

Parent's Manual – Reference to Policies and Procedures

Wood School Day Care – City of Haverhill, MA

25 South Spring Street, Bradford, MA 01835 (978) 374-3467

Hours of operation: 7:30 a.m. – 5:30 p.m. Monday through Friday

(During Haverhill Public School Year only)

MISSION STATEMENT AND PURPOSE

The mission of Wood School Day Care is to serve the children and families of Haverhill through educational, social and recreational programs in a safe and supportive environment on a sliding fee scale.

CHARACTERISTICS OF THE MEMBERS

Wood School Day Care serves school-aged children from Kindergarten to 6th grade.

NON-DISCRIMINATION POLICY

Wood School Day Care maintains a non-discrimination policy concerning staff and children without regard to race, cultural heritage, national origin, marital status, religion, political beliefs, disability, or sexual orientation.

WOOD SCHOOL DAY CARE OPERATION AND ADMINISTRATION 7.08(10)

Wood School Day Care complies with licensing and registration requirements of the Commonwealth of Massachusetts, and the City of Haverhill. The Director of Human Services and the Program Coordinator of Wood School Day Care shall be the chief administrators, and they will be responsible for the overall operation of the program, which includes: regulation compliance, intake and information, staffing and referrals. The Program's staff is responsible for direct service, program design, and implementation and transportation.

CHILD CARE STATE LICENSING AND REQUIREMENTS

Wood School Day Care complies with licensing and registration requirements of the Commonwealth of Massachusetts as regulated by *The Department of Early Education and Care (EEC)*. Wood School Day Care meets the standards set forth by The Department of Early Education and Care (EEC). The programs are reviewed every two years to ensure that Wood School Day Care standards set by the Department of Early Education and Care (EEC) are enforced. The Department of Early Education and Care's (EEC) regulations are on file for review. Contact information for the Department of Early Education and Care is as follows: Region 3 Northeast Regional Office, 360 Merrimack Street (Bldg. 9, 3rd floor), Lawrence, MA 01843 and phone number is (978) 681-9684.

ENROLLMENT / INTAKE PROCEDURES

Prior to enrollment, parents or legal guardians and their children are invited to visit Wood School Day Care while the program is in operation. During the visit, an enrollment packet will be distributed and the program will be fully explained to the parent and child. If parents or legal guardians are interested in enrolling, a meeting may be scheduled with the program administrator or designee to review the enrollment packet.

REGISTRATION FEES:

There is a nominal annual registration fee of \$25.00 for each child / program, which runs from September through June. At the time of enrollment, the first week of tuition is due for our before or after-school programs, and first month tuition is due for Kindergarten program. The first week's tuition is non-refundable.

PAYMENT POLICY

Payment is due **one week** in advance of service for families that pay weekly, and **one month** in advance of services for families that pay monthly. **Payment is due on the 1st of every month or Fridays for weekly payments. Childcare may be terminated if payments are not current.**

Our tuition rates are pro-rated for the entire school year, therefore parents WILL be charged for each day that their child is enrolled, regardless of their child's attendance (this includes state and federal holidays, all Haverhill Public school closings such as vacations, snow days, etc. in which Wood School Day Care is closed, and no sick or vacation allowances are made).

At time of enrollment, each family is assessed a rate based on income, family size or program type. A sliding fee and financial scale are available to families who qualify. Wood School Day Care reserves the right to review annual budget costs, and increase tuition rates if necessary.

RETURNED CHECKS:

If a check is returned for insufficient funds, reimbursement of this payment MUST be made in cash or money order. An additional charge of \$25.00 will be charged to cover the cost of the bank charge. After two checks are returned for insufficient funds, bank checks or money orders will be the only form of payment accepted.

WITHDRAWAL FROM PROGRAM:

Parents or legal guardians are asked to give two weeks advance notice of withdrawal. If no notice is given, parents will be charged their full tuition rate for those two weeks.

DROP-OFF POLICY:

Parents or legal guardians must bring their child / children into the school and supervise them until a Wood School Day Care staff member has been notified of the child's attendance. If a child arrives when his / her class is outside of the building, a parent or legal guardian must notify a Wood School Day Care staff member of the child's presence immediately upon arrival. ***Please use caution in the parking lot area at all times, cars are continually entering and leaving the area. Please make sure your child is safely inside the building and / or with a staff member upon arrival.***

PICK-UP POLICY

Parents or legal guardians must pick up their children at Wood School Day Care **before** their scheduled pick-up time, or **before** 5:30 p.m. Parents will be assessed a late fee if they arrive after their scheduled pick-up time. Late fee may be waived only at the discretion of the Program Director. When a parent or legal guardian expects to arrive late, Wood School Day Care must be notified immediately, and arrangements must be made to have an alternate approved person to dismiss the child if necessary.

*****Parents or legal guardians are required to notify Wood School Day Care staff prior to leaving with their child / children every day, and are required to sign their child out in the Dismissal log book located near the main entrance area.***

******If a parent or legal guardian or other approved pick-up person appears to be intoxicated or under the influence of illegal substances at time of pick-up, Wood School Day Care reserves the right to notify an alternate family member, as well as the authorities if necessary prior to allowing the child to leave the day care.***

LATE FEE

A late fee will be charged to cover the additional expense of providing extended care for a child. Any person picking up a child after their scheduled pick-up time or after 5:30 p.m. will be assessed a fee of \$10.00 (per child) for the first 10 – 15 minutes, and for every minute thereafter, the fee will increase by \$1.00 (per child). In the case of extreme lateness, Wood School Day Care, after making every attempt to locate the parent or legal guardian and emergency contacts, will contact the Haverhill Police Department.

ATTENDANCE POLICY

Parents or legal guardians must notify Wood School Day Care if their child will not be in attendance.

INCLEMENT WEATHER AND PUBLIC SCHOOL CLOSING:

Wood School Day Care follows the Haverhill Public Schools when considering being closed due to inclement weather. **Wood School Day Care will close when public school is cancelled.** In the case of a **delayed opening**, children who are registered for **before –school care** may be dropped off on their scheduled days and remain with the staff until the designated delay time. Children enrolled in Kindergarten program may be dropped off at 11:30 a.m. unless otherwise approved by Site Director.

WEAPONS IN WOOD SCHOOL

Possession of weapons such as firearms, knives, clubs, or other articles that may be determined to be dangerous are prohibited in the Wood School building, on school grounds, on school buses or any other areas while in day care. Whoever observes violation of this policy should immediately notify the Director or

Designee in her absence. The Director will immediately notify the student and parents / legal guardians of the policy violation and follow the notification in writing outlining the allegations.

MEALS / SNACKS

Children who attend need to be provided with their own lunches, snacks and drinks on a daily basis. All food must be **peanut-free** (please do not send in anything that has been processed with peanuts). For a list of acceptable items, please contact the office. Also, for a list of nutritious foods, please call the office.

EMERGENCY TRANSPORTATION

In the event of a medical emergency requiring transportation to the closest hospital (either while at Wood School Day Care or on a field trip), Wood School Day Care staff will call 9-1-1 or contact the ambulance company. Staff will make every attempt to reach the parent or legal guardian. If the parent or legal guardian cannot be contacted, Wood School Day Care staff will contact the person(s) listed on the Emergency Contact form from the child's file. In the case of an emergency while on a field trip, an ambulance will be called to transport the child and a staff member (who will have the child's emergency release form) to a medical facility for treatment. The bus will remain with the group. Staff is not responsible for transporting children.

FIELD TRIPS

When Wood School Day Care plans field trips, a bus from a contracted bus company (Coppola Bus) will transport the children. All staff will be on the bus at all times with the children. Parents or legal Guardians will also need to review and sign a permission slip for all field trips.

PARENT INVOLVEMENT / COMMUNICATION

Parent or legal guardian involvement is essential in providing a program that is meaningful to both the parent and the child. Wood School Day Care will work closely with the parents or legal guardians to accommodate each child's needs whenever possible. Parents or legal guardians are welcome to visit their child's program in operation at any time. If there is parental concern, it should be brought to the attention of the Program Director. If parents or legal guardians feel their concerns have not been adequately heard or need further attention, they may contact the Director of Human Services (978) 374-2388 ext. 28. Complaints may also be referred to EEC, 360 Merrimack St., Bldg. 9, Lawrence, MA 01843. The phone number at EEC is: (978) 681-9684.

PARENT CONFERENCES

Wood School Day Care shall ensure that the Program's Director shall meet with the parents before admitting a child into the program. Individual parent conferences are scheduled upon request. The Program may schedule parent – teacher conferences twice a year to discuss the child's progress.

VOULNTEERS

Volunteers shall be provided appropriate orientation, training, supervision and staff development. Volunteers will have a C.O.R.I. (background check / criminal offender record information) and application on file. Volunteers shall not have unmonitored contact with the children.

CUSTODY, VISITATION, SUPPORT, CARE AND RELATED ISSUES:

Wood School Day Care recognizes that parents or legal guardians of enrolled children may be subject to court orders, stipulations or other agreements which govern custody, visitation, support, care and related issues. Wood School Day Care promotes the parent – child relationship, to nurture development, to minimize potential conflicts and problems, and to promote an environment best suited for the provision of high quality childcare, enrichment and education. To promote these interests, Wood School Day Care has adopted the following policies:

Unless Wood School Day Care is provided with a certified copy of an order from the court of jurisdiction which expressly states otherwise, either natural or adoptive parent or legal guardian may visit the child or children enrolled on an unrestricted basis during the normal hours of operation. It shall be the parent or legal guardian's responsibility to provide Wood School Day Care with the certified copy of the order. In the event that the certified copy of the order expressly states that either a natural or adoptive parent or legal guardian shall not have contact with the child or children, and in the event that such person attempts to have contact with the child or children, Wood School Day Care will then attempt to notify the custodial parent or legal guardian.

Unless otherwise notified, Wood School Day Care shall assume that natural parents, adoptive parents or legal guardians of the enrolled child or children shall have equal access to the records kept by Wood School Day Care regarding the enrolled child or children, subject to state law governing disclosure of such records.

In the event a parent seeks to have an administrator or staff member of Wood School Day Care at a deposition or in court during normal business hours, a subpoena shall be required in accordance with local law. Neither administrators nor staff of Wood School Day Care shall be permitted, during work hours, to take time from their regular duties to provide testimony, affidavits or otherwise act as witness on behalf of a natural parent, adoptive parent or legal guardian involving such matters as custody, care, support, visitation or control of the enrolled child or children without the service of a subpoena.

SUSPECTED CHILD ABUSE OR NEGLECT

Wood School Day Care shall protect the children from abuse and neglect while in care and custody at Wood School Day Care. No child shall be subjected to spanking or other corporal punishment; cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment; deprived of meals or snacks; force feeding; or disciplined for soiling, wetting or not using the toilet; forced to remain in soiled clothing or forced to remain on the toilet, or using any other unusual or excessive practices for toileting.

The Department of Social Services defines Child Abuse and Neglect as follows:

Child Abuse: Non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat of harm to a child's well being.

Child Neglect: Failure by a caretaker, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, or other essential care.

It is the responsibility of all employees of Wood School Day Care to immediately report any incident or suspected case of child abuse or neglect to either The Department of Children and Families (DCF) pursuant to M.G.L.c.119, s.51A, or the Director of Human Services (Vincent Ouellette), or Program Coordinator Cathy Wolf or designee.

The Director of Human Services, Program Coordinator or designee shall report any suspected or alleged incident immediately by telephone and then in writing within forty-eight (48) hours to The Department of Children and Families Intake Department as mandated by M.G.L.c.119, s.51A and shall cooperate fully in the investigation of any incident.

The Director of Human Services, Program Coordinator or designee shall notify The Department of Early Education and Care (EEC) immediately after filing a 51A report, or learning that a 51A has been filed, alleging abuse and neglect while in the care of the program or during program-related activity.

Wood School Day Care shall cooperate in all investigations of abuse and neglect, including identifying parents of children currently or previously enrolled in the program; providing consent for disclosure of information to EEC, and allowing EEC to disclose information to any person and/or agency EEC may specify as necessary to the prompt investigation of allegations and protection of children. Failure to cooperate may be grounds for suspension, revocation, or refusal to issue or renew a license.

Any employee of Wood School Day Care suspected of any incident of child abuse or neglect shall be immediately removed from the direct care of children until The Department of Social Services' investigation is completed and for such further time as EEC requires. The employee may be suspended from the staff of the program until any investigation is completed.

Any staff member who is subject of a substantiated 51A report may not continue to provide day care services, and that staff member will be immediately and permanently removed from the staff of the program.

INJURY PREVENTION PLAN

- A. Wood School Day Care shall monitor the environment daily to immediately remove or repair any hazard.
- B. Wood School Day Care shall not permit smoking in areas used by children during hours that children are in attendance.

- C. Wood School Day Care shall keep all toxic substances, poisonous plants, medications, sharp objects, matches, and other hazardous objects in a secured place and out of the reach of children.
- D. Wood School Day Care shall develop procedures for injury prevention and management of medical emergencies during field trips. Wood School Day Care shall ensure that a first-aid kit and the list of emergency numbers for the children are available on any field trip.
- E. An injury report for any incident, which requires first aid or emergency care, shall be maintained in the child's file.
 - 1. An injury report shall include, but not limited to: name of child, date, time and location of accident or injury, description of injury and how it occurred, name(s), witness(es), name(s) of person(s) who administered first-aid or medical care required.
 - 2. Wood School Day Care staff shall maintain a central log or file for injuries, which occur during program hours and shall periodically monitor the safety record to identify problem areas.
- F. Wood School Day Care staff shall maintain a record of any unusual or serious incidents such as behavioral incidents, accidents, property destruction or emergencies. These reports shall be reviewed by the Program Directors.
- G. Wood School Day Care shall immediately notify parents / guardians of any injury which requires any medical care beyond minor first aid and whenever other special problems and significant developments arise.
- H. Wood School Day Care shall notify parents / guardians at the end of the day regarding any minor first aid administered, and in writing within 48 hours of all incidents mentioned.

FIRST AID AND HEALTH CARE POLICY

Each child is required to have proof of a yearly physical examination and age-appropriate immunizations kept on file. The Wood School Day Care Health Care Consultant is who reviews the Wood School Day Care Health Care Policy, provides consultation on health care concerns, and reviews first-aid and CPR training certification programs offered to staff. The Health Care Policy is posted on the parent information board for parents to view and a copy is also available upon request. Only those individuals appropriately trained and certified may administer first-aid. When first aid is administered, an accident / injury report is filled out, signed and submitted to the Program Director. The Program Staff will inform the child's parent or legal guardian by the end of the day when first-aid has been administered and in writing within 48 hours.

MEDICATION POLICY 7.05(2)

Parents or legal guardians must sign a *Medication Consent Form* 102 CMR 7.05(2)c form, **valid for only one year**, which indicates medication, amount and time to be dispensed. In order for prescription medication to be dispensed, the following conditions **must** be met according to EEC regulation CMR 102 7.05(2) (a)(1 – 6) and CMR 102 7.05 (2) c (1 – 2):

- Medication can only be dispensed to a child with written parental consent which indicates that the medicine is for the specified child.
- Medicine can only be administered to a child with a written order from a physician, **which may include the label on the medicine**, which must indicate that the medicine is for that specific child and specify dosage, number of times per day and the number of days the medication is to be administered.
- The Program Staff shall not administer any such medication contrary to the directions on the original container unless so authorized by a written order of the child's physician.
- The Program Staff shall keep all medicine labeled in its original container, with the child's name, the name of the drug and the directions for its administration and storage. This does not apply to topical non-prescription medication that is not applied to open wounds, rashes or broken skin.
- The Program Staff shall maintain a written record of the administration of any medication, prescription or non-prescription, to each child which includes the time and date of each administration, the dosage, the name of the staff member administering the medication and the name of the child. The completed medication record shall be made part of the child's file. This does not apply to non-prescription medications which are not applied to open wounds, rashes or broken skin.

- ❑ All medications, except inhalers, shall be administered by a staff member or upon written authorization of a parent, the child may be permitted to administer his / her own medication, under the supervision of a staff member.
- ❑ The Program Staff, with written parental consent and authorization of the physician, permits children who have asthma to carry their own inhalers and use them as needed, without the direct supervision of a staff member. The Program Staff shall ensure that all staff is aware of individual children who have asthma and their ability to use their own inhalers as needed.
- ❑ The Staff shall store all medications out of the reach of children and proper conditions for sanitation, preservation, security and safety. All unused medication shall be disposed of, or returned to the parent or legal guardian, when no longer needed.

ALLERGIES, FOOD ALLERGIES OR HEALTH RESTRICTIONS

If a child's health record indicates allergies, food allergies or health restrictions, the child's name, allergy, food allergy or health restriction with symptoms and procedures will be posted on a designated board, and kept in the first aid kit. Staff will be informed of any changes. If the child has an allergy attack, the Staff will follow the procedures outlined.

INFECTIOUS DISEASES AND EXCLUSION POLICY

Wood School Day Care operates for well children and staff only. Children who are mildly ill (e.g. minor cold symptoms) may remain at Wood School Day Care only with the approval of the Director of the school-age program. Children should be fully able to participate in all activities, including outdoor play. Parents should provide appropriate changes of clothing so children do not become either chilled or overheated.

To minimize the spread of infectious diseases, children with symptoms of a communicable disease will remain with a staff member until the parent or designated representative arrives for the child. The Staff makes every effort to reach parents when a child is ill, but after 30 minutes staff will contact the emergency contacts indicated by the parents. Children will be monitored daily by staff. If a child is determined not well enough to participate in the daily routine, parents will be notified. Parents are asked to notify staff if their child is ill and to tell of any specific diagnosis. If any communicable disease or condition is identified within the Program, Wood School Day Care will immediately inform parents and the Department of Public Health for reportable communicable diseases.

WOOD SCHOOL DAY CARE WILL NOT SERVE CHILDREN WITH:

- ❑ Fever of 101 F or above, axillary
- ❑ Fever of 100 F – 100.9 F, axillary, if combined with another sign of illness
- ❑ Skin rash that has not been identified by a Physician who has seen the rash (notify the Program either by phone call or in writing)
- ❑ ***Diarrhea and / or vomiting 2 or more times in one day***
- ❑ Evidence of head lice or other parasites
- ❑ Severe and repetitive coughing
- ❑ Rapid or difficult breathing
- ❑ Yellow skin or eyes
- ❑ Conjunctivitis (any eye irritations that cause oozing or dripping)
- ❑ Stiff neck
- ❑ Infected skin patches
- ❑ Pain of which the child complains and interferes with normal activity
- ❑ Evidence of infection
- ❑ Excessive fatigue
- ❑ A moist or open cold sore
- ❑ Unusually dark urine and / or gray or white stool
- ❑ Strep infection / Sore throat or difficulty swallowing

CHILDREN MAY BE RE-ADMITTED ONLY:

- ❑ With a physician's statement that the child is FREE from communicable disease, and that returning poses no risk to the child or others. If a child is diagnosed with strep throat, or any other illness requiring medications, the child shall not return to Wood School Day Care for at least 24 hours after beginning the medication.

- ❑ If he / she is visibly FREE from communicable diseases, ***FEVER FREE without the benefit of fever-reducing medications for 24 hours.***
- ❑ If he / she is ***FREE of vomiting and diarrhea for 24 hours and eating a normal diet.***
- ❑ If a child has had head lice or nits, he / she will NOT be re-admitted for 24 hours and MUST be checked by a staff member. If head lice or nits are found, he / she will not be re-admitted for another 24 hours, or until there is no evidence of head lice or nits. ***Wood School Day Care has a NO NITS policy.***

INFECTION CONTROL

Wood School Day Care shall ensure that staff and children wash their hands with liquid soap and running water, using friction. Hands shall be dried with disposable paper towels. Staff and children shall wash their hands at least at the following times:

- ❑ Before eating or handling food
- ❑ After toileting
- ❑ After coming in contact with body fluids or discharges
- ❑ After handling animals or their equipment
- ❑ After cleaning

Wood School Day Care shall ensure that the specified equipment or surfaces are washed with soap and water and disinfectant. The disinfectant solution shall either be a self-made solution consisting of ¼ cup bleach to each gallon of water or 1 tablespoon of bleach to a quart of water. The solution shall be prepared daily, labeled and placed in a bottle that is sealed. The solution shall be stored in a secure place and out of reach of the children.

The disinfectant will be used:

- ❑ After use of toys mouthed, mops used for cleaning body fluid, thermometers
- ❑ At least daily: toilets and toilet seats, eating tables, before and after use, sink and sink faucets, drinking fountains, play tables, smooth surfaced non-porous floors, mops used after cleaning, and cloth washcloths and towels.

Wood School Day Care shall provide disposable gloves to be used for clean up of blood spills and bodily fluids. All areas that have been exposed to blood or bodily fluids shall be disinfected. Used gloves shall be thrown away in a lined, covered container. Wood School Day Care shall ensure that staff washes their hands thoroughly with soap and water after cleaning up the bloodied area. Bloody clothing shall be sealed in a plastic container or bag. Labeled with the child's name and returned to the parent at the end of the day.

PLAN FOR THE CARE OF MILDLY ILL CHILDREN

Parents or legal guardians are required to inform Wood School Day Care of any allergies (including food, medicines and materials) and medical conditions (including rest and play) that their child(ren) may have. At time of enrollment, parents or legal guardians are required to make a notation of these allergies and / or medical conditions. The Allergy and Medical Condition Form 7.06(10)c form is posted and kept in first-aid kits.

If a child is determined not well enough to participate in normal group routine during any course of the day, the child will wait in a rest area with a staff member until parent or legal guardian arrives. Staff will attend to the child's needs and comfort until pick-up.

CONFIDENTIALITY OF RECORDS

All information contained in the child's record is privileged and confidential and cannot be released without parental written consent. Authorized representatives from The Department of Early Education and Care have the right and responsibility to review all records at reasonable intervals.

MAINTENANCE OF RECORDS

Any changes and / or additions to a child's record must be dated and signed by the person making the entry. Any conferences, phone calls, correspondence, notes, etc. relating to the child, must be written and filed under the appropriate heading. All reports must be signed and dated. Records are retained for a period of five years after a child has left Wood School Day Care unless the record is transferred to the parent.

AMENDING A CHILD'S RECORD

A parent or legal guardian has the right to add information to his / her child's record at any time by making the information available to the Program Coordinator. A parent or legal guardian also has the right to request the deletion or amendments of material contained in the child's record.

ACCESSIBILITY OF RECORDS

Records are the property of Wood School Day Care Program. Individual files are confidential and are kept in the Program Director's office. Parents or legal guardians shall, upon request, have access to their child's records at any time. Files must be reviewed while in Wood School Day Care building.

DISSEMINATION OF INFORMATION

The Department of Early Education and Care has the right to view any information in the child's file that relates to the regulations determined by the Commonwealth of Massachusetts. Information may not be released to anyone not directly related to implementing the program for the child without the written consent of the child's parent (s) or legal guardian (s). A permanent log must be maintained in each child's record indicating to whom the information is released.

TRANSFER OF RECORDS

Upon the written request of the parent (s) or legal guardian (s), Wood School Day Care shall transfer the child's record to the parent (s) or legal guardian (s) or any other person identified by the parent, when the child is no longer in care.

RESEARCH AND EXPERIMENTATION

Wood School Day Care shall not conduct research, experimentation, or unusual treatment involving children without the written, informed consent of the affected child's parents or legal guardians, for each occurrence. Observation shall mean that there is no interaction between the child and the observers and no identification of the individual child. In no case shall Wood School Day Care allow a child to be harmed during research, experimentation or unusual treatment. Research and experimentation shall not mean program evaluation or data collection for the purposes of documenting services of Wood School Day Care which do not identify individual children.

UNAUTHORIZED ACTIVITIES

Wood School Day Care shall not allow children to participate in any activities unrelated to the direct care of children without written, informed consent of the parent (s) or legal guardian (s). "Activities" shall mean, but not limited to:

- (a) Fundraising
- (b) Publicity, including photographs, digital images of children and participation in the mass media

PARKING LOT GUIDELINES:

1. Please enter and exit the parking lot to the left of the school only, for drop-off and pick-up (right driveway entrance is a designated school bus stop for Haverhill Public Schools).
2. Please drive slowly when near and in school zone for the safety of our children.

CHILDREN WITH DISABILITIES

Wood School Day Care shall accept applications for any child with a disability. In determining whether to accept or serve a child with a disability, Wood School Day Care shall, with parental consent, and as appropriate, request information related to the child's participation in the program from the Haverhill Public School System, Early Intervention Program, or other health or service providers.

- (a) Based upon available information, Wood School Day Care shall, with the parent's input, identify in writing the specific accommodations, if any, required to meet the needs of the child at Wood School Day Care including, but not limited to:
 1. Any change or modifications in the child's participation in regular program activities;
 2. The size of the group to which the child may be assigned and the appropriate staff to child ratio; and
 3. Any special equipment, materials, ramps or aids.

- (b) Wood School Day Care shall provide written notification to the parent within 30 days of the receipt of the authorized and requested information, if, in Wood School Day Care judgment, the accommodations required by 606 CMR 7.04(13) to serve the child would cause an undue burden to Wood School Day Care. Wood School Day Care shall state the reasons for the decision. In addition, the notification shall inform the parent (s) that they may contact The Department of Early Education and Care (EEC) and request that (EEC) determine if Wood School Day Care shall maintain a copy of this notification in its records.
- (c) In determining whether the accommodations required by 606 CMR 7.04 (13) are reasonable or would cause an undue burden to the program. Wood School Day Care shall consider the following factors which include but are not limited to:
 - 4. The nature of the cost of the accommodations needed to provide care for the child at Wood School Day Care
 - 5. Ability to secure funding or services from other sources;
 - 6. The overall financial resources of Wood School Day Care
 - 7. The number of persons employed by Wood School Day Care
 - 8. The effect on expenses and resources, or the impact otherwise of such action upon Wood School Day Care.
- (d) Wood School Day Care, with parental permission, participates in the development and review of the child's individualized education plan in cooperation with the Haverhill Public Schools, Early Intervention Program, and / or other health and service providers.
- (e) Wood School Day Care, with parental permission, informs the appropriate Administrator of Special Education, in writing, that the licensee is serving a child with a disability.

CONTINGENCY PLANS FOR FIRE, NATURAL DISASTER, LOSS OF POWER, HEAT OR WATER

In case of fire, natural disaster, loss of power, heat or water, program staff will evacuate the children from the building, and escort them to Wood School parking lot (located in far corner near fence). Program staff will notify the parents of the situation and where they can pick up their children. (See revised Health Care and Safety Policies handbook located on bulletin board near main entrance, or you may obtain a copy for your records).

CHARGE FOR COPIES

The program shall not charge an unreasonable fee for copies of any information contained in the child's record.

REFERRAL SERVICES

The program staff who work with the children on a daily basis will observe and record any observation, incident and / or behavioral patterns, emotional, social, educational services, and medical services, including but not limited to dental check-up, vision or hearing screening. The staff will share concerns with the Program Directors, who will meet with the parent or legal guardian to discuss documented observations and the reason for recommending a referral for additional services and note any efforts the Wood School Day Care have made to accommodate the child's needs.

Wood School Day Care shall inform the child's parent (s) or legal guardian (s) of the availability of services and their rights, including their right to appeal, under St.1972,c766.

Wood School Day Care shall follow-up the referral, with parental permission, and contact the agency or service provider who evaluated the child for consultation and assistance in meeting the child's needs at Wood School Day Care. If it is determined that the child is not in need of services from this agency or service provider, or the child is ineligible to receive services, Wood School Day Care shall review the child's progress every three months to determine if another referral is necessary.

For a list of referral agencies, please contact the Program Director, who will provide information and phone numbers needed.

PARENT INFORMATION

Chapter 28A, Section 10 and subsequent amendments to the General Laws of the Commonwealth of Massachusetts mandates to The Department of Early Education and Care the legal responsibility of promulgating and enforcing rules and regulations governing the operation of child day care centers (including nursery schools), and school age child care programs.

These regulations, 606 CMR 7.00, establish minimum standards of operation of group day care and school age child care programs in the Commonwealth. These regulations require certain things of licensees (child care program owner) in regard to their work with parents. A summary of the required parent information, rights, and responsibilities follows.

Required information for Parents:

The licensee must provide parents upon admission of their child, the Program's written statement of purpose, including the program philosophy, goals and objectives, and the characteristics of the children served; information on the administrative organization of the program, including lines of authority and supervision; the program's behavior management policy; the program's plan for referring parents to appropriate social, mental health, education and medical services for children; the termination and suspension policy; a list of nutritious foods to be sent for snacks or meals; the program's policy and procedures for identifying and reporting suspected child neglect; the procedures for emergency health care and the illness exclusion policy; the program's transportation plan; the procedure for the administration of medication, and, upon request, a copy of the complete health care policy and a copy of the fee schedule. All of this information may be contained in the "Parent's Manual."

In addition, the program must inform or notify parents prior to or as soon as possible following any change in staff (in writing within 48 hours); in writing seven days prior to the implementation of any change in program policy or procedures; prior to the introduction of any pets into the program; or of the use of any herbicides or pesticides used.

Parental Input: The licensee must appropriately involve parents of children in care in visiting the program, meeting with the staff and receiving reports of their children's progress. The program must have a procedure for allowing you to give input and make suggestions, but it is up to the program to decide whether or not they will be implemented.

Meeting with Parents: In school age programs, the licensee shall provide an opportunity for parent (s) and child to visit the program and meet the staff before the child's enrollment.

Parent Conferences: The Licensee must make staff available for individual conferences with parents at your request. Two parent and teacher conferences are scheduled, one in January and one in June.

Parent Visits: You have the right to visit the center unannounced in your child's room at any time while your child is present.

Progress Reports: A written progress report will be prepared on the progress of each child in the program. Parents may schedule a conference to discuss the content of the report. A copy of the report will be given to the parents, and a copy will be kept in the child's file. Two reports will be prepared, one in January, and one in June.

Children's Records: Information contained in your child's record is privileged and confidential. Program staff may not distribute or release information in your child's record to anyone not directly related to implementing the program plan for your child without your written consent. You must be notified if your child's record is subpoenaed.

Access to Your Child's Records: You are entitled to have access to the record within two business days of your request unless you consent to a longer time period. You must be allowed to review your child's entire record, even if it is maintained in more than one location. The center must have procedures governing access to, duplication of, and dissemination of children's records, and must maintain a permanent, written log in each child's record which identifies anyone who has had access to the record or who has received any information from the record. The log is available only to you and the people responsible for maintaining the center's records.

Amending Your Child's Record: You have the right to add information, comments, data, or any other relevant materials to your child's record. You also have the right to request deletion or amendment of any information contained in your child's record. If you believe that adding information is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to a conference with the licensee, the licensee must inform you in writing within one week of the decision regarding your objections. If the licensee decides in your favor, the licensee must immediately take the steps necessary to put the decision into effect.

Transfer of Records: When your child is no longer in care, the licensee can give your child's record to you, or any other person you identify, upon your written request.

PROGRAM RESPONSIBILITIES

Providing Information to the Department of Early Education and Care (EEC): The program must make available any information requested by EEC to determine compliance with any EEC regulations governing the program, by providing access to its facilities, records, staff and references.

Transitioning Children Between Classrooms: Program staff will collaborate necessary information with parental permission prior to transitioning a child into a different classroom. An individual plan will be developed for each child when necessary to assist the child with the transition in a manner consistent with the child's ability to understand.

Reporting Abuse or Neglect: All program staff are mandated reporters. They are required by law to report *suspected* abuse or neglect to either the Department of Children and Families (DCF) or to the licensee's program administrator. The licensee must have written policies and procedures for reporting and must provide the written policy to you upon enrollment. The licensee must notify parents immediately of any allegation of abuse or neglect involving their children while in the care of the program, and in writing within 48 hours of any such incident.

Notification of Injury: The licensee must notify you immediately of any injury which requires emergency care, and in writing within 48 hours of the incident. The licensee must also notify you at the end of the day if any first aid is administered to your child, and in writing within 24 hours.

Availability of EEC Regulations: The program must maintain a copy of the regulations, 606 CMR 7.00: *Standards for the Licensure or Approval of Group Day Care and School Age Child Care Programs*, on the premises of the center and make them available to any person upon request. If you have any questions about any of the regulations, ask the center how to show them to you.

BEHAVIOR MANAGEMENT AND CHILD GUIDANCE POLICY

Wood School Day Care has developed rules, policies and procedures for the behavior management and guidance of children that will provide children with support, teach children how to build self-control, and keep children safe.

These goals and policies were developed using the Department of Early Education and Care's Regulations that include practices that are strictly prohibited: no child shall be subject to abuse, unusual, severe or corporal punishment including: any type of physical hitting inflicted in any manner upon the body; punishments which subject a child to verbal abuse, ridicule or humiliation; denial of food, rest or bathroom facilities; punishment for soiling, wetting or not using the toilet, or punishment related to eating or not eating food, depriving children of outdoor time, or excessive time-out.

The Department of Early Education and Care does not allow licensed childcare programs to use discipline techniques that require the use of physical restraint. A supportive hold may be used in emergency cases where the child has put his / her own safety, the safety of other children or staff in jeopardy; or the child demonstrates sustained behavior that is highly disruptive and / or upsetting to other children necessitating removing the child.

Wood School Day Care staff uses the child guidance goals and techniques that encourage competent, pro-social behavior. These techniques include: encouraging children to be safe with themselves and others; setting limits; developing self-control and good coping skills; learning to appropriately express feelings; learning how to balance their needs and wants with those of others; learning new problem-solving skills that involve non-violent conflict resolution; learning how to use equipment, materials and other resources in caring, appropriate ways; and soliciting cooperation. Children will have a choice in their plan for the day. If children do not want to do what their group is doing, they will have another choice (choices vary).

Children exhibiting negative behavior will be diverted to another activity but remain within the Staff's immediate and direct supervision until the child regains self-control and re-joins the group. Staff will remove anything within the child's immediate reach that is a potential danger to the child and others if necessary. If the behavior continues, a parent or legal guardian may be called to pick up the child.

Certain types of serious misbehavior will be documented for parents or legal guardians with a written Incident Report. Reportable behaviors include: hitting, kicking, or other physical aggression that could injure or terrify other children; physical aggression toward staff; repeated bullying, whether physical or verbal; or other conduct that seriously threatens the safety or welfare of other children or is highly disruptive to the program.

Wood School Day Care guidelines ensure that staff plans to provide positive and consistent guidance, reasonable and appropriate to a child's understanding and needs. Staff shall encourage children to work out situations, and provide children an opportunity to verbalize their feelings and resolve problems peacefully. Children will be encouraged to explain their problems or concerns before getting upset or misbehaving. If the children exhibit negative behavior, they will be interrupted, and re-directed toward an acceptable substitute activity. Positive behavior in children will be acknowledged and brought to the attention of the group, other Staff, and their parents. Children will have many opportunities to exhibit positive behavior due to the variety of activities that are offered and their level of involvement in activities. Children will participate in the establishment of rules, policies and procedures where appropriate and feasible.

SUSPENSION OF CHILD CARE POLICY

Wood School Day Care has established a suspension of childcare policy for its program. As part of the Behavior Management and Guidance Policy, a child is given many opportunities to discuss and resolve problems that he / she is experiencing. If a child's behavior becomes inappropriate (inappropriate language toward staff or children, hitting, kicking or punching others), he / she will be re-directed to another activity, and given the opportunity to re-join the group when he / she regains self-control. If the inappropriate behavior continues when the child re-joins the group, the behavior is documented in a written incident report and discussed with a parent or legal guardian at time of pick-up. The parent will be asked to sign and date the report and a copy of the report will be given to the parent or legal guardian within 24 hours.

If the child continues to exhibit challenging behaviors, the Director will ask to meet with parents or legal guardians and staff to discuss options for the child. During this meeting, suggestions and guidelines will be discussed and a plan shall be developed for behavioral intervention at home and in the program. There will be joint problem solving between staff and parents. The meeting may also involve the consideration of options for supportive services to the program, as well as consultation and educator training. As part of our referral policy, the Director may advise parents or legal guardians of evaluation, diagnostic or therapeutic services if requested.

While Wood School Day Care maintains an environment that promotes communication between Staff and parents or legal guardians, there are certain behaviors that will require parents or legal guardians to pick the child up, and the child may be dismissed for the remainder of the day. Parents or legal guardians will receive an incident report to be signed, and a meeting may be scheduled to discuss a possible prevention plan. The intent is to maintain integrity and safety of the Program. These behaviors may include (but are not limited to):

- Hitting, biting, or physically assaulting another child or staff member
- Damaging property (i.e. throwing furniture, etc.)
- Verbally assaulting or using inappropriate language towards another child or staff member
- Possession of anything considered to be a weapon

TERMINATION OF CHILD CARE POLICY

Trial Enrollment

The first month of care will be considered a **trial enrollment**. Wood School Day Care reserves the right to determine if Wood School Day Care is able to meet the specific needs of each individual child.

Initiated by Parent or Legal Guardian

Parents or Legal Guardians are asked to give two weeks advance notice if their child will no longer attend Wood School Day Care. If no advance notice of withdrawal is given, parents are responsible for full payment for the two weeks.

Initiated by Wood School Day Care Program

Failure to maintain regular payments or non-payment of regular fees will result in termination of childcare for children enrolled in all slots. If a child is enrolled in an income eligible or voucher slot, childcare services may be terminated for the following reasons (The Department of Early Education and Care (EEC) and Child Care Circuit Policy Manual):

- Lack of continuing need
- Lack of financial eligibility
- Absence (3 consecutive days without notifying Wood School Day Care or 11 or more absences within a 30 day period)
- Failure to submit required documentation at reassessment
- Failure to comply with Program Policies
- Parents' failure to cooperate with the contracted or voucher child care provider's program or the Child Care Resource and Referral Agency
- Habitual lateness at time of drop-off or pick-up

Behavior Issues

(refer to Behavior Management and Suspension of Child Care Sections – pages 11 and 12)

Wood School Day Care maintains an environment that promotes communication between Parents / Legal Guardians and Staff. We will follow the above listed guidelines to avoid possible suspension or termination of childcare services from our program. However, if an agreement cannot be made between Parents / Legal Guardians and the Staff, a meeting will be scheduled to discuss suspension or termination if necessary.

After every measure of cooperation and planning has been exhausted for a child's behavior issues, the Program's Director will give Parent or Legal Guardian a 10 – day notice prior to suspension or termination. In the case of extreme behavior where the child has demonstrated consistent inappropriate behavior that causes harm to himself / herself or others, or is a risk to Wood School Day Care, the Director reserves the right to suspend the child during the 10 – day notice. If a child is suspended or terminated from the program, Wood School Day Care Staff will help the Parents or Legal Guardians prepare the child to leave in a manner that is consistent with the child's ability to understand.

Abusive Behavior by Parent or Legal Guardian

A child may be terminated from Wood School Day Care if the parent or legal guardian exhibits abusive behavior towards the staff or other children. Abusive behavior is defined as: using inappropriate language towards staff or other children, yelling at staff or other children, or making threats of bodily harm. Wood School Day Care reserves the right to terminate family services if it feels that the parents' behavior threatens the well being of employees or other children enrolled in Wood School Day Care.

HOLIDAY CLOSING SCHEDULE:

Wood School Day Care is closed in observance of the following holidays:

<i>New Year's Day</i>	<i>Columbus Day</i>
<i>Martin Luther King Day</i>	<i>Veteran's Day</i>
<i>President's Day</i>	<i>Wednesday before Thanksgiving</i>
<i>Patriot's Day</i>	<i>Thanksgiving</i>
<i>Good Friday</i>	<i>Friday after Thanksgiving</i>
<i>Memorial Day</i>	<i>Christmas Eve day</i>
<i>Labor Day</i>	<i>Christmas Day</i>

****If a holiday falls on a weekend, Wood School Day Care reserves the right to observe that day on the Friday before or the Monday after. We also reserve the right to close for Haverhill Public School vacation days if needed.**

ADDITIONAL PUBLIC SCHOOL CLOSINGS AND EARLY-RELEASE DAYS

Wood School Day Care will notify parents / guardians with monthly schedules regarding any early-release days or vacation weeks. We will be open for early-release days, however, parents / legal guardians MUST sign-up for these days at least one week prior to the date. A sign-up list will be posted near the dismissal book for parents at time of pick-up. **We reserve the right to determine when necessary the amount of students accepted for each date listed with regard to staff / child ratio, and total license capacity.**

- (a) TUITION PAYMENTS MUST BE PAID IN FULL IN ORDER FOR A CHILD TO PARTICIPATE IN EARLY-RELEASE DAYS OR VACATION WEEK ACTIVITIES.*
- (b) THERE WILL BE NO ADDITIONAL COST FOR EARLY-RELEASE DAYS (UNLESS AN ACTIVITY IS PLANNED THAT REQUIRES A CHARGE)*
- (c) VACATION WEEKS WILL BE PLANNED IN ADVANCE, ANY FIELD TRIPS OR SPECIAL ACTIVITIES MAY REQUIRE AN ADDITIONAL CHARGE FOR CHILDREN ATTENDING*
- (d) IF A FAMILY CHOOSES NOT TO SIGN-UP FOR A VACATION WEEK, REGULAR TUITION RATES WILL STILL APPLY AND NEED TO BE PAID***
- (e) IF A FAMILY DOES SIGN-UP FOR A VACATION WEEK, THERE WILL BE AN ADDITIONAL CHARGE ADDED TO REGULAR WEEKLY TUITION RATE***

TRANSPORTATION

Coppola Bus Company provides transportation to a bus stop in front of Wood School Day Care from Haverhill Public Schools. This established bus stop is one which Haverhill Public Schools and Coppola Bus Company currently use. Registered Wood School Day Care students are on a list at the public school in which they attend, and they take the bus assigned to the route for this bus stop.

Transportation is also provided for children with disabilities from **First Student Bus Company**.

Coppola Bus Company (978) 373-9891
First Student Bus Company (978) 373-1766

- Please be sure that you have thoroughly read this entire Parent's Manual before signing and returning the next page. If you have any questions about any of the information listed, please call the office @ 978-374-3467.

Wood School Day Care

Parent's Manual

(revised March 2010)

Parent / Guardian Endorsement

Please sign below confirming that you received a copy of the attached Parent's Manual and that you have read the information. By signing below, you are confirming that you and your child(ren) understand the material in the Parent's Manual.

If you are uncertain of any of the information contained in the Parent's Manual, the Program Director will be available to review the material with you and them.

Note that information in this manual may change and every effort will be made to inform you of said changes.

By signing below, you give certified Staff of Wood School Day Care permission to use the following over the counter first-aid supplies in cases of minor injuries involving my child / children:

Tissues, band-aids, bacitracin or triple antibiotic ointment, adhesive tape, gauze pads, gauze bandage, alcohol wipes, non-latex gloves, tweezers, disposal thermometers, antiseptic wash and ice packs.

Parent / Legal Guardian Signature

Date

Child's Name