cell phone use while driving through the parking lot
- Attempting to exit out of the entrance only area
- Parking in the fire lane, carpool lane, or other area not designated as parking

Claire's Day School

POLICY: PARENT'S RIGHT TO IMMEDIATE ACCESS

POLICY NO.: 11

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Claire's Day School, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) Claire's Day School must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Claire's Day School, **both** parents shall be afforded equal access to their child as stipulated by law. Claire's Day School can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Claire's Day School suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Claire's Day School staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of Claire's Day School will accompany visitors at all times, throughout the center.

Claire's Day School will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, Claire's Day School can not have a child at the agency when the child's parent is prohibited access. Claire's Day School will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

Claire's Day School

POLICY: DISMISSAL

POLICY NO.: 12

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Claire's Day School reserves the right to dismiss any child at any time, with or without cause.

Parents will be refunded any unused tuition for the month within two weeks of the dismissal, either through a return to the credit card on file, or an agency check that will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. Claire's Day School will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by Claire's Day School.

Claire's Day School

POLICY: WITHDRAW

POLICY NO.: 13

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/04/18

One month's written notice is required when withdrawing a child for any reason. If the proper notice is given, tuition for the month long period following the date of notice is due and processed as normal, but the tuition payer will not be required to pay tuition after the month long period has passed. For example, should a parent withdraw in October, November's tuition will be processed per the program elected at the time of withdrawal, but would not be processed for the remaining months of the school year from December through May. If withdrawing during the Summer term (June through August), unused months will NOT be refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at Claire's Day School. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

Parents who wish to reduce their child's days or times of enrollment at Claire's Day School must submit a request to do so one month in advance of the proposed change. Tuition will be billed at the previously elected schedule for the month following the notice of the schedule. For example, should a parent give notice of a reduction of days in October, November's tuition will be processed per the program elected at the time of the requested change, but December through May would be charged at the rates of the newly elected schedule.

Change of schedule must be requested through email, and the Center Director will notify the parents in writing if the new schedule is available. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will start the one month's notice required for withdraw.

Claire's Day School

POLICY: COURT ORDERS EFFECTING ENROLLED CHILDREN POLICY NO.: 14

APPROVED BY: Claire Lee, Owner / Director EFFECTIVE DATE: 06/01/04

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) Claire's Day School must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Claire's Day School administration, both parents shall be afforded equal access to their child as stipulated by law. Claire's Day School can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, Claire's Day School suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, Claire's Day School is obligated to follow the order for the entire period it is in affect. Employees of Claire's Day School can not, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Claire's Day School will report any violations of these orders to the court.

Claire's Day School

POLICY: CUSTODY DISPUTES

POLICY NO.: 14.1

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

Claire's Day School administrators, caregivers, and staff all have responsibilities to perform at our center in order to work towards our mission statement goal. Under no circumstances will our employees or director be placed in a position where we must appear in court for a custody dispute or other parent related conflict. A situation advancing to this point is grounds for the immediate dismissal of the child. Should a subpoena be served, the expert witness fee is \$400/hr for each Claire's Day School employee summoned.

Sign-in / sign-out sheets (See ARRIVAL PROCEDURES & PICK-UP PROCEDURES) are used to ensure proper headcounts for the classroom, a crucial safety practice. They are not to be used to implicate a parent for dropping off a child late, or as a means of assaulting a parent for having one of the authorized release persons pick-up instead of him or herself. Due to privacy concerns for the other parents signing in and out of their children on the list, copies of the sign-in / sign-out sheets will not be released to the parent. Claire's Day School will not allow sign-out sheets to be used as weapons for court proceedings, and the asking of administration to comb through months worth of these records for your child is grounds for immediate dismissal.

Claire's Day School

POLICY: PARKING & ARRIVAL PROCEDURES

POLICY NO.: 15

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

15.1 PARKING LOT PROTOCOL

The entrance to the school is on Northaven Road. The gate may be halfway closed as pictured below.



This serves two purposes: it slows drivers down, and helps prevent people from trying to exit out of this gate. This gate is used for entering only, and is **not an exit!**

Once passed through the front gate, if you are a PDO parent, or a Preschool parent opting not to use the carpool line (see CARPOOL below), you should **immediately turn right** into the gravel parking lot.



The parking lot and driveway are **one way only**. If this lot is full, or you have dropped off your child and are ready to leave, follow the arrows to the exit a little further north (towards the school building). **Do NOT** attempt to exit the same way you came in!



This is the exit from this parking lot back onto the driveway. During peak drop-off and pick-up hours, this exit may be temporarily blocked from preschool parents using the carpool line. We have asked these families to be aware and courteous to our PDO families who must park and leave from this area. Your patience is much appreciated if there are times it is blocked for a few moments. It will likely be a little slow at first, but should speed up as parents all get the hang of it.

If preschool parents are lined up for carpool, kindly wait for an opening, and then pull forward to the outer lane of the driveway along side the cars parked in the parallel spaces. Continue one way to either the exit, or more parking options.



(Additional parking areas past the first lot)

You are not permitted to turn around inside of the parking lot. If no parking spaces are available, continue to follow the one way arrow directions posed all along the fences on either side, exit the property, and circle back to the entrance on Northaven.

When you are ready to leave the school grounds, follow the one way direction to the exit.



This is the exit only gate to leave the school.

The exit is to Quincy Road, which is a one way street, so you **must turn right**. Quincy takes you back to Northaven Road.

When commuting in the parking area and driveway, please keep your speed very slow (5mph) and treat this as you would any other school zone (**no cell phones**).



Any Incidents / Accidents are the liability of the driver. We take extremely seriously the safety of all staff, parents, and children. **Violations of this safety policy may result in the dismissal of your child** (see VIOLATIONS OF PARKING LOT PROTOCOL above).

Claire's Day School has posted numerous signs outlining the directional flow of traffic, 5mph speed limit, the ban of cell phones while driving, and a clearly marked entrance and exit. Persons ignoring, disobeying, or neglecting these posted rules who cause injury to a parent, child, or Claire's Day School staff member, or inflict damage to property, **will be prosecuted to the fullest extent of the law.**

Once parked, please **hide any valuables and lock your vehicle**. Claire's Day School is not responsible for lost, stolen, or damaged property. If you see suspicious activity on school grounds, please report it immediately.



If you have parked in the first parking area (with the large gravel and yellow circle parking lines), walk your child along the stone path to avoid walking on to the driveway.



Use this area to walk to the school (the path behind the tall cell tower) instead of trying to traverse the asphalt driveway where cars may be trying to pass.

If you have parked in one of the spaces along the fence closer to the school exit, please pass through the courtyard to safely reach the building.





Follow the courtyard to reach the entrance to the school.



Pass through this gate to reach the steps or stroller ramp into the building.



This is the only entrance into the building. There are several exits throughout the school.

15.2 DROP-OFF PROCEDURES

Upon arrival at Claire's Day School, PDO aged children, and preschool parents not opting to use the carpool line (see CARPOOL below) are required to be escorted by their parent (or the adult dropping them off) to their designated classroom, and sign-in using the attendance sheet at the classroom entrance. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

For adults of preschoolers, the carpool line (see CARPOOL below) is encouraged to help foster independence with the child, and the child will be signed in by a staff member at the carpool line.

Claire's Day School discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. Claire's Day School believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave immediately after saying goodbye ("drop & run"). The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. Children typically settle down after a few minutes. Parents are always welcome to call for an honest report of their child's demeanor. If, as the school term progresses, the child is not settling into a comfortable drop-off routine, administration might contact you to discuss the situation.

At arrival, parents are required to follow the Medication Policy (see DISPENSING MEDICATION) if a child must receive medication during the course of the day.

Parents of students staying past noon (PDO students and preschoolers enrolled for 12:00 - 3:00 after school programs) should send their child with a nutritious, ready to serve lunch including a drink (see FOODS below).

Preschool parents must return their child's weekly take-home bag, having been gone through and emptied over the weekend (see PICK-UP PROCEDURES below).

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or

any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

Claire's Day School does not serve or provide breakfast in the morning. Parents are required to feed their child a nutritious and filling breakfast prior to arriving at Claire's Day School (see FOODS below). Parents who send their child to school without having been fed breakfast will be considered to be neglectful of their children's nutritional needs and will be reported to the appropriate authorities as provided for in the Child Protective Services Act.

Parents of PDO students are to hand your child off over the top of the split classroom door to a caregiver inside the classroom, so that the bottom half of the door remains closed.

Please refrain whenever possible from entering the classroom. Ideally, we want the lower door to remain shut at all times to keep fast moving toddlers inside the classroom. The reverse will be done at Pick-up (see PICK-UP PROCEDURES).

A visual sweep of your child will be conducted by your child's teacher / caregiver when he or she arrives at school. Any marks, bumps, or bruises will be noted, allowing us to distinguish from minor injuries that may occur while in school (falls from tripping, scraped knees, etc). It also allows us to monitor if an injury or condition has worsened (a skin rash, for example) so that we may contact you if necessary (see PARENTAL NOTIFICATIONS below). Caregivers may notify parents of non-emergency health related issues or minor ailments at pick-up should it not pose a danger to his or her self or other classmates.

15.3 CARPOOL

If your child is in a preschool program, we encourage you to use the carpool line to help foster independence in your child.

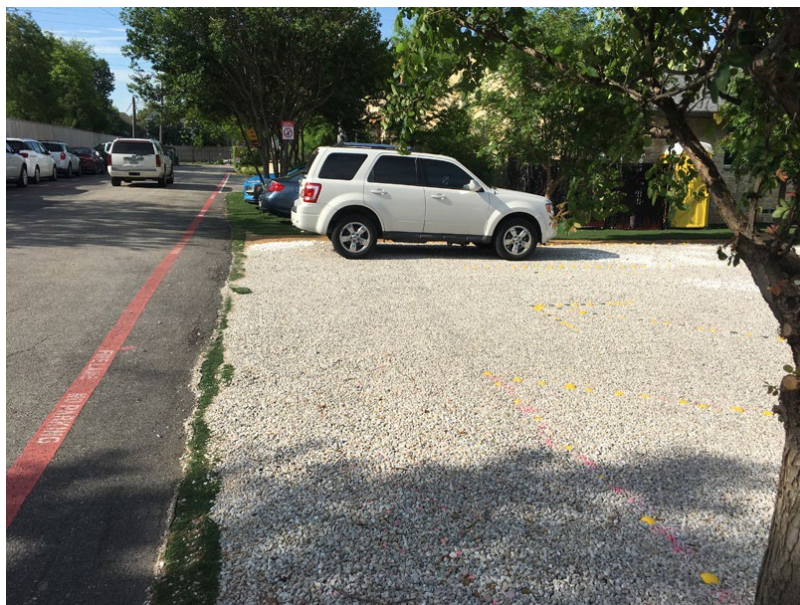
In order to take advantage of morning carpool, your child must arrive to school between ~8:50am and ~9:15am. Once entering through the front gate on Northaven, continue straight ahead (instead of entering the gravel parking lot), and move slowly forward on the right side of the driveway. Once at the front of the building, pull into the striped area.



Your child will then be helped out of your vehicle and escorted to the school by a staff member.

Pull into this area to the right of the fire lane to drop-off or pick-up your child.

Note: at peak times, when the carpool line starts filling in, please be aware and courteous to PDO families who might be trying to leave the parking area, which cuts through the carpool line at this point:



Once your child has been escorted into the building, follow the directions to the exit outlined in 15.1 above.

15.4 NOTIFICATION OF ABSENCE

Parents are asked to inform the center by 8:00 if a child will not be at the center on a scheduled day. PDO parents may call (214-368-4047) or [email](#) the center administration, and preschool parents may email or speak with their child's teacher. Proper notice of absence will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Knowing of planned absences also better helps us to serve PDO families in allowing the potential make-up of missed days.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Claire's Day School will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

If a child will be late, please inform the administration or child's teacher. PDO parents not giving notice by 9:45 are at risk of forfeiting their spot for the day in the event another family has asked to make-up a previously missed day. If we know in advance that your PDO child will be late, the space will be held for your child.

Please make every effort to arrive by 9:00. Curriculum is structured with the proper mix of both play time and work time, and your child will receive the most from our program with a consistent routine on our child's scheduled days of attendance.

15.5 RIGHT TO REFUSE ADMISSION

Claire's Day School reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.

2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child too ill to attend.
4. Domestic Situations that present a safety risk to the child, staff or other children enrolled at Claire's Day School if the child were to be present at the center.
5. Parents failure to maintain accurate, up to date records.
6. Parents' failure to complete and return required documentation in a timely fashion.

Claire's Day School strives to maintain an ample list of floaters (substitutes) in anticipation of staff absences, however, there are times when floaters are not available, and certain classrooms may need to be closed to maintain compliance with licensing regulations. In the event of unforeseen staff shortages, some classes may be combined if able to do so and maintain ratio. Every effort will be made to have your child attend the same classroom with consistent teachers each scheduled day of attendance, but this is not guaranteed.

In extreme cases of staff absences where combining classrooms will not allow us to maintain ratio, your child's admission may be refused for the day. In this event, you would be refunded the equivalent of one day's worth of tuition. It is important to note, in our history since 2004, a healthy child with up to date records arriving for his or her normal scheduled day of attendance has never been refused admission into the program, but it is possible an extreme staffing shortage could cause such a scenario.

In each scenario of refused admission except for staffing shortages, Parents WILL NOT be reimbursed tuition for days when their child may be refused admission to the program.

Claire's Day School

POLICY: PICK-UP PROCEDURES

POLICY NO.: 16

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Parents or other authorized adult of PDO students, as well as parents and authorized release persons of preschoolers not opting to use the carpool line are required to sign their child out of care on the sign-out sheet located at the classroom door.

Parents of PDO students will sign their child out and receive the child over the top of the split classroom door by a caregiver, the reverse of the ARRIVAL PROCEDURES. Just as at drop-off, we ask that you **refrain from entering the classroom** whenever possible so that the children not yet picked up remain safely in the classroom.

Once released, the parent or authorized release person is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander unattended through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents are allowed to stay with their child on the playground for up to one hour (until 4:30) following the final 3:30 dismissal period. Once dismissed from our care, any accidents the child may encounter, on the playground or otherwise, after the scheduled dismissal of the child are NOT THE LIABILITY OF CLAIRE'S DAY SCHOOL. Note that re-entrance into the building after 3:30 may not be possible, as the doors are locked upon the administration's departure. The playground may be exited from the south side in the event the main gates are locked.

PDO parents, as well as preschoolers staying for 12:00 - 3:00 programs, must take their child's backpack & lunch bag home each day. PDO parents may leave a bedroll in the classroom for naptime, provided it is taken home once per week to wash.

Preschool students will take home a weekly bag containing their child's works for the week. This bag will include notices of upcoming events and projects, so it is very important to go through it over the weekend.

Accidents deemed minor by Claire's Day School administration will be reported by the teacher / caregiver in person to the authorized release person. The classroom teacher will

be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

16.1 LATE PICK-UP:

Pick-up times are:

12:00 (for preschool parents not enrolled for after school care)

3:00 (for PDO parents / preschool parents enrolled for after school care)

3:30 (for families enrolled for late pick-up)

Pick-ups ten minutes after their scheduled pick-up time are considered late. Late pick-ups are subject to a penalty of \$1/minute for each minute after the ten minute grace period has passed. The employee time clock just inside the office door will be used to determine pick-up times.

There will be one extended grace period each school year of up to fifteen minutes. For example, if a child's scheduled pick-up time is 3:00, he or she is considered late for each minute past 3:10 pick-up. In this scenario, a family is allowed a once per year occurrence of a pick-up without penalty up to 3:25. Pick-ups past the 15-minute once per school year grace period will be subject to the aforementioned \$1/minute late pick-up penalty thereafter.

Late pick-up fees will automatically charged to your credit card on file, or added to your monthly invoice for the school year, or Summer invoice for Summer enrollments.

After three occurrences of late pick-up in a term (Summer or school year), the late pick-up penalty fee will double to \$2/minute. After six occurrences of late pick-up in a term, the fee will increase to \$5/minute. A child's services will be terminated should the child be picked-up late on ten occasions in one term regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or authorized release person) is available to pick up the child on time.

16.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of Claire's Day School will contact local police and/or the other custodial parent should a parent appear to the staff of Claire's Day School to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Claire's Day School staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of Claire's Day School to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Claire's Day School will contact the child's parents, local police and Child Protective Services to notify them of the situation.

16.3 EMERGENCY CONTACTS / AUTHORIZED RELEASE PERSONS

The [online enrollment](#) includes state licensing mandated fields for emergency contacts and authorized release persons. Parents are encouraged to include any and all persons who, in the course of events, may at one time be asked to pick-up their child from Claire's Day School. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this registration submission until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child. In the absence of a court order, neither parent may ban the other parent from picking up their child.

Any authorized release person listed on the registration information will be considered to have the right to act "In Loco Parentis." In Loco Parentis status affords the pick up person the right to discuss confidential information about the child's day including but not limited to incident/accident and behavior issues. If you wish to designate a release person only the right to pick-up the child but not discuss incidents or behavior issues that may have occurred in the day, you must [email](#) the director stating so.

The persons listed as emergency contacts / authorized release persons will be required to present to Claire's Day School administration a driver's license or government issued ID.

Once administration determines the allowance of the person to pick-up, he or she will be escorted to the classroom and, and administration will inform the teacher / caregiver that the person has been cleared for pick-up. Persons unknown by the teacher / caregiver will be asked to go to the office to have their identification verified and will not be allowed to pick-up the child prior. There will be no exceptions to this rule.

[Online registration](#) may be updated to add or remove Emergency/Alternate Pick-up at any time. **If removing a previously authorized person, after updating the online registration, you MUST ALSO [EMAIL](#) the administration notifying of this change.** When information is updated through the online forms page, it does not flag the specific data that was changed, so this is the reason we ask that parents notify us immediately if a previously authorized release person is no longer allowed to pick-up.

Claire's Day School reserves the right to refuse/ban any person listed on the Emergency/Authorized release form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

16.4 CARPOOL PICK-UP

Afternoon carpool will follow the same procedures as at pick-up with one notable exception: Claire's Day School staff are **not permitted to buckle your child into their seat.**

Afternoon carpool begins ~2:40pm and ends ~3:10pm.

In order to keep the afternoon carpool line moving as safely, efficiently, and quickly as possible, the following rules apply:

- Stay in your car during the initial loading or unloading of your child.
- When your child is placed in the seat but not buckled in, please pull forward to allow our staff to attend to the next family.
 - If you will be able to buckle your child in quickly (30 seconds or so), you may pull up several feet and do so.
 - If you require more time, or have two children to buckle in, please pull into a parking space. If none are available by the exit, you may circle around and park in the main gravel parking area directly to the right as you pass through the entrance gate.

Claire's Day School

POLICY: TRANSPORTATION

POLICY NO.: 17

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Claire's Day School does not provide transportation to or from our center.

Claire's Day School

POLICY: EMERGENCY CLOSING AND INCLEMENT
WEATHER INFORMATION

POLICY NO.: 18

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

In the event of an emergency closing and/or inclement weather, a notification will be posted on our website if power is available to do so. For inclement weather, should Highland Park ISD or Dallas ISD be closed or opening late, Claire's Day School will be closed that day.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures of less than ten school days in a school year, or five days in a Summer term.

If the closure extends beyond ten school year days, parents will have their next month of tuition reduced by the number of additional days closed beyond ten multiplied by the daily rate for their child's elected program. The daily rate is calculated by: (monthly tuition paid * nine school months) / # school days for the program elected in a school year. If the closure happens in the last month of a school year term (typically May), the daily rate for the school days missed beyond ten to emergency closing will be refunded to your credit card on file, or an agency check will be mailed to your address on file.

For Summer term, parents will have their child's tuition partially refunded if the emergency closure extends beyond five days. The partial refund will be calculated by the number of Summer emergency closure days beyond five multiplied by the daily rate for their child's elected program. The daily rate is calculated by: Summer tuition paid / total number of school days for the elected Summer program. In this event, the partial refund would be returned to the credit card used for Summer tuition, or mailed to your address on file with an agency check.

Though we never anticipate a closing of this magnitude, there are certain conditions (for instance, lack of power yielding no air conditioning in July) that might make such a situation unavoidable.

Class curriculum varies depending on program (PDO or Preschool) and the average age of the children in the class. All programs include plenty of indoor / outdoor play, circle time, group time, snack time, and rest time.

19.1 DAILY SCHEDULE OF ACTIVITIES

Below is an example of a day in the PDO program with our standard 9:00 - 3:00 hours. Some of the activities have parenthesis to the side, indicating the physical or cognitively developmental importance of the activity in accordance with state licensing requirements:

- 8:45 – 9:00 Caregiver preparation for the day
- 9:00 – 9:15 Greet and welcome children
- 9:15 – 9:45 Floor play (child initiated--gross motor skills**)
- 9:45 – 10:15 Outdoor time (strollers or playground for those walking well—gross motor skills**)
- 10:15 – 10:30 Wash hands and snack
- 10:30 – 10:45 Diaper check
- 10:45 – 11:00 Wash hands and get ready for lunch
- 11:00 – 11:30 Lunch
- 11:30 – 1:30 Nap time
- 1:30 – 1:45 Diaper check
- 1:45 – 2:15 Group time (stories, songs, etc—teacher initiated, cognitive development)
- 2:15 – 2:45 Floor play (child initiated – fine motor skills*)
- 2:45 – 3:00 Wash hands / Prepare to go home / Parents pick-up
- 3:00 – 3:15 Teacher clean-up

Here is an example of a preschooler schedule who no longer naps (see NAP / REST for more info):

- 8:45 – 9:00 Caregiver preparation for the day
- 9:00 Table Activities – Child initiated - Fine Motor Skills
- 9:25 Clean – up / Bathroom Break / Wash hands

- 9:40 Specials*
- 10:00 Snack
- 10:15 Project** – Fine Motor Skills
- 10:45 Playground – Gross Motor Skills
- 11:20 Circle time – Teacher initiated – pre-math & pre-reading
- 11:40 Review of the day – books, songs
- 11:50 Gather belongings and line up
- 12:00 Release to carpool / enrichment / stay-n-play

*There will be a different special activity each day.

Mondays & Tuesdays: Kid Fit – Gross Motor

Wednesdays & Thursdays: Music – Pre-Math

Thursdays & Fridays: Spanish – Cognitive/Lingual skills

**See Calendar for project activities

Please note that we will have chapel on Wednesdays at 9:15.

We will have a Mystery Reader every 2nd Friday of each month at 9:15. Please sign up. It is fun! The kids love it!

Afternoon Stay & Play Class Schedule

- 12:00 Lunch and rest time (30 minutes of rest)
- 1:10 Story & Projects - Teacher initiated – Pre-Math and Pre-Reading
- 1:50 Table Activities or Free Play (Play Dough, Stamps, Books, etc.) – Child initiated – Fine Motor
- 2:20 Clean up and Pack up
- 2:30 Playground & Carpool – Gross Motor

19.2 CLASS ASSIGNMENTS

Age is the primary factor in choosing a class assignment. Additional consideration is given to physical development, as well as social development, in a child's class placement. For example, children with older siblings often develop more quickly than a typical child, as he or she mimics that of older brother or sister, so it is possible for that child to be placed in a slightly older age group.

However, Claire's Day School will not place a child in a non-age appropriate class beyond a certain level. Parents may request certain class or teachers, but Claire's Day School will make the final determination of class placement in the best interest of the child. Parents disagreeing with this policy should not enroll in the program.

It is our effort to have the child remain in the same class with consistent teachers for the elected term, but this is not guaranteed in case of a staffing change.

19.3 STAFF TO CHILD RATIOS

Claire's Day School, in accordance with state licensing [minimum standards](#), must maintain imposed child / caregiver ratio. Ratios depend two factors:

- The age group of the children in class
 - As an example, a classroom of babies has a much lower state licensing ratio (1 caregiver to four infants) than a classroom of 3yr olds (1 caregiver to 15 3yr olds)
 - The physical size of the classroom

It is our goal to have two caregivers in the classroom at all times. However, it is important to note, if we experience a severe staffing shortage, it is legal and within our licensing parameters to reduce the number of caregivers in classrooms where older children are present in order to maintain ratio in younger classrooms where more caregivers are required.

19.4 NAP/REST TIME

State licensing mandates nap / rest time for all classes of at least thirty minutes. All PDO classes typically nap for 1-2 hours, and preschoolers have a minimum 30 minute rest period after lunch if the child stays for afternoon programs.

Young preschoolers enrolled for afternoon programs have the option of napping or not napping after lunch per parent preference. Children will often "graduate" to the non-nap room during the course of a school year. Please communicate with stay & play coordinator [Tiffany Gill](#) if your napping preferences for your preschooler change during the school year.

19.5 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

The annual supply fee for PDO, and semester supply fees for preschool, as outlined in the [tuition guide](#) and TUITION policy above, covers classroom supplies and consumables (paper goods, plasticware, art supplies, baby wipes, etc). Parents of children not yet potty trained must supply their own diapers. You must also send lunch and drink for children staying through lunch (see FOODS below).

Parents of preschoolers who misplace or severely damage their child's weekly take-home bag will be charged a \$25 fee to replace it.

19.6 HOLIDAY / BIRTHDAY CELEBRATIONS

The oldest PDO classes (children having turned 2yrs by the start of the school year), as well as the preschool classes, will have celebrations typically at Halloween, Valentine's Day, and Easter.

If parents would like to celebrate a birthday, they may provide birthday treats for the class. Please be sensitive to potential allergies of other children (see FOODS below) and let the teacher / caregiver know in advance of your plans.

Balloons pose a choking hazard to toddlers, and are prohibited inside Claire's Day School.

19.7 PARENTAL NOTIFICATIONS

Parents will be contacted by email for non-emergency communications, and by their preferred phone number if immediate communication is necessary. If a teacher or caregiver suspects your child may be ill or is just not acting like he or she does normally, the director will be informed and you may receive a call to pick he or she up from school. If a health check (see ARRIVAL PROCEDURES above) has worsened, the parent may also be notified to pick-up early.

For non-emergency information, school announcements, and/or policy changes, the preferred email address will be notified. Non-

Preschool teachers will schedule parent / teacher conferences in January.

Administration will provide an emailed newsletter a few times a year. This will contain date reminders, upcoming events, and happenings at school.

Administration will also provide an annual internal school wide directory during the school year, to which consent to be listed is implied unless a notice in writing otherwise (see CONFIDENTIALITY above).

Parents may call or email to setup a time to discuss any questions or concerns related to the policies and procedures of Claire's Day School.

19.8 GRADUATION

Children graduating into kindergarten will have a celebration at the end of the school year. This will be scheduled by your child's teacher, and will typically take place on an evening the last week of school.

In the Summer, most children will "graduate" into new classes, as the age groups reset to begin a new yearly cycle.

19.9 TEACHER / CAREGIVER APPRECIATION

At Christmas and the end of school in May, we will collect money from parents to purchase a gift for your child's teacher from your "class". This is a gift to the teachers / caregivers from you (the parents), and school administration serves as the "middle man". Donations may not be charged to the credit card on file, as it is

not considered school income. Additional information on how to donate, should you choose to, will be available in the December & May newsletters. Participation is optional and is in no way tied to the care your child receives.

Claire's Day School

POLICY: DISCIPLINE

POLICY NO.: 20

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

- 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 time out 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.
- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 - Corporal punishment or threats of corporal punishment;
 - Punishment associated with food, naps, or toilet training;
 - Pinching, shaking, or biting a child;
 - Hitting a child with a hand or instrument;
 - Putting anything in or on a child's mouth;
 - Humiliating, ridiculing, rejecting, or yelling at a child;
 - Subjecting a child to harsh, abusive, or profane language;
 - Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
 - Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Claire's Day School

POLICY: TOYS FROM HOME

POLICY NO.: 21

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the parent may be notified and the toy will be removed from the child and kept in the office. Lost toys due to violations of this policy are not the responsibility of Claire's Day School, and the cost to replace the toy is your responsibility.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time. **Infants younger than 12 months may not have toys or bedding in cribs at any time, as it is in violation of the state mandated safe sleep policy.**

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by Claire's Day School staff for safety and appropriateness, and may be prohibited at the sole discretion of Claire's Day School.

Please do not send your child's favorite of anything to school. If your child cannot last the night without it, it should not be sent! Any item sent should always be labeled appropriately, so that it can find its way home should it mistakenly go home with the wrong family.

Claire's Day School

POLICY: DRESS CODE

POLICY NO.: 22

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

22.1 CHILDREN

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months.

Children are not permitted to wear boots or Crocs. These shoes pose a tripping hazard. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Please update changes of clothing as the seasons change.

All clothing items must be clearly labeled with the child's first and last name. This includes, coats, hats, gloves, scarves, and shoes. Claire's Day School is not responsible for lost or damaged items of clothing.

Jewelry/Accessories:

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, Claire's Day School will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing any jewelry, parents

will be required to take it with them, or to return to the school to remove the jewelry if it discovered after the parent leaves. Repeated (more than 3 violations per school year) violations of this policy are considered to be violation of SAFETY POLICIES and will result in dismissal from the program.

Hair beads, barrettes, bobby pins, etc. are not to be worn by children. These accessories are considered to be safety hazards. When choosing accessories for your children be mindful of the potential safety issues they present not only for your child, but also for the older and younger children attending Claire's Day School.

Claire's Day School is not responsible for damage to or loss of and articles of clothing.

22.2 PARENTS

Clothing:

Parents are required to be dressed in appropriate clothing while at Claire's Day School, or involved in any Claire's Day School sponsored events. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Claire's Day School

POLICY: FIELD TRIPS

POLICY NO.: 23

APPROVED BY: _____

EFFECTIVE DATE: _____

Claire's Day School does not take outside field trips. Instead, we often have outside groups come to us.

Claire's Day School

POLICY: PARENT PARTICIPATION/VOLUNTEERS

POLICY NO.: 24

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 04/16/19

Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to read in the classroom, assist teachers, and/or coordinate special events / parties. Seasonal volunteer opportunities may be posted at the classroom door. Volunteering is optional, and your ability or desire to do so is in no way tied with your child's level of care.

Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom.

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent.

Claire's Day School

POLICY: HEALTH AND SAFETY

POLICY NO.: 25

APPROVED BY: Claire Lee, Owner / Director

EFFECTIVE DATE: 06/01/04

25.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete the [online registration forms](#) (see ENROLLMENT above). This must be completed prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at Claire's Day School per our state licensing regulations. If you have chosen not to have your child immunized for any reason, you must [obtain an affidavit from the state of Texas stating as such](#). Parents are required to have a wavier on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

All children are required to have a [health form](#) filled out by a licensed medical professional, in order to attend Claire's Day School. This must be completed by the first day of attendance.

25.2 CHILDREN WITH SEVERE ALLERGIES

Should it be determined that your child has an allergy, either to a certain food, or possibly a reaction to an insect sting, or other cause for said allergy, your child's pediatrician will be required to fill in a plan of action in case of accidental exposure on the [health form](#), which the parent must also sign. This form releases Claire's Day School from liability for administering health care professional and parent approved outlined treatment to children with severe allergies, provided Claire's Day School exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

25.3 COMMUNICABLE DISEASES

Claire's Day School follows communicable disease protocol as outlined by the [Centers for Disease Control \(CDC\) Guidance for School Administrators publication](#).

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick their child up within 45 minutes, it becomes the

parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. He or she will not be permitted to return to the program until they are no longer contagious. A note from your child's pediatrician stating your child is no longer contagious may be required before your child is allowed to return to school should he or she still be displaying symptoms. **Claire's Day School reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.**

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours as [outlined by the CDC](#). If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100 degrees Fahrenheit or more as taken by our office ear thermometer.

Children are required to be excluded from the program for loose bowels or diarrhea which occur three or more times in a 24 hours period of time. In the absence of fever, children may return to the program when normal bowel movements resume.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Claire's Day School will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

25.4 BITING

Claire's Day School recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these

classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Children older than 3 years of age, may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's service terminated. Furthermore, children in the older age groups who bite 3 times in a school year will have their services terminated since, the safety of all the children in the program is of the utmost concern of Claire's Day School.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of Claire's Day School can not discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

25.5 DISPENSING MEDICATION

Claire's Day School administrators will only dispense medication that is in original, labeled containers, accompanied by a [parent signed authorization form](#) with dosage and administration instructions. Prescription medication must include the pediatrician's instructions for administration. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date. Only Claire's Day School administrators are allowed to administer medication to your child. Please **do not ask teachers and caregivers to administer medication to your child**, as they

are prohibited from doing so. The only exception to this rule is the use of diaper cream, which, if supplied, is assumed appropriate to use as liberally as the teacher or caregiver deems necessary.

For conditions requiring daily treatment (such as reflux), parents may fill out one medication form with an expiration date for up to one year of dispensing, so long as the time and amount administered does not vary during that period. Parents are required to supply their own medications, and these medications may only be used for their child. Claire's Day School will not exceed the dosage or timing of the instruction label for over-the-counter medications in the absence of a doctor's note. **In the absence of an [authorization form](#), Claire's Day School is prohibited from administering medication to your child.**

25.6 FIRE/EMERGENCY DRILLS

Claire's Day School conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during a often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together,

remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

25.7 ALTERNATE SAFE LOCATION

Should the administration of Claire's Day School or any emergency services personnel determine that occupying the child care facility presents a danger, the staff and children will [relocate to Grace Academy](#), just west from our location less than a half mile away along Northaven. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of the telephone call.

25.8 INCIDENTS/ACCIDENTS

Should your child be involved in an incident/accident deemed non-emergency during the course of the school day, it will be communicated to the release person at pick-up (see PICK-UP PROCEDURES above).

In the case of any injury to the head , it is the policy of Claire's Day School to notify the parent by phone call or email. Claire's Day School administration will use its best judgment to determine if an incident or injury requires professional attention; however, parents should always make the final determination whether or not to seek medical care, as Claire's Day School staff is not medically trained beyond first aid / CPR certification.

Emergency assistance (911) will be called for any incident, accident, or illness deemed life threatening by Claire's Day School administration.

25.9 FOODS

All age groups:

With the exception of preschool children leaving at noon, all students should send lunch and drink. Please appropriately label your child's lunch bag, sack, or kit. Please pre-cut fruits, meats, cheeses, etc. Parents are encouraged to send an icepack in their child's lunch kit for any foods needing to remain chilled, or they may place the lunch in one of the two refrigerators located in the cafeteria and notify your child's teacher or caregiver that you did so.

Claire's Day School does not permit children to share or exchange food items.

If your child has any food allergies, you must have his or her complete a plan of action on the [health requirements form](#) in case of accidental exposure (see HEALTH & SAFETY above).

Parents are required to provide written notification of any food/dietary restrictions. (i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets).

Claire's Day School never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons. However, per state licensing regulations, food may also not be used to reward certain behaviors either.

Daily snacks are provided for all age groups. A copy of the snack calendar is available in the hallways outside of the office.

Infant through 2 ½ year old age groups:

Children enrolled in the infant through 2 ½ year old classrooms must have all food items for consumption prepared and labeled each day the child is in attendance. This includes formula/breastmilk bottles, baby food, snacks, and juice bottles. Be sure to prepare one more bottle than you think your child will consume in a day to assure that your child won't run out. Prepared bottles must be cooled with ice backs, or stored in the cafeteria refrigerator nearest the classroom, and will be warmed with a bottle warmer that we keep in the classroom. All bottles must be taken home by the parents each night to be washed.

Parents must provide and label all utensils and bowls necessary for feedings. Children will not be fed directly from baby food jars, nor will the staff use previously opened baby food. Staff will mix baby cereal just prior to feedings. All unused food remaining after a feeding will be discarded.

Parents are required to complete a [feeding schedule](#) for their child on a monthly basis, or as the child's feeding requirements change. Staff will complete a daily chart for each child detailing for the parent what the child ate, when, and how much, as well as diaper change times indicating wet or dirty.

Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available. The location may change depending on the time of day and the space/room available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher or center director.

Toddlers and 2yr olds will be served a daily snack of either graham or cheese crackers and water, typically mid-morning between 10:00 - 10:30. In the case of dietary restrictions or allergies, parents are welcomed to send their own snacks to be substituted for their child.

3 year and older classrooms:

Claire's Day School offers a morning daily snack between 9:45 - 10:45 in coordination with the letter being studied that week (for instance, apples for "A" week, bananas or bean burritos for "B" week, etc). Claire's Day School DOES NOT serve breakfast.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to eat their main entrée first, followed by healthy snacks. Candy and junk food will be reserved for a "dessert" when an adequate amount of their lunch has been eaten.

Claire's Day School curriculum focuses on developing healthy, well-balanced eating habits. Therefore, parents are required to provide a full, healthy lunch for their children each day they are in attendance. Lunches should include a sandwich (or main entrée item), snack(s) and a drink. Claire's Day School will provide water for children who wish to have it with lunch. Snack food items should be healthy, such as fruit, vegetables and the like. Parents should limit junk foods to a minimum in their child's lunch. If deemed salvageable by the class teacher or caregiver, uneaten food will be placed back in the child's lunch so parents can see what items and how much their child consumed during the day. Parents should limit the number of choices offered in their child's lunch, as children often become distracted by the choices. Parents should provide enough food so that their child is satiated, but not so much that food is wasted.

Claire's Day School does not allow full size candy bars, sodas, or full size candy treats such as Skittles, Starbursts or gum, in a child's lunch. If you wish for these foods to be a part of your child's diet, please give them to your child at home. One or two miniature sized candies are permitted in a child's lunch as a treat. However, Claire's Day School staff will prohibit a child from consuming these treats if the child is having a particularly over active, excitable day.

Claire's Day School prohibits any food item in glass containers (except Baby food in the infant classrooms), as well as aluminum cans. These can be safety hazards for the children and staff.

25.10 NON-PEANUT FREE CENTER

Please note that Claire's Day School **is not** a peanut free center. However, it is possible that, should a student possess a life threatening peanut allergy, we might dictate that a particular classroom be a peanut free environment. In this event, your understanding and cooperation is appreciated.

If providing snacks for a child's birthday or classroom party (see BIRTHDAY & HOLIDAY CELEBRATIONS above), please be respectful of students who might have nut allergies, and refrain from bringing treats containing nut items.

25.11 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

25.12 SAFE SLEEP

Parents of infants younger than 12mos must read, sign, and return a [safe sleep form](#).

25.13 ENTRANCE / EXITS

There is only one entrance to the building (double glass doors facing east - see SECURITY below).

Claire's Day School has eight exits. These are located in or at:

- Main lobby (The entrance point)
- Main lobby (doors across from the entrance leading to the courtyard)
- PDO Hallway (SW corner)
- Preschool Hallway (NW corner)
- Cafeteria (NW corner leading to the courtyard)
- Room 8 (Conference room leading to from patio)
- Southernmost hallway (straight ahead between kitchen & boys bathroom)
- Kitchen (east side)

25.14 SECURITY

Claire's Day School will lock the ENTRANCE (above) between ~10am - ~2pm. In accordance with the PARENT'S RIGHT TO IMMEDIATE ACCESS (above), parents will have access to the building to pick-up your child at any time. If picking up early, we ask that you try to do so either after lunch, or after nap, rather than during the napping period for

younger children between ~12-2pm. Please ring the doorbell on the left of the front door, or knock to get Administrators' attention, as their offices are just to the left of the entrance.

The double glass door on the front of the building is the only entrance to the building.

Parents are not permitted to enter from any of the EXIT points in the event of an opening due to another parent leaving the building. The only exception will be made for parents re-entering the building after having been on one of the playgrounds (either the PDO or Preschool Hallway EXITS).

Claire's Day School

POLICY: STAFF EMPLOYMENT BY CLIENT'S POLICY

POLICY NO.: 26

APPROVED BY: Claire Lee

EFFECTIVE DATE: 06/01/18

Claire's Day School allows for our staff to care for your children during hours that the school is not in operation. This arrangement should be made between you and the employee. The employee dictates their hourly rate, and we appreciate your being respectful of their right to do so.

Claire's Day School does allow for the use of our facilities by off-the-clock employees to care for your children during non-school hours should you make an arrangement to do so, provided the employee would have access to the building (i.e. before or after school on a day when school will be or was in session). If an arrangement is made to do so, it is completely understood by you and the employee that **no liability by Claire's Day School exists during hours where school is not in session**. Should you elect to have a Claire's Day School employee care for your child during non-school days (see [our calendar](#) for in session days) or during hours before 8:30a or after 3:30p where school is not in operation, you are doing so at your child's own risk, with the understanding that Claire's Day School is not in operation, nor is a director on site to attend to any potential emergencies. The employee caring for your child is doing so of their own free will, and being directly compensated by you (the parent) and not by Claire's Day School. **It is understood that any incident, injury, or illness on the part of the child or caregiver during these non-school hours do not fall under the auspices of Claire's Day School.**

Staff members do not have access to our facilities on weekends or holidays, and thus potential outside care arrangements should be made at your home.

Claire's Day School

POLICY: AGENCY CONTACT INFORMATION

POLICY NO.: 27

APPROVED BY: Claire Lee

EFFECTIVE DATE: 06/01/04

Claire's Day School is located at:
5608 Northaven Road
Dallas, TX 75230

Our phone number is (214) 368-4047

Our fax number is (214) 368-4060

You may email administration using the links below:

The Owner / Director is [Claire Lee](#).

The Administrators are [Brian Lee](#) & [Tiffany Gill](#)

Claire's Day School

POLICY: POLICIES ACKNOWLEDGEMENT

POLICY NO.: 28

APPROVED BY: Claire Lee

EFFECTIVE DATE: 06/01/19

Parents disagreeing with any of the above policies should not enroll at Claire's Day School.

Any parent or guardian who submits the [online registration forms](#) acknowledges, with their electronic signature, that they have read, understood, and will abide by the preceding policies set forth in this parent handbook.

Claire's Day School

POLICY: TEMPORARY COVID-19 HEALTH SAFETY MEASURES POLICY NO.: 29
APPROVED BY: Claire Lee EFFECTIVE DATE: 06/01/20

In our efforts to combat COVID-19, and to best ensure the health & safety of all parents, children, and staff, the following protocols will be enacted immediately in accordance with the Health & Human Services Commission (HHSC) guidelines.

- Drop-off and pick-up must be performed outside of the school. As such, we are asking that only school staff and enrolled children enter the building. Parents or guardians must obtain permission prior to entering the building.
- To help with the above requirement, we will be offering carpool for all students between 8:30 - 9:15. Earlier 8:30 drop-off students may line up by 8:20, and standard 9:00 parents we ask to arrive not before 8:45. Afternoon carpool will run from 2:45 - 3:30.
- Prior to your child's start date, you will receive an email with your child's class introduction letter, as well as your new carpool number assignment. For the first week of school, please write the number down in big print on a sheet of paper, and hold it up for our staff who will be helping either load or unload children. We will pass out carpool number placards to hang on your vehicle's rear view mirror during that first week of classes.
- At pick-up time, please note that carpool staff are NOT ALLOWED to buckle your child into their car seat. Once you exit the carpool line, please pull forward and off to the side to buckle your child in.
- Staff & children entering the building are required to have their temperature taken by an authorized school representative. The parent or guardian will also be asked if the child has taken any fever reducing medication that day, and if so, to verify that the purpose of the medication was for pain relief rather than fever reduction (teething, for instance). Anyone with a temperature over 100 degrees will be sent home for the day, and children sent home with a fever are not permitted to attend the next day at a minimum, as the child must be fever free without medication for 24 hours in order to return to school.

- Following an illness, teachers and caregivers are required to be fever free without fever reducing medication for 72 hours, unless a written doctor's diagnosis proving the absence of COVID-19 is obtained. We mention this policy because this increases the likelihood of having a substitute caregiver or teacher for your child's class throughout the Summer term.
- We **strongly encourage** that your parents, grandparents, or elderly neighbors refrain from dropping off or picking up your child, as the risk is so much greater for our senior citizens than for children and younger parents.
- Since all students must use the carpool line, and we must take temperatures of all students when they arrive, please be prepared for carpool to take longer than usual. Your patience is much appreciated! The health and safety of our community will always be the first and primary concern.