

**Mission:**

The Busy Bee Learning Center provides high quality child care for children ages 6 weeks to kindergarten. High quality child care is characterized by high staff to child ratios, small groups of children and well-trained staff offering children developmentally appropriate curriculum. The center strives to meet the standards set by the Quality Rating Improvement Scale (a voluntary program) and the Massachusetts Department of Early Education and Care.

The center strives to meet the child care needs for residents of Lee and surrounding towns. We seek to reflect the diversity of the community. The center accepts children without regard to marital status of the parents, their race, creed, sexual orientation, cultural heritage, religion, national origin or political beliefs. We will endeavor to accommodate children's special needs where we can reasonably do so.

**Philosophy:**

At Busy Bee Learning Center we view each child as an individual ready to learn. We designed our program so we provide developmentally appropriate experiences in a safe and nurturing environment. Our staff strives to provide experiences to promote the physical, emotional, social and cognitive development of our children. Implementation of these areas follows an integrated model where the environment encourages children to learn about the world around them through play and interactions with materials, peers, adults and the natural world.

**Curriculum:**

Our staff creates a theme-based curriculum that considers each child's interest and skill levels. Our diverse curriculum promotes growth in language arts, math, science, art, music, dramatic play, social emotional learning, and gross motor skills. Our teachers create a learning environment where the child is actively engaged in meaningful learning activities. These learning experiences are developmentally appropriate and constructed according to the standards established by: the Quality Rating Improvement Scale and Massachusetts Department of Early Education and Care.

**Goals:**

1. To provide a curriculum for each child based on individual differences and abilities.
2. To provide experiences that meet each child's needs and will stimulate learning in all developmental areas.
3. To provide opportunities to participate in relationships, interactions and activities designed to develop children's self-esteem and positive feelings towards learning.
4. To provide opportunities for children to participate in individual group activities to their fullest abilities.
5. To provide opportunities in all areas of language development; listening, speaking, reading readiness, writing, thinking and expressing their ideas in a variety of ways.
6. To provide experiences in gross motor (running, skipping, balancing, climbing, etc.) as well as fine motor (writing, cutting, finger plays, coloring etc.)

7. To provide daily opportunities for experiencing a wide range of art, music, and movement activities.
8. To make each child's school experience a positive one.
9. To stimulate each child's ability to solve problems and make decisions and choices independently.
10. To help each child recognize the rights, feelings, and property of themselves and others.
11. To encourage sharing and cooperation.
12. Working with families to become active participants and advocates for their child's education through participation in on-going play and discussion groups.
13. To prepare children for a successful transition to kindergarten and a life-long desire to learn.
14. To stimulate each child's thinking and reasoning skills through language-rich play experiences.

### **Organization and Staffing:**

The Busy Bee Learning Center, licensed by the Massachusetts Department of Early Education and Care, is a department within the Lee Youth Association. The executive director of the Lee Youth Association is responsible for the overall administration of the Center. The Center's director is responsible for the day-to-day operation of the Center. They work closely together to oversee fiscal management, staff training, and supervision, compliance with EEC licensing regulations, enrollment and program development and evaluation.

### **Behavior Management Plan:**

At Busy Bee we offer a compassionate, caring and sensitive staff that helps each child build trust through consistency, calmness and reassuring mannerisms, with realistic expectations. Our staff assist the children as they develop the use of proper manners, community responsibility and awareness of others. We strive to maintain positive approaches to discipline and look for opportunities to channel a child's energy towards safe constructive behavior. We encourage problem solving and settling disagreements through communication. Our staff uses positive reinforcement techniques to help children learn self control.

Occasionally, a child's behavior may be particularly unsafe or disruptive. When this occurs, the child may be removed from an activity and redirected to another activity with the help of the teacher. Depending on the child's actions, s/he may need to separate from the group to a quiet place to calm down and check in with a teacher before returning to the group. Calm discussions of the problem behavior and discussion of more appropriate behavior follows the calm down time. When the child is able to rejoin the group, his/her positive behavior will be praised.

Under no circumstances is a child subject to abuse, neglect, cruel, unusual, severe or corporal punishment including any type of physical ridicule or humiliation, denial of food, rest of bathroom.

Of utmost importance in our guidance of children's behavior is preserving the child's self-esteem and recognizing each child's unique contributions to the classroom community.

School rules are constantly being discussed so the children remember them. When appropriate and feasible children will participate in the establishment of rules, policies, procedures. This is done by several group discussions and constant reminders.

### **Orientation and Welcome of new family plan:**

We ask families to come to the center for a visit of the program. For the visit we encourage families to bring their child. We typically do visits in the morning so that way families can see what the program looks like while in operation. At the visit the director will show the family around the classroom and discuss the enrollment process. The director will introduce the family to all staff present. The director will discuss with the family about our discipline policy and our bathroom policy. The director will also share what a child would need to bring with them for supplies on the first day. The director will go over the curriculum, how teachers plan, and what to expect from us monthly and daily for news. The director will also address the cost of each program as well as the operating hours. If at this point the parents wish to enroll their child, the director will go over what days are available and then they will go over the necessary paperwork. The parents will also receive a welcome letter that will address the different policies the director mentioned during the visit. On the child's first day, the parents will receive a copy of the parent handbook, schedule, and our closing schedule.

### **Snow Day Policy:**

Busy Bee Learning Center will follow Lee Public Schools for snow days. If Lee closes then we will also close. If they delay we will also delay. If Lee is on school vacation, Busy Bee will determine their own snow day if needed. Parents do pay for snow days.

### **Vacation Policy:**

Parents are able to have their child take vacations throughout the year, however you are still responsible for payment of your child's days when you are not here. You can always choose to unenroll if you will be away for long periods of time. We require a 2 week notice to unenroll your child.

### **Sick Time:**

If your child is sick and requires staying home or seeing a doctor, you are still responsible for payment of your child's scheduled day.

### **Termination Plan:**

Termination will be enforced if at any time the Director feels that they are unable to fulfill the needs of the child.

The Director will call the parents for a conference for the following circumstances:

Excessive risk to well being of the other children

Excessive and extraordinary parental demands

Non-compliance with the LYA policies

Extreme separation difficulties

Extreme behavioral difficulties, including biting

Any difficult situations or problems which may arise (defined by the discretion of the director)

During the conference the Director will along with the parents and teachers begin developing a behavior plan for the child with interventions at home and at school. The Director will offer referrals to parents for evaluation, diagnostic or therapeutic services. The Director will begin pursuing supportive services to the program, including consultation and educator training.

If during the conference, the Director feels unable to accommodate the child or parent(s), the following termination proceedings will begin: written documentation stating the reason for termination will be provided to the child's parents. Information and referral for other services will be provided upon request of the parents.

If during the day at child care the child exhibits behavior which is defined above the director can call parents to immediately come and pick up the child.

**If at any time the Director feels there are serious safety concerns children will be terminated immediately.**

### **Health Care Policy**

The emergency phone numbers will be posted near each phone for staff and visitors to view: When using a phone at Busy Bee please be aware you must hit line 1 then dial 9 to reach an outside line.

#### Health Care Consultant

Dr. Robert Wespiser

Suburban Internal Medicine, Stockbridge rd. Lee

413-243-0122

#### Emergency Numbers

Fire Department: 911

Police Department:911

Poison Control: 1-800-222-1222

Ambulance: 911

DCF/Child Abuse: 413-236-1800

Public Health Department: 413-243-5540

Hospital used for Emergencies  
BMC  
725 North Street Pittsfield MA 01201  
413-447-2000

Fairview Hospital  
29 Lewis Ave Great Barrington MA 01230  
413-528-0790

Designated Adult Contact  
Sharon Terry: Executive Director 413-441-0602  
Sharon Dolby-Capeless: Center Director 413-426-2139

Information given in an emergency  
Your name:  
The nature of the emergency:  
The centers phone number: 243-5535  
Centers Address: 480 Pleasant Street, Lee MA 01238  
The centers location in the building: Entrance B second Floor

**Emergency Procedures:**

In the event of a medical emergency involving your child, the center will attempt to locate you immediately. If a parent cannot be reached, the center staff will attempt to reach the parent's emergency contact person and call the child's physician. If necessary, an ambulance will be called and the child will be transported by ambulance to the nearest hospital. The staff will continue basic first aid and CPR if necessary, prior to the arrival of an EMT.

Our attendance book, emergency numbers and first aid kit must accompany any group on a field trip. If the children are away from the Center, a staff person will begin first aid and seek additional help or transportation to the nearest health care facility. Staff will notify the director who will contact the child's parents and inform them of the location and status of the child.

In the event of a natural disaster (tornado, hurricane, flood, fire, major storm, or unusual situation including chemical spills or bomb threats) we will evacuate the building in the manner that is practiced monthly. Once we have met at the playground outside the building, attendance will be taken to ensure all the children are out of the building. We will proceed to the location listed on the evacuation plan. We will remain at that location until all parents have been contacted and arrangements have been made for each and every child.

In the event that our building should lose heat, water and/or electricity during the winter months, and the inside temperature falls below 65 fahrenheit, we will notify all parents of our plans to close. The staff will remain until the last child is dismissed. Should we lose water for longer than one hour, we will be forced to close the center. Again, all staff will remain until the last child is dismissed.

The Center's staff places the highest priority on monitoring the environment and activities of the children at the center. Every effort is made to minimize the risk of injury to children in our care. The center will maintain fully stocked first aid kits located in each of the classrooms.

All injuries will be reported to the parents within 24 hours via an injury report form. Three copies are made of these forms for a central log, the child's folder and the child's parent.

For a more serious injury involving excessive bleeding or swelling the injury will be treated accordingly and parents will be notified immediately by phone and by written report at the end of the day.

The Director will maintain a log of all injuries. When an accident occurs, parents will be informed regarding the circumstances, including the description of injury and a follow-up report. The staff is also responsible for storing all toxic substances, medications, sharp objects and other hazardous items in a secure locked place out of children's reach.

**Procedures for using and maintaining First Aid Equipment:**

First Aid Kit is located in each classroom in a designated spot. Contents are maintained by the lead teacher in the classroom. Items include: (adhesive tape, band aids, non-latex gloves, scissors, tweezers, thermometer, cold pack, bandages, bottled water, CPR mask, emergency contacts, facemask, gauze pads, gauze roll, gloves, hand sanitizer, maxi pad, thermometer, tissues, wipes.) First Aid may be administered by any staff member certified in basic First Aid.

**Policy for Illness:**

The center operates in conformance with regulations and recommendations set forth by the Massachusetts Department of Public Health. Parents will be notified when a communicable disease has been diagnosed in their child's classroom and will be alerted to the symptoms. A note is posted on the parent bulletin board and placed in each child's backpack. Each child must be immunized in accordance with the Department of Early Education and Care and the Department of Public Health regulations. Each child must have documentation of immunization on file.

When a child is out sick, parents are asked to call the center by 9:00am and report pertinent information regarding the child's illness. It is important that the Director and teachers be notified in order to prevent further spread of the illness and to recommend action as needed.

It is the responsibility of the teaching staff to observe throughout the day for signs of illness. If a child is observed to be feeling unhealthy, the teacher or Director will assess the child's symptoms and determine whether the child should be sent home. The child will be then placed on his/her mat in a quiet area of the room and away from other children while we contact parents to pick up. If you are called, it is expected that you arrive at the center within one hour. If you can't make it to the center within that time period, please make arrangements with one of the persons authorized to pick up your child. A child who leaves the center with a question of communicable infectious disease must have a note from the doctor stating the child is non-infectious and able to return to school before we will re-admit them.

A child should not attend the center if any of the following symptoms are apparent:

- A temperature equal or greater than 100 (a child must be temperature free without medication for a period of 24 hours before returning to care)
- Diarrhea or vomiting (must be without for a period of 24 hours before returning to care)
- Any undiagnosed rash
- Discharging from eyes or ears and extreme nasal discharge
- Severe cough
- Open or oozing sores on face, hands or body
- Lethargy that prevents the child from functioning within the group
- Wheezing that is not controllable
- Signs of severe cold or sore throat
- Biting of unusual frequency or severity

**If a child vomits, we will call home for pick up. If a child has 2 or more incidents of diarrhea, then we will call home for pick up. If child is sent home due to diarrhea or vomiting, then your child cannot return the next day to school. If your child is sent home due to a fever, then your child cannot return the next day as they need to be fever free for 24 hours to return to school.**

**COVID-19 regulations differ from the normal regulations. Please see your covid handbook.**

### **Administering medications at the center:**

In the case of prescription medications, the medication must be in the original container from the pharmacy with the name of the medication, child's name it is intended for, dosage, how long it is to be administered for, expiration date, storage instructions,

administration instructions, and the doctor's name. The parent authorization form must also accompany. Parents will complete this form when presenting the prescription drug. Parents will be asked for the time, dosage, and method of administration and this will be documented on the form. The center cannot administer any medication contrary to the direction on the original container without authorization from the child's physician. Be sure to indicate whether the medication needs to be refrigerated. Medications will be stored in the refrigerator. Medications will be stored in the refrigerator or out of reach of the children in a locked container, and returned to parents when no longer needed. If a child has a chronic health condition, then we need an individualized health plan signed by the child's pediatrician.

In the case of non-prescription medication (pain relievers, cold medicine, etc) the center requires parent/guardian approval to administer these medications to your child. Parents can use a blanket form from the center that is good for one week. Forms can be obtained from the director or teacher. This form authorizes the center to administer these medications on an as needed basis. These medications must also be in the original product container.

Topical non-prescription medications (such as antibacterial ointments, sunscreens, insect repellent, and petroleum jelly) also require a yearly blanket form, signed by a parent. Forms for these medications do not require a physician's signature. All children will keep their own personal supply of such topical medications, labeled clearly with their name.

With the execution of topical non-prescription medications, a record of the time, dosage and staff person administering the medication will be kept as part of your child's file. In addition, when previously authorized non-prescription medication (non-topical) must be administered to your child (and parents had no discussed this possibility at morning drop off) teachers will notify parents to advise them and make sure a decision by phone (at pick-up parents must sign and complete a new non-prescription medication form). Parents will also be notified in writing of the time, dose and staff person administering any unanticipated medication. Records of all medications administered, prescription and non-topical non-prescription, are kept in your child's confidential file. It is also kept in a log book of medication.

For any medication given on a regular long term basis (ex. asthma inhaler) a log will be kept with date, time, and dosage and staff person administering the medication. Parents will not be notified daily, as this will be a previously agreed upon arrangement documented in your child's file.

Teachers will check all medications for expiration dates. Expired medications cannot be administered to children. Any leftovers will be returned to the parent.

When your child is prescribed a medication that will be taken at the center and at home, we advise you to ask your pharmacist for two appropriately marked containers of medication, one to leave at the center and one for home. This way you will not need to bring the medication back and forth. If you have one container of medication that will go back and forth with your child, parents are asked to check with the teacher about where to store the medication safely and to retrieve it from the safe storage location at pick-up.

### **Toilet/Hygiene Procedures:**

No child shall be punished, verbally abused or humiliated for soiling, wetting or not using the toilet. Children do not have to be toileted upon entering preschool. Staff will work with families when the time is right to be consistent and nurturing while toilet training.

Each child will be helped with hand washing”

- upon arrival
- after toileting
- before and after eating or handling food
- when coming from outdoors
- after handling classroom pets
- after coming in contact with bodily fluids and discharges
- after cleaning
- before and after play in the sensory table
- after blowing nose or picking nose

Children will be reminded not to share cups, eating utensils, combs or brushes. Individual paper towels shall be used to dry hands. Teachers will follow strict disinfecting procedures for eating surfaces, mats and toilet areas, as well as for eating surfaces, mats and toilet areas. The disinfectant solution is a commercially prepared disinfectant, which is indicated it kills bacteria, viruses and parasites. All such disinfectants shall be stored in a secure place and out of reach of children.

Clothing soiled by feces, urine, vomit or blood shall be double bagged in sealed plastic bags and stored separately from other items.

A change of clothing shall be available for each child. Extra center owned clothing shall be available for changing purposes in addition to the clothing brought from home by each child. Center-owned clothing must be laundered after being worn and returned to the Center.

Children will be allowed to use the bathroom as needed under a teacher's supervision. There are also scheduled times for using the bathroom in which each child is encouraged to try and go. Please send extra clothes that can be kept in your child's cubbies.

**Program's Assessment Plan:**

At Busy Bee Learning Center we use Teaching Strategies Gold as an assessment tool in order to assess as well as observe the children. Through using this tool we are able to plan for each child individually as well as the entire classroom. We are able to adapt the curriculum in order to meet the needs of each child. Children will enter preschool in September, however we do have open enrollment all year long if we are not full. Within 45 days of your child starting, a teacher will conduct a screening of the child through the program of Ages and Stages. The assessment helps teachers identify any red flags that may be present. The first set of progress reports will be generated in October. The first set of progress reports will be based upon how we see the children entering into the school year. The second set of progress reports will be completed in February. And the third set will be completed in June. In between progress reports, teachers will conduct both formal and informal observations of the children based on the objectives outlined in teaching strategies gold. These observations occur during free-play, and during skill building groups. As we enter these observations into the program we are able to identify the children's interests and needs for continuing their growth along the continuum. Once progress reports are ready they will be placed in the children's mailboxes with a note explaining what they are and that if parents would like to schedule a conference, please let the director know and we would love to schedule one.

If teachers feel a child needs an outside referral we would then follow the referral policy. As always all children's information is kept confidential, and the procedures for keeping the children's records confidential is outlined in The Center's Responsibility to Parents.

**Referral Policy:**

From time to time a child or family may need support services that the Center is not able to provide. For this reason, the Center has established a policy describing when and how a family may be referred for outside support services. It is the Center's policy to involve parents in this process as soon as a concern is identified, and to work closely with the family towards the best interests of the child. All information about the student and families will be kept confidential. The process for this is as follows:

1. Identification of a concern: All the teachers at the center have received training and education on the normal patterns of growth and development for children. When a teacher becomes concerned about a child's health, behavior or developmental abilities, these concerns will be brought to the attention of the director. The Director and teachers will explore strategies to best help the child while at the center. These discussions will be documented by the primary teacher and will include specific examples of concerned behavior along with the interventions the team agreed to implement. - At this stage, when a concern is

first identified, the concern will be brought to the attention of the parents. During this discussion with parents, the team will hope to learn additional information and involve the parents in the intervention process.

2. Implementing an Intervention plan: Parents and the Director will work together to develop a plan to address the concerns about the child. This plan will be documented in writing and will become part of the child's record at the center. As part of the plan, a schedule for reviewing and evaluating the child's progress will be agreed upon.
3. Referral for additional services: In some cases, a child's concerned behavior may continue despite the teacher's attempt to intervene. If no progress is observed in an agreed upon length of time, it may be time to engage in outside resources. The Director will meet with the child's parents and ask the parents to make referrals for additional help and support. The lead teacher will work closely with the family to ensure consistency with the plan to provide ongoing feedback. The Director will work with the parents to support them in finding the most appropriate referral.

The Busy Bee Learning Center staff will work with the parents to provide a correlation between home, school and additional services that are necessary for the appropriate development of the child.

**Grievance Procedure/Communication:**

A parent who has a concern/grievance with any aspect of the Busy Bee Learning Center should follow this procedure:

1. Contact the school and speak directly with the teacher. Parents may contact the teacher during the regular hours. The teacher may not be able to discuss your concerns during instructional time. If the teacher is unable to talk, she will return the call within 24 hours.
2. Contact the Director if you do not feel satisfied with the results of speaking with the teacher. The Director will check that the parent has first discussed concerns with the teacher. If the teacher has not been contacted, the director will ask that the parents do so first.
3. If this approach does not lead to a resolution of the concern, the Executive Director may be asked to mediate.
4. The final step if you still are not satisfied would be to contact a member of the Board of Directors.
5. At any time parents may call EEC. The Busy Bee Learning Center is licensed by Oly Wallenfels. She can be reached at 413-426-6633.

**Day to Day Procedures:**

Hours of operation are 7:30-4pm

*Rest Time:* All children will have a rest each day after lunch. If a child cannot sleep, a teacher will suggest that they rest quietly for at least 45 minutes. Each child will have their own mat. Parents are asked to supply a small blanket (except children under 1 years of age), a favorite stuffed animal, and a fitted crib sheet. Bedding will be washed each week here. Children who do not rest will be given quiet activities to do on their mats after 30 minutes.

*Food and Snack:* If your child has food allergies, or a special diet, please notify the Director at the time of enrollment. The Center will make every effort to satisfy the special dietary needs for each child. Water will always be available at the center. Children are encouraged to eat healthy snacks and make healthy food choices at lunchtime; however no child will ever be forced to eat against their will. Parents are responsible for bringing nutritious bag lunches and two snacks (morning and afternoon) for their child to eat at the center. Do not forget to label your child's lunch bag. Please do not send in candy or soda. We encourage you to check in with your child's teacher or other parents if your child is a picky eater. Often children are interested in the foods they see their friends eating.

### **Outdoor time:**

In order to provide a stimulating program for children in the center, outdoor outings are included on a daily basis, weather permitting. Outings are considered essential for good health and a welcome change of scenery. Outings will be modified during inclement weather, including rain, severe heat or cold and as follows:

1. For outdoor temperatures below 20 degrees fahrenheit, outside time will be cancelled.
2. For outdoor temperatures between 20 and 30 degrees fahrenheit with a wind chill factor, outings will be cancelled.
3. For outdoor temperatures between 25-30 with no wind chill factor, outside time will be between 15 and 20 minutes.
4. For outdoor temperatures greater than 90 fahrenheit outings will be modified to between 15-20 minutes. Water will be provided in the play area for all children. Children will be watched for overheating and will be brought in immediately should this occur. If parents request it, children will be covered in sunscreen prior to going outside. A permission slip for applying sunscreen is included in the enrollment packet. Children are encouraged to wear hats to decrease sun exposure.
5. For outdoor temperatures greater than 96 degrees fahrenheit and high humidity, outdoor outings will be cancelled.

### **Transportation plan:**

All children will have a signed transportation plan in their file. This plan will inform the program of how the child will arrive and depart the program. We do not transport children off the premises unless it's a planned field trip or an emergency.

**Birthdays and Holiday Celebrations:**

Birthdays are very special to children and their families. Parents are welcome to plan a birthday celebration with their child's teacher. Your child's teacher can help suggest a way to celebrate which would be appropriate to your child's classmates. As part of our communication to make the center an extension of the child's home, the children will have the opportunity to learn about the variety of holidays celebrated by the children in each of their classes. Parents are encouraged to suggest or initiate activities and materials that reflect their own cultural background. We work to keep "holiday learning" multicultural, simple, and non-commercial.

**Parent Participation:**

We encourage you to be involved at the Center in whatever ways are convenient for you and your family. Below are several ways in which parents can be involved in the center.

**Visiting:**

Parents are always welcome at the center. We encourage parents to stop by during the day to participate in the activities and excursions. Young children sometimes require extra help dealing with additional transitions when parents visit. We ask that you check with your child's teacher regarding classroom rules and expectations during your visit. Please keep in mind that the children have rest time and try not to visit during those hours.

**Conferences/Meetings:**

Parent conferences are held every 6 months. The teaching staff will provide parents with a written update of their child's skills and interests at that time. Parents are also welcome to request additional conferences with a teacher or a director. However the director will bring special problems or significant development to the parent's attention as soon as they arise. For children with disabilities, progress reports will be given or discussed with parents every 3 months.

**Get Togethers:**

Throughout the year, we will plan lunch meetings and potluck suppers so that parents can discuss concerns and share ideas with each other and staff.

**Classroom Participation and Special Events:**

We welcome parents to share with the children special talents and skills they may have. In other years, parents have come in to tell children about their jobs, to share musical talents, to cook a special treat, or to tell you about their family holiday celebrations. Please check with your child's teacher for ideas about how you can help.

**Communication:**

In order to optimize the care that is provided, it is essential to have daily parent/staff communication. This can be done informally as you arrive to pick up your child each day. If you would like a more formal meeting time, please do not hesitate to arrange one with your child's teachers and the center Director. The teachers will send home daily sheets with the infant and toddlers to keep you up to date on their activities throughout the day. In addition, classes are using Class Dojo to send information, show projects and inform parents throughout the day.

There are many parent resources-reference books, videos, and other media which may be of interest to parents in the front foray of the Lee Youth Association.

We ask parents provide a written note for the following situations:

- For going home at a time or with a person that is different from the ones listed on the emergency contact
- For requesting special treatment
- For allowing someone other than the parent to be temporarily responsible for the child.

**The Center's Responsibility to Parents**

Providing information to the Department of Early Education and Care (EEC) by keeping and maintaining under their regulations and any other information reasonably related to the requirements of these regulations. This includes information in your child's records. Authorized employees of EEC will not remove identifying care materials from the Center premises and are required to maintain the confidentiality of individual records.

**Reporting suspected Abuse and Neglect**

All center staff are required by law to report suspected abuse or neglect to either the Department of Children and Families or to the Center's Executive Director. The Center has written policies and procedures for reporting and we will provide the written policy to you upon request.

**Notification of Injury**

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

**Availability of Regulations**

The center has a copy of the CMR 102.700. Standards for the licensure or approval of Group Day Care and School Age Child Care Programs on the premises, available to any person upon request. If you have any questions about any of the regulations, ask the Director to show them to you.

**Parental Rights**

### **The Right to Visit**

You have the right to make unannounced visits to your child's classroom while your child is present. (updated due to COVID-19)

### **The Right to Give your Input**

Your input in the development of Center policies and procedures is welcome and valuable. We welcome your suggestions either to the Director, Executive Director, or the Board of Directors. Implementation of suggestions will be up to the center's administration.

### **The Right to Staff Conferences**

You have the right to request an individual conference with center staff. Staff is always happy to meet with you at a mutually convenient time.

### **The Right to Meeting and Materials Prior to Admittance**

It is important for you to have your questions answered before your child begins attending the Center. You have to meet with the administration prior to your child's admittance. You have the right to visit your child's classroom prior to enrollment. Before admission you should receive and review your parent handbook which contains the Center's written statement of purpose; services provided; referral policy; behavior management policy; termination policy; information on food and snacks at the center; including suggestions for healthy food to send for lunch; policy for identifying and reporting child abuse and neglect; the centers helath policy and illness exlcusion policy. You should also receive a copy of the fee schedule.

### **The Right to Progress Reports**

At least every six months, you should meet with the center staff to discuss your child's progress and/or receive a written progress report of your child's activities at the center. This report will become a part of your child's permanent file at the center. Staff will bring any special problems or significant developments to your attention as soon as they arise.

### **The Right to your Child's Records**

Information contained in your child's records is privileged and confidential. Center staff may not release information from your child's record to anyone not directly related to implementing the program plan for your child without your written consent. You will be notified if your child's record is subpoenaed.

### **Access to the Records**

You should be able to have access to your child's records. The Center will provide access within two business days, unless they have permission to take longer. You will be allowed to view your child's entire record, even if it is located in more than one location. The center has procedures regarding access, duplication and dissemination of children's records. They will maintain a written log that identifies anyone who has had access or has received information out of the record. This log is available only to you and the person responsible for maintaining the Center's records

### **Amending the Records**

You have the right to add information or comments on data or any other relevant material to your child's record. You also have the right to request deletion or amendments of any information contained in the record. Such requests shall be made in accordance with the procedures described below.

1. If you are of the opinion that adding information or comments is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to a conference with the Director to make your objections known.
2. The Center shall within, one week of this conference, give you a decision in writing stating the reason or reasons for the decision. If the decision is in your favor, the Director shall immediately take steps necessary to put the amendment into effect.

### **Charge for Copies**

The Center will not charge a fee for copies of any information contained in your child's records.

### **Transfer of the Records**

Upon written request, when your child is no longer in our care, the Center can give you your child's records or transfer them to another person you identify. The Center will ask you to sign a form verifying that the record has been received.

### **Late Pick-Up Policy**

As a licensed Child Care Provider, we are in compliance with regulations set forth by the Massachusetts Department of Early Education and Care. It is our role, and the role of any approved assistants we may employ to be a "mandated reporter". Because of this role, we are mandated to take the following steps when a parent is not present at the prearranged child pick-up time and has not contacted us to discuss any changes in the schedule and appear to have abandoned their child:

1. Following a period of 5 minutes, we will contact persons who have been previously designated by the parent(s) as "Emergency Contact People" The contact person will be asked to pick the child up immediately.
2. If, after a period of 15 minutes, we are still unable to reach any of the emergency contacts, and the parent has made no attempts to notify us of any changes in schedule, or any emergency, we will have to notify the Department of Children and Families to file a report of Abuse and/or Neglect (51A). We will also notify the local police department.
3. Once these steps have been taken, parents should contact the Department of Children and Families in order to rectify the situation.
4. In addition, a fee of \$5.00 per 1 minute will be charged to the parents.