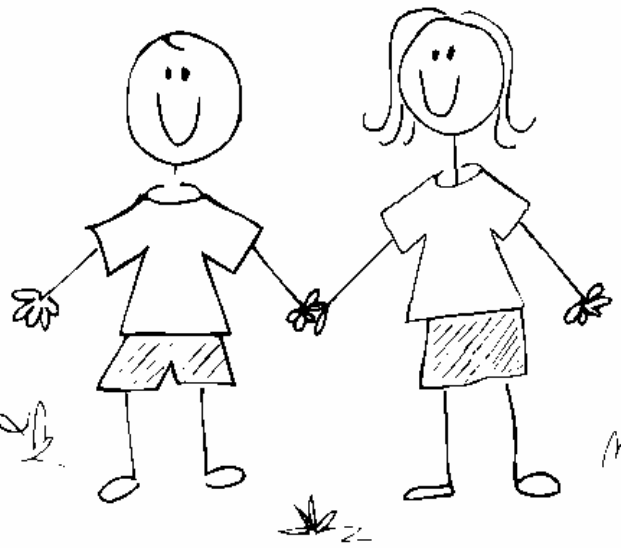


NEPONSET
CHILD
CCARE
CENTER



Neponset Child Care Center
281A Neponset Ave
Dorchester, MA 02122
(617) 265-2665

Parent Handbook

* This handbook is to be used for general information. Contents may be updated or changed as needed. Please contact your child's teacher for more or updated information.

Welcome to the NCCC!

NCCC is a newly established Center and is fully licensed by the Massachusetts Office of Child Care Services. The School was started by Kimberly Finnigan (Director). It is a private, independently owned corporation.

Our philosophy and goals

Based on the theory that children are active learners, the environment is one in which children are learning through discovery and exploration. The learning centers invite opportunities for problem solving and individually paced activities. The goals of the school are guided by our belief that children should:

- ✓ Be safe and happy
- ✓ Develop their self-esteem
- ✓ Develop a sense of themselves as people worthy of love and respect
- ✓ Develop a sense of themselves powerful learners and achievers
- ✓ Develop a sense of themselves as creative and imaginative people
- ✓ Develop a sense of sensitivity to others
- ✓ Develop a sense of self-control
- ✓ Develop a capacity for self-expression
- ✓ Develop a respect for property, beauty and order
- ✓ Have relaxed and happy days

Non-discrimination

The NCCC shall not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, disability, marital status, or sexual orientation.

Program

The program we pursue is geared toward helping children develop habits of observation, questioning and listening. The children are introduced to a balanced program of interaction with friends in both teacher-directed and child-directed experiences. The daily schedule includes free choice of time spent in learning centers, group times for creative movement, music, storytelling and dramatization. Each classroom is organized with centers for creative art, reading, science, pre-math, dramatic play, and cognitive and small motor development. The environment is planned to stimulate imagination, creativity, socialization, exploration and discovery.

We accept children from 15 months – 6 years of age.

At the time of enrollment we encourage parents to set up an interview with the teachers or director to let us know more about your child.

Daily Schedule

We are open from 7:30 am – 5:30 pm.

ALL CHILDREN ARE REQUIRED TO BE AT SCHOOL BY 9:00 am

Pre-school Daily Schedule

7:30-8:30 am	Morning Choices: playdough, puzzles, painting, centers
8:30-8:45 am	Clean up
9:00-9:30 am	Circle / Show & Tell
9:30-10:45 am	Outside Play (weather permitting)
10:45-11:00 am	Story / Show & Tell
11:00-11:45 am	Choice time, child directed in centers (Includes snack)
11:45- 11:50 am	Clean up
11:50-12:00 pm	Music & movement
12:00-12:30 pm	Wash hands & LUNCH
12:30-1:00 pm	Free Play or Outside
1:00-2:30 pm	Rest time
2:30-3:00 pm	Wake up, wash hands and have snack
3:00-5:00 pm	Outdoor or Indoor Free Play depending on the weather
5:00-5:30 pm	Clean up and Story time / Games
5:30 pm	End of the Day

Toddler Daily Schedule

7:30-8:00 am	Breakfast Program
7:30-8:00 am	Day Program begins
8:00-9:00 am	Free Choice Activities (morning transition into the room)
8:30-9:00 am	Large Motor Activities (Outside/Gym) Free Choice Activities (morning transition into room continues)
9:00-9:30 am	Circle / Small Group Time
9:30-10:15 am	Hand-washing / Morning Snack Diapering / Toileting
10:15-11:30 am	Small Group Activity Time / Projects and/or Large Motor Activities (Outside)
11:30-12:45 am	Hand-washing / LUNCH Diapering / Toileting
12:45-2:00 pm	Nap / Rest time (sleeping children may rest as long as needed)
2:00-3:00 pm	Quiet Activities (for children who are awake)
3:00-3:15 pm	Diapering / Toileting
3:15-4:00 pm	Large Motor Activities (Outside/Gym) Free Choice Activities
4:00-4:30 pm	Hand-washing / Afternoon Snack
4:30-5:30 pm	Large Motor Activities (Outside when possible)
5:00 pm	Diapering / Toileting
5:30 pm	Center Closes

Parent/Teacher Communication

Parents and teachers need to communicate! Please feel free to talk to your child's teacher at school, drop a note requesting a call back or a note of response.

Parent Bulletin Board

A bulletin board is located in the front hall with announcements for you to view and read. Please take the time to scan the Parent Board regularly to keep informed of the center's happenings and announcements.

Center Evaluation

Parents will be given the opportunity on an annual basis to evaluate the center, it's program and our ability to meet your needs. Please take the time to fill out this evaluation when it is received.

Assessing Your Child's Development

We will be observing your child throughout the year to assess their development: physically, emotionally, socially, cognitively and creatively along with the child's language skills. Twice a year an evaluation will be done. This information will provide the basis of parent teacher conferences.

Parent Volunteers

We have a parent volunteer program that allows any parent to assist in their child's class for the day. Volunteer days must be made in advance. This program is not mandatory and we do not expect you to volunteer, however it is a wonderful way to learn more about your child and what goes on at school. Special talents are welcome, but extra pairs of eyes and hands are always appreciated.

Child of the Week

For one week of the school year, your child will get to be the CHILD OF THE WEEK. A poster will be sent home for you and your child to work on and return to school. During that week it would be nice to send in your child's favorite snack or share a family tradition with us.

Letter of the Week

Each week of the school year a Letter of the Week will be featured. Children will learn songs about the letters; meet puppets that start with the letter, and complete activities about the Letter of the Week. We work on consonants for two weeks and vowels for one week. The featured letter can be found on the monthly calendar.

Show and Tell

Our Show & Tell program is based on the Letter of the Week. Although we do Show & Tell everyday, your child will only bring Show & Tell on their assigned day. This activity is used as our language time. It gives the opportunity for children to share an item from their home and build vocabulary about it at the same time.

Arrival – (Rear Doors)

The center opens each weekday at 7:30 am. An adult must escort all children into the building. Parents need to allow enough time to assist children in hanging up their coats and bringing them into their classroom. We request that children arrive by 9:00 am so that they take full advantage of the entire morning program.

Departure – (Rear Doors)

The center closes at 5:30 pm for full day programs. Children are to be picked up by the agreed time. Parents should make staff aware that the child is leaving. It is best to notify the center if the parent will be late so that the child does not feel abandoned. If someone other than persons on the authorized pick up list is to pick up your child, a written, signed note should be given to the teachers at the child's arrival.

Late Pick-up Policy

Late pick-ups after 5:30 pm will result in a childcare surcharge of \$10.00 per 15 minutes or portion of 15 minutes. For example, 5:30-5:45 pm is \$10.00, 5:45-6:00 is \$20.00, etc. Please call and let us know if you will be late.

Non Toilet Trained Children

Parents will need to supply diapers and wipes weekly or as needed, as well as extra sets of clothing for your child's needs.

Clothing

- ✓ Children should be dressed comfortably, simply and suitably for the weather. We do engage in a number of messy activities that, despite smocks, can get clothes dirty. We do not want to inhibit the children unnecessarily, so we ask that you send them in comfortable old clothes that they can play in without hesitation.
- ✓ Remember that children will be playing OUTDOORS so be sure their clothing is durable and sturdy. Dress in layers on cold days!
- ✓ An extra set of clothing (WELL LABELED) including underwear, socks, pants and shirt must be left at school in case of accidents.

Home Toys

We do not allow toys from home to come to school. Past experience has shown us that lots of toys from home create many problems at school. We have a wide variety of materials as well as many opportunities to work on sharing at school. Play guns, weapons, and other toys that encourage aggressive play are NEVER welcome in our classrooms. Please leave them at home!

Illness Policy

If it is the opinion of the staff that your child is sick, we will call you to come pick up your child. The following criteria will be considered in determining if your child must go home:

- ✓ Fever of 100 degrees or more
- ✓ Inflammation of the eyes
- ✓ Vomiting
- ✓ Evidence of diarrhea (more than once)
- ✓ Communicable disease
- ✓ Unknown rash
- ✓ Unable to participate in program

DO NOT SEND YOUR CHILD TO SCHOOL ILL!

He/she must be fever free, diarrhea free, and vomit free for 24 hours before returning to school. Please call the school in the morning to let us know that our child will not be in that day.

Please Note: A doctor's note may be required in some instances in order to allow a child back to school.

Authorization of Medicine

If a child needs medication while at school, a consent form must be filled out. **DO NOT SEND IT IN YOUR CHILD'S BACKPACK or LUNCHBOX!** Medication, whether prescription or non-prescription, with the exception of topical non-prescription medication, may be administered to a child only with written parental authorization and written order of a physician. (For prescription medication, this may include the label on the medication)

Children's Health Records

All children are required to have a physical exam form, with all immunizations up to date at the time of enrollment. Immunizations shall be kept up to date thereafter, and new physicals are required every year. Lead paint blood testing and T.B. immunization are required. *All children born on or after January 1, 1997 are required to have 1 dose of varicella vaccine or a physician certified reliable history of chicken pox.*

Emergency Procedures

We have regular fire drills at school. We recommend that your family have a fire drill and a disaster plan for your home as well. We will stay with your children in the event of any disaster until you or someone of your choice can get here. A disaster such as fire or snow that results in loss of heat, power or water would cause the NCCC to close. Our disaster relocation site is the Neponset Ave Fire Station.

Snow Days

During the snowy season, the NCCC will follow the Boston Public Schools. If the Boston Public Schools are closed, we are closed. If the Boston Schools have a two-hour delay, we will have a two-hour delay, etc. Listen and watch for school closings on the local am new programs. WJDA (1300 AM), WRKO (680AM), WBZ (1030 AM), WATD (95.9 FM), WBMX (98.5 FM) and TV stations, channel 4, 5 & & between 6:00 and 8:00 am. You should arrange alternate care for these days ahead of time. On Boston School Vacations, call NCCC for closing updates.

Notes on the Fee Schedule

Holidays, Sick days, and snow days that fall on a day that your child is scheduled to come to school, will still be on your weekly bill. If this seems odd, please understand that we are still obliged to pay utilities, rent and salaries for these days. We are trying to provide the best experience for your child. We require your consistent financial support and consideration in order to maintain high standards in staffing, educational materials, insurance, etc. **OUR PERSONNEL EXPENSES REMAIN CONSISTENT EVEN IN YOUR CHILD'S ABSENCES.**

Holidays

All Holidays that fall on your child's regular scheduled days require tuition payment in full. Please see the Pricing List/Holiday Schedule handout for the list of holidays.

Vacations

A two week written notice is required if you are planning to receive a vacation credit. A week is considered Monday-Friday and an "enrollment year" is considered September 1 through June 27. You are entitled to one week at no tuition per "enrollment year." Please remember that once your child is enrolled in the program, his/her regular times and days are considered reserved. Tuition Due for February Boston School Vacation.

Withdrawal from the Center

If you are going to withdraw from the center for any reason (such as: moving, job change, financial difficulty, etc) a ONE MONTH notice is preferred so that a child can be found to replace your child's slot. A minimum of TWO WEEKS advance notice is required if you are going to be given credit for any advance deposit.

Snacks and Juices

We provide a mid-morning and a mid-afternoon snack and juice daily. A list of snacks served at the center is posted on the parent information board and the snack served that day is posted in each classroom.

Hand washing

Frequent hand washing with soap and running water is necessary to prevent the spread of disease. Children and adults need to wash their hands before preparing or eating snack, before and after water play, Toileting, coughing, and wiping noses. Set a good example and teach children how to clean their hands.

Lunches

Parents are responsible for bringing their child's lunch. We ask that all foods are prepared, in child size portions, cut-up/sliced/peeled and in non-breakable containers for easy and safe eating. All lunch boxes, thermoses, and containers need to be labeled on the outside. A well-balanced lunch should consist of the following:

- ✓ Protein source: such as meat, poultry, fish, eggs, cooked beans or peas, cheese or peanut butter
- ✓ 2 vegetables, 2 fruits or 1 fruit and 1 vegetable
- ✓ Grain: cereal, whole grain or enriched bread produce, crackers, or pasta
- ✓ Dairy product

Children will be encouraged to eat their "grown foods" before their treats.

A charge will be made for a forgotten lunch.

A microwave is available for heating only.

Naptime

We provide a quiet rest or naptime for all full time children. Some children may sleep; others may only rest. We try to accommodate to each child's sleep needs.

****Each child needs to bring a small sleeping bag or blanker from home for rest times.**

These items will be sent home weekly on Fridays for you to wash and return to school.

Discipline and Guidance

At the NCCC, the term guidance is used for several reasons. It is a positive term, and implies working WITH the child to develop internal control of her/his behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices, and accepting the consequences of such choices.

Guidance takes several forms:

1. Environment – a place designed for children. The furniture is child sized with lots of hands on experiences.
2. Logical Rules – such as keeping our hands to ourselves, and taking care of the learning environment. These are discussed with the children, as well as why such rules are needed.
3. Curriculum – is developmentally appropriate, based on the children's interests and level of readiness.
4. Positive Behavior – We reinforce the behaviors we encourage. Catch the being "good!"
5. Redirection – Often interesting a child in another activity can eliminate potential difficulty. We might ask the child to help us or sent them to a different play area.
6. Positive Reminder – Telling a child what we want them to do rather than using "no" or "don't"

7. Renewal Time – occasionally a child needs to be removed from the situation for a brief time allowing them to consider alternate behavior.

Any on-going situations will be discussed with the parents to ensure a cooperative approach. Please feel free to discuss any questions or concerns.

NOTE: No corporal punishment will be allowed. This is defined as the use of negative physical touching. (Spanking, slapping, pinching, etc.) No unusual punishment will be allowed, such as humiliation, ridicule, threats, or coercion. No child will be denied food. No child will be punished for wetting, soiling or not using the toilet.

Chronic Disruptive Behavior

Children displaying chronic disruptive behavior, which has been determined to be upsetting to the physical or emotional well being of another child, may require the following actions.

✓ Initial Consultation

The Director may require the parent(s) of any child to meet for a conference. The problem will be defined on paper. Goals will be established and the parent will be involved in creating approaches toward solving the problem.

✓ Second Consultation

If the initial plan for the child fails, the parent(s) will again be required to meet the director. Another attempt will be made to identify the problem, outline new approaches to the problem, and discuss the consequences if progress is not apparent.

✓ Suspension

When the previous attempts have been followed and no progress has been made, the child may be suspended from the school indefinitely. The Director may immediately suspend the child at anytime he/she exhibits behavior that is harmful to him/herself or others. A parent may be called from work at anytime the child exhibits uncontrollable behavior that cannot be modified by the staff. The parent may be asked to take the child home immediately.

Discharge Policy

The NCCC reserves the right to cancel the enrollment of a child for the following reasons:

- ✓ Non-payment or excessive late payments of fees
- ✓ Not observing the rules of the center
- ✓ Child has special needs that we cannot adequately meet with our current staffing patterns
- ✓ Physical and/or verbal abuse of staff or children by parent or child

Referral Policy

Should a staff member feel that a child has additional needs for appropriate social, mental health, educational, or medical services, the NCCC will follow the recommended referral procedures.

1. Written documentation of the reason for recommending additional services, a brief summary of the center's observation related to the referral, and any efforts the center may have made to accommodate the child's needs.
2. The center will offer assistance to the parents in making the referral. The center will have written parental consent before a referral is made.
3. If it is determined that the child is not in need of services, the child shall be reviewed every 3 months to determine if another referral is necessary.

Procedures for reporting suspected child abuse or neglect to the Department of Social Services

Based on the Federal and state guidelines, abuse is defined as: harm or threatened harm to a child's health or well being including non accidental physical or emotional injury or sexual abuse. Note: Sexual abuse of a child is Child Abuse and is against the law. Suspected sexual abuse must also be reported. Neglect is defined as: deliberate or negligent failure to provide a child with adequate food, clothing or shelter, supervision, medical or other essential care. *All staff members are considered mandated reporters of suspected child abuse or neglect.* Annual training is provided to the staff on identifying signs of possible abuse and neglect and how to document observations. The director is responsible for assuring all staff members are aware of child abuse and reporting issues. **We are mandated by law to make a report, but it is not up to us to decide whether or not abuse or neglect is actually taking place, that responsibility lies with the Department of Social Services.**

To report any injuries, concerns/suspicions of child abuse or neglect call 1-800-792-5200.

Transportation Plan

The NCCC does not provide transportation to and from the program. Parents are responsible for their own transportation and are required to follow the Massachusetts Child Passenger Safety Law effective April 9th, 1997. On field trip days, car seats will be left at school and a licensed/insured transportation company will provide transportation. In an emergency, contact the Director. Each child's authorization and insurance information is taken on every trip and will be held by the Director or teacher in charge. On a field trip, the following items would be taken; an attendance sheet, the emergency information, a first aid kit and cell phone. Help would be sent for in an emergency.

NCCC

Policies and General Information

Additional policies may be found in the Parent Handbook

Hours of Operation

NCCC is open Monday through Friday from 7:30 am to 5:30 pm for Full Day programs and 9:00 am to 12:00 noon and 12:00 pm to 3:00 pm for Half Day programs.

Registration Fee

A non-refundable registration fee of \$50.00 per child is due upon enrolling EACH YEAR.

Enrollment Deposit

A non-refundable deposit equivalent to 1 week of tuition must accompany any registration. The deposit will be credited toward your last tuition payment if two weeks notice has been given in writing.

Late Payments

Tuition is due the Monday of each week of care.

Holidays

The NCCC will be closed on the following days:

New Year's Day, Martin Luther King Day, President's Day, Evacuation Day, February School Vacation Week- Tuition Due (As Boston), Memorial Day, Independence Day (observed), Summer Break week- No Tuition Due (TBA), Labor Day, Columbus Day, Veteran's Day, Thanksgiving Break (Thanksgiving and the next day), Christmas Day.

NOTE: Holidays have been taken into consideration in the overall tuition rates and full tuition is due for weeks in which these holidays occur. (*Excluding the week of summer break)

Notes on the Fee Schedule

Credits and refunds are not given for illness or other absences. Holidays, snow days and sick days that fall on a day that your child is scheduled to come to school will still be on your weekly bill.

NCCC Vacation

The Center will be closed one week during the Summer (Summer Break), dates to be announced. See Parent Handbook for Family Vacation Week Credit.

NCCC

Health Policy

If a child shows any of the symptoms below, s/he should not come to the Center:

- ✓ Fever
- ✓ Vomiting
- ✓ Diarrhea
- ✓ Contagious diseases (conjunctivitis [also known as pink eye], chicken pox, impetigo, head lice, etc.)
- ✓ Crankiness/lethargy which prevents participation in the program
- ✓ A rash of unknown origin
- ✓ Profuse mucous

In making decisions about whether or not it is appropriate for a child to attend the center, please keep in mind how the child will respond to the group situation and how staff will be able to care for the child. There may be times when the child is showing only mild symptoms, but does not seem to be able to manage in the group. In such a case, staff may determine that the child cannot be cared for appropriately at the Center.

If you are called to pick up your child please come within the hour. The following criteria have been developed to determine when your child is well enough to return to the Center.

1. Fever-free for 24 hours
2. Free of diarrhea for 24 hours
3. Free of vomiting for 24 hours
4. When a child is put on medication for an ear infection the child must be on the medication for at least 24 hours before returning to the program.
5. When medication for communicable disease is required, the child must have been on the medication for 24 hours before returning. Such diseases include conjunctivitis, strep throat, etc. In some case a physician's note stating that a child is free from illness may be required.
6. Parents are responsible for putting medicine in the refrigerator in the morning and taking it out at the end of the day.
7. Medication consent form must be filled out. (Keep copies for Doctor's signature)

Please Note: A doctor's note may be required in some instances.

Please inform the Center if your child is taking any medication at home. It is also important to know if this medication has any side effects.

Medication Consent Form

102 CMR 7.05(2)(c)

Name of child: _____

Name of medication: _____

Prescription: _____ Non-Prescription: _____

Dosage: _____

Date(s) medication is to be given: _____

Times medication is to be given: _____

Reason for medication: _____

Possible side effects: _____

Name and phone number of prescribing physician:

Directions for storage: _____

I, _____, (parent or guardian) give permission to authorized staff member(s) to administer medication to my child as indicated above.

Parent/Guardian Signature

Date

Doctor's Signature

(For non-prescription medication)

Staff

Staff meetings will be held two hours per month. All new staff will be given the policies, procedures and all other requirements and policies of NCCC by the director. A lead teacher will supervise all volunteers and student interns.

Toileting and Diapering Policy

Toileting

Training will not be forced and the parents are encouraged to work with the teacher on this. A staff member will remain in the bathroom at all times to assist the child. Please see that a change of clothing is at the center at all times. We will send soiled clothing bags home to be washed.

- ✓ Any child may request to use the bathroom at any time.
- ✓ Staff members will be present to assist the child at all times.
- ✓ While your child is being toilet trained, he/she may need several changes of clothing
- ✓ All staff and children will wash hands after toileting and before and after meals.
- ✓ No form of punishment will be used in toilet training.

Diapering

Parents must supply diapers, creams and wipes.

Staff requirements

1. Wash hands with soap and water
2. Use waterproof protective covering on diapering surface
3. Use diapers, creams, wipes, etc. supplied parents only
4. Use individual wipes
5. Soiled diapers and covering placed in plastic bag and into covered bucket
6. Wash and dry yours and child's hand using liquid soap and water
7. Child to be secured by your hand at all times or a safety belt.
8. A ¼ cup of bleach to 1 gallon of water solution made each day will be used to clean the changing table. Child changing tables shall be used ONLY for that purpose.
9. The toddler teacher will be responsible for maintaining the changing area and notifying parents of needed replacements.
10. Parents will be notified of any irregularities in the child's changing habits.

Behavior Management Policy

Positive reinforcing good behavior develops a child's self esteem. Changing inappropriate behavior to positive can be accomplished in a variety of ways.

A child may regain control after a few minutes away from the group. Returning to play can be at the teacher's request or sometimes even the child's choice. Arguments can be resolved by the children explaining the situation and their feelings to the teacher and each other. Redirecting inappropriate behavior will teach a child positive ways to play with other children and toys. Group learning and playing helps a child use thinking as a means to problem solving both at the Center and home.

Discipline and Guidance

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Neponset Child Care Center

Tuition Policy

Registration Fee & Advance Tuition Payment

An annual non-refundable registration fee and advance tuition payment of 1 week must be made at the time of registration. The advance tuition payment will be applied to the last week of childcare, if two weeks notice to terminate is given. Failure to give two weeks notice will result in forfeiting the advance tuition payment. (Please see attached tuition rate sheet.)

Tuition Rates

Tuition rates will be set for each contract period. (Please see attached tuition rate sheet.)

Pre-registration is mandatory for all contract periods.

Tuition is due weekly in advance, and is payable on or before Monday of each week.

Late Payment Fee

A late charge will be incurred if tuition is not paid by Wednesday of each week. This charge will be due with your late payment.

Non Payment

Tuition payments not received by Friday of the week due will result in discharge.

No Reductions

There is NO reduction in tuition payments for absenteeism, holidays or vacations.

Returned Check Fee:

A charge will be incurred for checks returned for insufficient funds. This charge will be paid in the following week. After two instances of returned checks, payment will be due by bank check.

Late Pick – up Fee

Late pick-up charges are \$10.00 per the first 15 minutes (or part) of unscheduled time and \$10.00 for each additional 15 minutes (or part)

Time billed for is based on the time when the child and the parent/guardian leave, not the time when the parent arrives. (Ex. If a parent arrives at NCCC at 5:33 and leaves at 5:49, the late charges will be \$20.00). Late pick-up forms will be signed by both the parent and the closing teacher on the day when the late pick up occurs.

Parent Information

Chapter 28A, Section 10 and subsequent amendments to the General Laws of the Commonwealth of Massachusetts mandates to the Office of Child Care Services 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, 102 CMR 7.00, establish minimum standards for operation of group day care and school age child care programs in the Commonwealth. The 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.

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.

Meetings with parents:

In group day care programs, the licensee shall assure that the administrator or his designee meets with the parent(s) prior to admitting a child to the program. The parents shall have an opportunity to visit the program's classrooms at the time of the meeting or prior to the enrollment of the child. In school age programs, the licensee shall provide an opportunity for the parent(s) and child to visit the program and meet the staff before the child's enrollment.

Parent Information: The licensee must provide to the parents upon admission of their child the program's written statement of purpose, including the program philosophy, goals and objectives, and the characteristics of 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 abuse or neglect; the procedure for emergency health care and the illness exclusion policy; the program's transportation plan; the procedure for administration of medication, and, upon request, a copy of the complete health care policy; a copy of the fee schedule, and in school age child care, the procedures for on-going parent communication. All of this information may be contained in a "Parent Handbook".

Parent Conferences: The licensee must make staff available for individual conferences with parents at your request.

Progress Reports: At least every six (6) months the licensee should meet with you to discuss your child's activities and participation in the program. The licensee will prepare a written progress report for your child, will provide a copy to you, and maintain a copy of the report in your child's file. If your child is an infant or a child with disabilities, you should receive a written progress report at least every three (3) months. Program staff must bring special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

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

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

Access to your child's record: You are entitled to have access to your child's record at reasonable times on request. You must have access to the record within two (2) business days of your request unless you consent to a longer time period. You must be allowed to view 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 record, 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. This 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 the 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 to make your objections known. If you have a conference with the licensee, the licensee must inform you in writing within one week of his decision regarding your objections. If the licensee decides in your favor, he 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.

Charges for Copies: The licensee shall not charge an unreasonable fee for copies of any information contained in your child's record.

PROGRAM RESPONSIBILITIES

Providing Information To the Office

The program must make available any information requested by the Office to determine compliance with any Office regulations governing the program, by providing access to its facilities, records, staff and references.

Reporting abuse or neglect

All center staff members are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Social Services or 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.

Notification of injury

The licensee must notify you immediately of any injury that requires emergency care. The licensee must also notify you, in writing, within 24 hours, if any first aid is administered to your child.

Availability of OCCS Regulations

The program must maintain a copy of regulations, 102 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 must make them available to any person upon request. If you have a question about any of the regulations, ask the center to show them to you.