



Concord Recreation School Age Childcare Family Handbook 2021-2022

NOTE: IMPORTANT CHANGES TO OUR PROGRAM ARE HIGHLIGHT IN YELLOW . We will follow the COVID-19 Policies put in place for families and children by the Concord Public Schools. Policies and Procedures in this handbook are subject to change.

Contact Information
Anita Stevanazzi-Hill
Childcare Services Manager
ahill@concordma.gov
978.318.3045
Absence Reporting: absentee@concordma.gov

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To: School Year Childcare Families
Fr: Anita Stevanazzi-Hill, Childcare Manager
Re: 2021-2022 School Year

Dear AfterSchool/ Early Release Wednesday Family,

As the Recreation Childcare Services Manager, I'm pleased to have your child enrolled at Concord Recreation's Recreation Early Release Wed. and AfterSchool Program for the 2021-2022 school year. This is an exciting and challenging year of changes for all of us once again but we'll work together to navigate changes as they arise! Please read this handbook in its entirety as policies have been added and have been changed since last school year. **Areas highlighted in Yellow are COVID-19 Pandemic specific.** As we prepare for the start of the school year, it is important for parents/guardians to be aware of the following:

1. All AfterSchool and Before School students will attend programs in their own school. Those enrolled in Early Release Wednesdays Program only will be bussed to the Hunt Recreation Center.
2. 3:30 PM-6:00 PM for AfterSchool M, T,Th and F and 12:30-6P on Wednesdays. Pickup later than 6:00P for AfterSchool and Early Release Wednesdays will incur late fees.
3. You must provide a snack every day for your child and a lunch on Wednesdays for your child. We will not have food available if your child does not have a lunch or snack. Please be certain that your child knows which foods are for the AfterSchool Programs.
4. Label all belongings.
5. We encourage all families to post our contact information at home and at work in the case of an emergency.
6. **Please keep us informed about any changes in health or routine or anything that might affect your child while in our care.**
7. We ask that you pick up your student on time – children begin to worry when their parents are late and our staff has family to get home to as well. Any pick up after 6 PM is considered late. Late fees apply.
8. Check your email daily for important updates and notifications about our program. Don't forget to update your contact information if your email or phone number changes midyear.
9. We use an online file management system called CampDocs. Your child's account must be at 100% complete before starting our program (with additional time required to review your file).
10. If your child is going to be absent from our programs, please report the absence to absentee@concordma.gov

We look forward to a rewarding school year and welcome you to reach out to us should you have any questions about the information in this handbook.

Sincerely,

Anita Stevanazzi- Hill
Child Care Services Manager
978-318-3045

SITE CONTACT INFORMATION

AfterSchool Program at Alcott

AfterSchool Supervisor: DJ Fimiani

AfterSchool Site Coordinator: Gail Gray

Before School Site Coordinator: Stephanie Gauthier

Email Address: absentee@concordma.gov

Location: 93 Laurel St

1. To report a delay in picking up or any emergency during AfterSchool hours, call:

978-505-6525

AfterSchool Program at Thoreau

AfterSchool Supervisor: Mardi Hutchinson

AfterSchool Site Coordinator: Dave Smyth

Before School Site Coordinator: Laurie Mangin

Email Address: absentee@concordma.gov

Location: 29 Prairie St

1. To report a delay in picking up or any emergency during AfterSchool hours, call:

978-505-6526

AfterSchool Program at Willard

AfterSchool Supervisor: Emily Madison

AfterSchool Site Coordinator: Patricia Conway

Before School Site Coordinator: Ellen Davis

Email Address: absentee@concordma.gov

Location: 185 Powder Mill Rd

1. To report a delay in picking up or any emergency during AfterSchool hours, call:

978-505-6524

978.318.1340 ext 4343

Early Release Day Program at Hunt

Supervisor: Anita Hill

Site Coordinator: Cathy Chadwick

Email Address: absentee@concordma.gov

Location : 90 Stow Street

1. To report a delay in picking up or any emergency during AfterSchool hours, call:

978-287-1050

Overview Of Concord Recreation

History

In the Fall of 1980, the Concord Recreation Department began to offer an out of school time (OST) program for children in grades k-8 in response to an expressed need, mostly from working parents. In 1985, the AfterSchool program was licensed by the Department of Early Education and Care. The AfterSchool Programs have continued to expand and currently were licensed to care for children at HWCC and at the Hunt Recreation Center. In 2020, the program moved into the three elementary schools. Our Early Release Program (formerly Terrific Tuesdays) moved to the Hunt Recreation Center in 2021.

Our Mission

The mission of Concord Recreation's School Age programs is to create a safe, nurturing community where children and families feel welcome and develop respectful relationships and inquisitive minds.

Our Philosophy

Concord Recreation's School Age Programs aim to provide a safe, nurturing and stimulating OST experience for children who attend our programs. Our daily activities are designed to be exciting, educational and fun. While many of our participants attend due to family need for childcare, we strive to provide an experience that would motivate families to attend even if care is not required. We supplement our activities with outside presenters such as mobile planetariums, science programs, etc. and occasional field trips.

Concord Recreation's AfterSchool Programs are committed to creating a welcoming OST setting and includes families and children with a wide variety of racial, ethnic, family, religious, economic and cultural backgrounds. We try to instill a genuine appreciation of and respect for others. By supporting individual differences, we encourage children and their families to value the richness and importance of a diverse community.

Our Educators

Afterschool Staff

Every group is staffed by professionals with experience with school age children. Many have degrees in education. Our day-to-day practices are grounded in current research and theory concerning best practices for children in Out of School Time programs.

All of Concord Recreation's Afterschool educators take professional development seriously and continually work to further their knowledge by participating in on-going training through workshops, attendance at professional conferences and personal explorations through reading and observations in areas of interest.

How to Identify Staff

AfterSchool Staff will all wear name badges identifying them while at work.

Organizational Chart

	Town Manager	
	1	
	Assistant Town Manager	
	1	
	Director of Recreation	
	1	
	Assistant Director of Recreation	
	1	
	Childcare Services Manager	
	1	1
<i>After School</i>		<i>Carousel Preschool</i>
Recreation Supervisors		
Site Coordinators		Lead Teachers
Senior Group Leaders/ Group Leaders		Assistant Teachers
Assistant Group Leaders		

Department of Early Education and Care (EEC) is the licensing authority.

Licensing Information

Concord Recreation’s Afterschool Program is a licensed childcare facility by the Department of Early Education and Care (EEC). Parents may contact EEC directly for information regarding the AfterSchool program’s regulatory compliance history. The contact information is:

Department of Early Education and Care
 Central Massachusetts Office
 324 R Clark St
 Worcester, MA 01606
 (508)798-5180

Supervision of Children

Children are supervised by sight and sound at all times. Older children may be supervised by sound only for a brief period while using the bathroom if privacy is required. Concord Recreation’s AfterSchool Programs are located in public buildings. We are located in a separate space away from the major activity center. Children are supervised when leaving our space, even to go to the bathroom.

Children’s and Educator’s Responsibilities

Educators’ Responsibilities

Educators are responsible for ensuring that children enrolled:

- Have a safe and reliable environment free of hazards.
- Have use of all of the equipment and space on an equal basis; equipment will be in functioning and clean condition.
- Have their ideas and feelings respected.
- Be guided into appropriate behavior using positive guidance strategies that are fair, equal and respectful of them.
- Have opportunity to express their anger, frustration, disappointment, joy, etc., in an appropriate manner.
- Have activities that allow participants to express their creative ability, as they explore and discover, while developing to their fullest potential.
- Have an environment that offers a variety of choices: physical, gross motor, quiet, indoor, outdoor, active and passive areas, creative, dramatic play and exploration.

- Have a right to voice their opinion on the rules and give input on activities offered.
- Have educators that care about them, enjoy being with them and help them grow.
- Are treated with care, respect, honesty and responsibility.

Children's Responsibilities

Children need to be responsible for:

- Learning to accept consequences for their own actions.
- Displaying character development traits: caring, honesty, grit, respect and responsibility.
- Respecting the rules that are established for and by them.
- Controlling their anger so that their actions do not harm anyone.
- Not willfully damaging any equipment or property in the building or anyone else's property.
- Sharing equipment and facilities with all children in the program. There *may* be specific protocols involving physical distancing and sanitizing between use of materials that will be followed.
- Returning materials and equipment to the place they found them and before they start a new activity or go home. During COVID, materials will be given to a group leader to sanitize before being stored.
- Participating in and carrying out an activity to which they have committed themselves
- Behaving in a manner that makes others feel safe and welcome.
- Following the School's protocols for COVID, including wearing masks, and hand hygiene.

Enrollment Procedures and Requirements

Enrollment Procedures

Enrollment is on a first-come, first served basis. Registration fees increase from \$30 per child per program, to \$75 per child per program on June 1st. Payment of the first installment (1/10 of yearly tuition) + registration fee is required at registration. Online registration closes on August 1. Families who register after August 1 cannot be guaranteed a start on the first day of school. All registration is suspended 2 weeks prior to school start to prepare for the school year.

- A non-refundable registration fee and one month's tuition, also non-refundable are required to complete registration.
- A wait list is maintained when program capacity is reached (no fees are necessary for those on the wait list).

All families are welcome to register and will be accepted on a space available basis. Concord Recreation does not discriminate on the basis of race, sex, religion, disability, sexual preference, cultural heritage, political beliefs, or marital status.

Financial Assistance

The Town of Concord, MA is committed to making its Recreation Department programs, activities, and special events available to as many citizens as possible. This financial assistance program has been established to meet the needs of individuals and families judged to have limited financial resources. To assure that all residents and public school students are able to access our programs, we are proud to provide financial assistance to those that qualify. Additional information can be found at <http://concordrec.com/237/Financial-Assistance>

Online Registration Process

Registration Online can be accessed by visiting concordrec.com or <https://concordrec.myrec.com/info/default.aspx>

Other Registration Methods

You may also register over the phone or in person:

Concord Recreation Department

Hunt Recreation Center

90 Stow Street

Concord, MA 01742

978- 287-1050

Required Records Once Enrolled

All information in the students' file is strictly confidential. Written consent must be obtained from the parents to share this information with anyone. Each child's file will contain the following:

- Enrollment form/Face sheet
- 1st Aid/Emergency Medical Consent and Release
- Public School Information Form
- Medication Consent (including non-prescription and topical) forms, if applicable
- Individual Health Plans, if applicable
- Transportation Plan
- Custody Agreements, court orders, restraining orders, if applicable
- Permission Slips (field trip, photo and video)
- Emergency Card
- Documentation of all parent contact (including phone calls and notes to or from the parent)
- Documentation of any injuries/incidents
- Documentation of referrals
- Progress Reports
- Medication Log

This file must be updated yearly for those children returning to the program. **This update will be done via the CampDoc system.** Please let us know of any change in information during the school year, as soon as possible. Parents may add information to a child's file at any time.

Confidentiality of Records

Children's records are confidential and, in addition to parent/guardian, are only available to the AfterSchool directors, group leaders, and regulatory agencies (EEC).

Tuition Schedule

The yearly tuition for AfterSchool is based on a full year tuition and is divided into ten equal monthly payments (September-June). Tuition rates are listed on the enrollment application and on our website at concordafterschools.com. Families credit/debit cards are charged on the 1st of the month October- June. Families are required to participate in automatic credit card billing. A \$30 registration fee (\$75 after June 1) and one month's tuition (both non-refundable) are due at the time of registration.

Schedule Change Policy

Any changes in schedule are effective on the 1st of the month only. To make a permanent change to your child's schedule, you must do so in writing by completing a schedule change/withdrawal form by the 7th of the month prior to the requested change. The required fees must be paid in order to be processed. Processing of requests for schedule changes received after the 7th will be delayed by one month.

Inclement Weather Policy

If the Concord Public Schools in-person are closed due to inclement weather, our program will not be in session. In the event of delayed in-person opening by the Concord Public Schools, AfterSchool will be open but ***Before School will be cancelled.*** **If schools release early due to inclement weather, AfterSchool will be closed.** On those days, you must pick your child up at school at the release time. The Concord Public Schools notifies families via tweets, email and posting on the school web pages. When possible, we will post an alert on the Concord Rec website at concordrec.com as well as change the voicemail message on the absentee phone lines. When possible, we'll also post on Concord Rec's Facebook page. We do not send out email notifications for inclement weather schedule changes. If there is inclement weather on an early release day, Concord Rec will make a decision about closure by 10 AM so allow families time to arrange pick up of their children at the end of the school day.

There is no refund for days missed due to inclement weather.

Holidays and Vacations

Our Program follows the Concord Public School calendar, and is not in session on legal holidays, professional days and school vacation weeks.

Holidays

Labor Day	Christmas
Veterans Day	New Years
Thanksgiving	Martin Luther King Jr
Day after Thanksgiving	Memorial Day

Vacations and Professional Days

November 4 –professional day
Dec 24-31 Winter Recess
Feb 21-25 February Recess
April 7 Professional Day
April 18-22 April Recess

Program Policies and Procedures

Behavior Management Policy

Staff guide behavior by creating a trusting environment that promotes appropriate behavior. Time and effort is placed on anticipating behaviors and creating an environment that helps to avoid them. Expectations are realistic and limits clearly explained and supported by the environment. Materials and activities are stimulating and encourage appropriate opportunities for testing and experimenting. New materials (or a rotation of materials) will be provided on a regular basis to prevent boredom. Materials and activities are designed to allow children to feel successful and challenged, without being frustrated.

Program participants and staff share a responsibility for maintaining a safe and positive environment within any program hosted by the Concord Recreation Department. When participants are disruptive, their behaviors can hinder the educational and recreational environment that Concord Recreation seeks to provide. Therefore, Concord Rec Childcare Programs have a zero-tolerance policy for behaviors that continually disrupt the nature of a program, its participants, or its staff. Examples of these disruptions include, but are not limited to:

1. Bullying or actions that make any other participant or staff feel unsafe, unwelcomed, or uncomfortable.
2. Failure to follow the rules, policies and procedures of the Program.
3. General misconduct, including loud or boisterous behavior that tends to disturb others. This includes running in the classroom/halls, minor defacement of property, and pushing or shoving others.
4. A participant's persistent refusal to follow the instructions given by program staff, program administrators, or any other employee.
5. Use of obscene, vulgar, profane, disrespectful, demeaning or threatening words and/or actions or gesture directed to or in the presence of any participant or employee.
6. Mutual physical confrontations between participants (fighting).
7. Destruction of property or stealing.

While most participants consistently behave safely and appropriately, there are times when misbehavior warrants intervention and consequences. Staff use a variety of behavior management strategies to address such behavior. When these strategies are not successful in changing that behavior and/or serious incidents occur, it may be necessary for additional action to be taken. At no time will a participant ever be subject to physical punishment, psychological abuse, humiliation, or coercion for any reason (including toileting accidents). Staff will never use derogatory remarks or threats and will never withhold or threaten to withhold food as a punishment. All behavior management techniques will be adjusted to the individual needs and development of the child. The following information outlines disciplinary procedures that may ensue:

- 1st Offense:** Verbal redirection by staff.
- 2nd Offense:** Removal from activity/loss of preferred activity and.
- 3rd Offense:** Verbal or written notice to parent/guardian
- 4th Offense:** Required meeting with a parent/guardian regarding continued behavior issues. Participant will not be allowed at the program the following school day. *No refunds will be given for any missed days.*
- 5th Offense** Suspension from the program for the remainder of the day, week, or school year. *No refunds will be given for remainder of the day or week suspensions. Refunds for future months will be given minus the applicable cancellation fee if a child is not allowed to return.*

Note: Staff reserves the right to advance the consequences depending on the severity of the action or behavior, as approved by the Childcare Services Manager and the Recreation Director.

The Childcare Services Manager is notified whenever a behavior becomes hard to manage and/or when a parent must be notified of the child's behavior in a formal manner. For cases where there is a persistent, serious, challenging behavior, every effort will be made to work as a team with parents and professionals to facilitate change.

Working with Challenging Behaviors

If a child presents a challenging behavior, the following steps will be taken to support the child's inclusion and success in the program:

Staff will observe and document the behavior, including the following:

- The specific behavior observed
- How often the behavior occurs
- Time of day
- Classroom events before and during behavior
- Others (adults and children) involved and their roles
- Response to behavior
- Staff will give parents a verbal report of the concerning behavior.
- Staff will consult with the Childcare Services Manager and adjustments will be made to facilitate change in the behavior, utilizing positive behavior support strategies.
- If behavior is ongoing and /or jeopardizes a child's own health or safety or that of others, a meeting with the family will be arranged to discuss additional strategies for success.
- Consultation with the child's teacher, educational consultant or specialists may be arranged when staff resources and strategies have been exhausted. Parent permission is needed for additional support.

Termination and Suspension Policy

Every effort will be made to prevent suspension or termination of a child from the program for challenging behaviors. AfterSchool educators will meet with the parents to discuss options for the child including referrals

for diagnostic, evaluative or therapeutic services, programmatic supportive services including consultation and/or teacher training and home - school interventions.

Termination or suspension from the program may occur for non-payment of tuition or if a determination is made that AfterSchool is not an appropriate setting for a child. No termination or suspension would occur without written documentation. If action is due to behavior issues, we will arrange meetings with the parents, group leaders and Childcare Service Manager. If a child's enrollment must be terminated or suspended, the reasons for suspension or termination will be given in writing to the parents, along with the circumstances under which the child may return. If a child's enrollment is terminated from the program, the staff will make every effort to prepare the child in a manner consistent with his/her development.

Parents wishing to terminate their child's enrollment should complete a withdrawal form by the 7th of the month prior to withdrawal. All changes in enrollment go into effect on the first of the month.

Weapons Policy

The Town of Concord/Recreation Department is committed to providing a safe work environment for its participants and employees. The Town of Concord's policy prohibiting weapons also applies to the participants in our programs. This policy prohibits Town employees and participants of our programs from carrying, possession, or use of firearms and other dangerous weapons during working hours or attendance in a Concord Recreation Program including, but not limited to, AfterSchool, Before School and Early Release Program. Violators of this policy are subject to suspension or termination.

Definitions:

- a) For the purposes of this policy, a "firearm" shall mean any handgun, rifle, shotgun, smoothbore, or other similar device, including, BB and/or pellet handguns or rifles, whether loaded or unloaded, from which a shot, bullet, pellet, or other projectile can be discharged by any means.
- b) The term "dangerous weapons" (as outlined by Massachusetts General Law) shall mean:
- c) any instrument or weapon commonly known as a dirk knife or a switch knife, or any knife having an automatic spring release device by which the blade is released from the handle, or a device or case which enables a knife with a locking blade to be drawn in a locked position, any ballistic knife, or any knife with a detachable blade capable of being propelled by any mechanism,
- d) a slungshot, slingshot, beanblower, sword cane, pistol cane, bludgeon, blackjack, nunchaku, zoobow, "clackers" or "kung fu" sticks, or any similar weapon,
- e) a shuriken, or any similar pointed object intended to injure a person when thrown,
- f) or a manrikigusari, or similar length of chain having weighted ends,
- g) or metallic knuckles or knuckles of any substance which could be put to the same use and with the same similar effect as metallic knuckles,
- h) any electrical weapon,
- i) or any other device not mentioned herein when its intended function or design is clearly that of a weapon.
- j) "Possession" shall include possession, carrying, storage or use of firearms or other dangerous weapons, as herein defined, upon Town property or in a Town vehicle, or a private vehicle if parked upon Town property or used in the course of employment duties.
- k) No Town employee shall carry, possess, or use during working hours or while in the course of employment, a firearm or other dangerous weapon as herein defined, except as specifically outlined below under "Exemptions".
- l) The prohibitions of this policy apply notwithstanding any licenses to carry firearms, firearm identification cards, or similar permits or licenses that employees may possess.

Individual Education Plans/Individual Family Plans

Concord Recreation Childcare Programs welcomes children of all abilities to participate in our program. We want parents to be proactive in identifying that their child may need extra help. Parents/guardians of any child or family on an IEP, Behavior Plan, 504 Plan or any family plan should meet with the Childcare Service Manager and staff to coordinate services and activities for the child that meet the goals in the plan. AfterSchool staff is willing to meet with the public schools, therapists, social workers and/or other professionals to coordinate services so that the needs of the child and family are best met. Accommodations for children with special needs will be made, based on the plans, as long as they are reasonable and serve the needs of the child.

Educational, Medical, Mental Health And Social Referrals

If, after observation, it is considered that a child's behavior indicates a reasonable likelihood that the child is in need of special services, the procedure is as follows:

- a) The parent/guardian will be provided with written documentation of the reason for referral, including observations by teaching staff.
- b) The staff and/or Childcare Service Manager will meet with the parents to acquaint them, with the concerns and inform them of their rights under Chapter 776 Act of 1972 and its regulations. They will also be informed of their rights to appeal under St. 1972, c. 766.
- c) With the consent of the parents, a referral will be made to the Special Education Department of the child's local school district.
- d) A written record will be maintained of all meetings, observations, and subsequent referrals, as well as any information shared with the local schools.
- e) The program will maintain a list of referral resources for educational, medical, social or mental health services, including the contact for the public schools and Early Intervention.
- f) If a parent chooses not to seek services, it will not affect the child's standing in the program unless Concord Rec is unable to meet the needs of the child.

Dental, Vision, and Hearing Referrals

If a teacher feels a child's childcare experience is affected by dental, vision, or hearing problems, he/she may make a recommendation to the parent that the child be examined by a professional. The compliance/non-compliance with the recommendation will have no effect on the child's standing in the program.

Transition To New Classroom or Program

Whenever children are preparing to transfer to a new program or classroom, staff will collaborate and share information, with the written permission of the parents. This includes meetings with the public schools kindergarten transition teams, for those children entering kindergarten.

Toothbrushing

With concerns about the increase in tooth decay (cavities) among children, AfterSchool and Early Release includes the promotion of positive oral health and prevention of tooth decay. Educators assist children with brushing their teeth when they are in care for more than four (4) hours or have a meal in our care. This free to the families. Children will be brushing under the direct supervision of our educators. Concord Rec provides individually wrapped, pre-pasted toothbrushes to every child each time they brush. **Toothbrushing is suspended during COVID.**

Homework Policy

Grades k-2

Homework time will provided as needed for Grades k-2.

Grades 3-5

AfterSchool will provide 20 minute of homework time for Grades 3-5. Those who do not have homework will have quiet reading time during homework time.

Resolving Program / Family Conflict

If a family feels that the program's professional values and practices conflict with the families values and practices, parents should first approach their child's group leader with their concern. We welcome the opportunity to discuss these issues with families and will make every effort to coordinate the goals and objectives of the program with those of the family. If, after discussing a concern with the group leader, the family continues to be concerned they should contact the Childcare Services Manager. The program is charged with balancing the values of a diverse population and executing sound early childhood practice.

Clothing Policy

Our program philosophy supports active (and often messy) play. For this reason, we request that your child wear comfortable play clothes to our programs. Although most of our materials are washable, not all are – it is advised that children not wear clothing that is important or special.

All students must wear clothing that is appropriate and non-offensive at all times.

Children must wear a face covering meeting the requirements of the CPS at all times.

Footwear Policy

For safety reasons, rubber-soled shoes or sneakers are preferred; sandals, clogs and other open shoes are not allowed. Crocs are discouraged and must have a heel strap if worn to school. Leather soled (dressy shoes) are discouraged. Children wearing leather soled shoes or crocs will not be allowed to use our climbing structure for safety reasons.

Outdoor Clothing Policy

Unless the weather is severe, your child *will* be outdoors for part of each day. Please dress your child appropriately for the weather and label all outdoor clothing with your child's name. Although the weather may be inclement when your child arrives at AfterSchool, it may change when it is time to go outside with the Afterschool Program. In the winter, please send your child with warm outdoor clothing, including boots, snow pants, hats and gloves.

Toys From Home

Any toys/games/valuables from home are prohibited. Children may bring only those supplies needed for their homework for the day but other belongings must be left at home. We provides toys and games that promote learning and entertainment which are rotated throughout the year.

Cell Phones

Children should not bring cell phones to the Concord Rec's Programs. If a child arrives with a cell phone, it will be placed in their backpack until the end of the day. If a parent needs to contact a child while in the care of our program, they should use the contact numbers provided at the front of this handbook and staff will relay a message or put the child on the phone.

Health and Safety Policies

Illness Policy

The Concord Recreation's Before School Programs make a strong effort to prevent the spread of illness by the following procedures:

- 1) a strict hand washing policy for children and adults
- 2) bringing fresh air into the center daily
- 3) coughing and sneezing toward the floor (and teaching this to the children) -washing hands after coughing or sneezing

4) keeping the center clean and disinfected

We realize, however, that illness is an unavoidable part of life, especially with young children in a group setting for the first time. We will prohibit attendance whenever a child presents with any of the illness on the COVID Symptom List, if the School Aspen Health Screening has not been completed or if the answers on our health screening form indicate a COVID symptom. Your child will not be allowed to enter the building with any of the following symptoms.

Symptom List

- Fever (100.0° Fahrenheit or higher), chills, or shaking chills
 - Cough (not due to other known cause, such as chronic cough)
 - Difficulty breathing or shortness of breath
 - New loss of taste or smell
 - Sore throat
 - Headache
 - Muscle aches or body aches
 - Nausea, vomiting, or diarrhea
 - Fatigue, when in combination with other symptoms
 - Nasal congestion or runny nose (not due to other known causes, such as allergies)
-
- **If staff or students have any of these symptoms,**
 - **Must get a PCR test for active COVID-19 infection prior to returning to school.**
 - **If negative, must remain home until symptom free for at least 24 hours**
 - **If positive, must isolate for 10 days**
 - **If not tested, must remain at home for 10 days from onset of symptoms and be symptom free for 48 hours**
 - **Close contacts must quarantine for 7 days with a negative test on day 5 or later**
 - **Close contacts who do not get tested must remain at home for 10 days**
 - **Close contacts who are vaccinated do not have to quarantine unless symptomatic**

Positive Case of COVID -19

Self-isolation for COVID-19 positive cases is a minimum of 10 days Many people who test positive and have a relatively mild illness will need to stay in self-isolation for at least 14 days. To return to our programs after 10 days, your child must have:

- been for 2 days without a fever (and without taking fever-reducing medications like Tylenol or Ibuprofen); and
- experienced improvement in other symptoms (for example, their cough has gotten much better); and
- **received clearance from public health authority contact tracers (the local board of health or Community Tracing Collaborative).**

Repeat testing prior to return is not recommended. Return to school should be based on time and symptom resolution.

Parents and Staff should notify the Childcare Services Manager or Recreation Director immediately that the individual has tested positive for COVID-19.

Other Illness

When necessary, we may need to exclude a child from the program due to other illness, when he/she presents a health risk to other children and staff. If a child is contagious, or not feeling well enough to participate in group activities, he/she must remain at home. **If your child will not attend school, they may not attend Before School on that day.**

When a child becomes ill at Before School, we will do our best to reach you while keeping your child as comfortable as possible. **You will be required to make arrangements to pick up your ill child immediately.** While waiting we will separate him/her from the group. An isolation space will be provided and a staff person will monitor the child at all times. The child will be provided with quiet activities while waiting for his/her parents. We realize that it is difficult for working parents to leave work for a sick child. You may wish to develop a plan for caring for a sick child prior to needing it. The following are some common illness encountered in Before School and our policies concerning attendance:

Ear Infections

A child may attend the program as long as he/she is not experiencing great discomfort or fever.

Rash

Please notify the group leader if your child has an existing rash when he/she comes to Before School. We will call the parents if a rash appears suddenly, spreads quickly, or is accompanied by other symptoms.

Impetigo

A child must stay at home until he/she has been on medication 24 hours.

Conjunctivitis

A child with conjunctivitis may return to the program the day after treatment has begun. If your health care provider chooses not to prescribe medication, you must bring a note from him/her stating that your child does not present a health threat to others.

Head Lice

A child may return to the program after treatment and removal of nits.

If your child contacts any of the listed illnesses or any other contagious illness, please contact us as soon as possible. We will notify parents of exposure to contagious illness as required and advised by the Department of Public Health and/or our health care consultant.

Allergies, Asthma and Chronic Health Conditions

All children with food allergies, environmental allergies (bee stings. Etc.) and asthma must provide an Individual Health Care Plan signed by the physician. Any medication listed on the IHCP must be provided by the parent with the appropriate medication consent form.

Every effort is made to provide a safe environment for children with chronic health conditions. Families are asked to provide as much information as possible about a child's condition, their medication needs and other reasonable accommodations. We will make all reasonable efforts to accommodate a child's allergies/health needs during childcare hours. We work with each child's family and health care provider to develop individual allergy/health care plans for each child with a chronic health condition. Children who require EPI pens will provide two to the program to be carried by the staff at all times.

Individual Health Care Plans

Individual Health Care plans will be maintained for each child with a chronic medical condition, as diagnosed by a licensed health care professional. The plan will contain the following information:

- a) The child's name
- b) Date
- c) Description of chronic condition
- d) Symptoms
- e) Treatment required while child is in care
- f) Potential side effects of treatment
- g) Potential consequences if treatment is not administered
- h) The names of educators trained in administering treatment
- i) The name of the person(s) who trained educators (and permission to do so)

Concord Rec will administer routine/ scheduled medication or treatment, if approved by parents/guardians and authorized by a licensed health care provider. Training that addresses the child's medical condition, medication and other treatment will be successfully completed by each educator responsible for care.

This training will be provided by the child's health care practitioner or, with his/her written consent, the child's parent or the program's health care consultant.

For unanticipated administration of medication or treatment (other than routine, scheduled treatment) for a non-life threatening condition, the educator will make a reasonable attempt to contact the parent prior to administration. If the parents cannot be reached in advance, they will be notified as soon as possible after treatment or medication is given.

Medication or treatment (anticipated or unanticipated) will be documented in the child's medication/treatment log.

Consent is valid for one year (unless withdrawn earlier) and must be renewed annually.

Medication Policy

If necessary to maintain the health of a child, we will administer medication if the following requirements are met. **No medication (prescription or non-prescription) will be administered without written authorization from the parents indicating that the medication is for the specified child. Prescription and non-prescription medication must have a written order from the physician (which may be the label on the prescription) stating:

- a) the name of the child
- b) name of the medication
- c) dosage
- d) number of times per day and the times
- e) number of days medication is to be administered
- f) how medication must be stored

- Medication cannot be given contrary to the directions on the container without a written order from the child’s physician. Medications without clear instructions must have a written physician or pharmacist descriptive order.
- Medication must be in the original container with the original label and labeled with the child’s name. A dosage cup or other means of giving liquids must be provided if medication is in liquid form. The prescription label must be attached to the bottle, injector or inhaler, not the box. Non-prescription medication must be in the original container, with clear instructions for dosage.
- An attempt to notify parents will be made prior to administering “as needed” medication, unless there is an urgent need or if a delay will affect appropriate care.
- Child must receive the first dose of any medication at home (with the exception of emergency medication for life threatening illnesses (i.e. EPI pen, Insulin, etc.)
- Group leaders and Directors trained in medication administration may administer medication meeting above requirements following the 5 Rights of Medication Administration Procedures:
 1. Right child – be certain that the medication is given to the right child
 2. Right Medication – the medication is labeled with the child’s name as well as the name of the medication and that it is the one on the form.
 3. The Right Route – the medication is given as prescribed (by mouth, etc.)
 4. The Right Dose – the dosage is checked for accuracy and an accurate means of measuring is used
 5. The Right Time – double check the medication log to be sure that the medication is being given at the correct time and that the child has not yet received this dose of medication.
- Educators will document all administrations in the child’s medication log (in the child’s file).
- All medication will be stored properly, locked (except for EPI Pens and other emergency medication) and out of the reach of children, and returned to the parent at the end of the day (except for rescue medications)
- EPI Pens/Auvi-Q – auto-injectors must be provided by the parents if a child’s allergy plan requires it. Two pens must be provided. The injectors will be carried in emergency bags carried by the teachers whenever the child is in attendance.

Reporting Suspected Abuse/Neglect Policy

State law mandates that reports be filed of suspected abuse and/or neglect. Childcare staff are mandated reporters. If a staff person suspects that a child is a victim of neglect and/or abuse, the procedure is as follows:

1. Suspected abuse must be reported to the Childcare Service Manager immediately, with documentation.
2. The Childcare Services Manager will consult with the health consultant or other appropriate professionals.
3. The Childcare Service Manager will report the suspected case to the Department of Children and Families (DCF) pursuant to M. G. L. c199s 51A.
4. The Childcare Service Manager will then notify the parents of the filing of a 51A pertaining to his/her child.
5. If a staff member is suspected of abuse of a child in the program, that person will be suspended from duties directly involved with children until an investigation is complete and EEC requirements are met.
6. If a 51A is filed against the program, the Child Care Services will notify EEC immediately.

Medical Emergency Procedures

Emergency telephone numbers are posted at each phone. If a child is injured, we follow this procedure:

1. If a child needs emergency medical attention, call for an ambulance –911. A group leader or an administrator must always accompany a child to the hospital (in the ambulance if allowed – otherwise following in their private vehicle). We bring the child’s file with us as it contains pertinent medical information, including health insurance information and individual health plans (allergies, asthma, etc.). Concord ambulance transports to Emerson Hospital.

2. If poisoning is suspected, call poison control – 1-800-222-1222.
3. Contact the child’s parent. If the parent cannot be reached, contact the emergency contact person.
4. Contact the child’s pediatrician.
5. Complete an injury/incident report for any injury.
6. A copy of the injury report must be placed in the child’s file and given to the parents.
7. A copy of the injury report must be given to the Childcare Service Manager before the end of the day.
8. **All injuries** must be logged on the injury log.
9. When on a field trip, the emergency bag for the group must be taken. This bag includes medical information, emergency contact information and Individual Health Care Plans as well as a first aid bag containing bandages, gauze pads, rubber gloves, ice packs and antiseptic wipes. A fully charged cell phone goes on all field trips. Steps 1-9 are followed on a field trip.

Note: all staff are certified in Pediatric First Aid and CPR/AED.

Missing and Lost Child Procedure

If a child does not arrive as expected from their classroom, we will begin a search. The search includes phone calls to parents, school and transportation until the child is located. It is important that parents provide a reachable phone number in the event that we need to call. We will search until the child is located.

If a child in attendance is unaccounted for, all staff will be alerted. All available staff will begin an immediate search for the child. If the child is not located immediately, 911 will be called to seek the assistance of public safety officials. Parents will be notified once 911 has been called.

Emergency Evacuation Procedure

Concord Rec will evacuate immediately if the building alarm sounds or if advised to do so by public safety officials (fire or police), the building manager or anyone indicating an immediately unsafe condition requiring evacuation. In an immediate danger, we will pull the fire alarm to notify all building occupants and to signal public safety personnel.

Concord Rec will also evacuate if the Childcare Service Manager or staff in charge sense unsafe conditions exist (unusual odor, etc.) within the building. We will notify the building manager of the conditions. Once the children have safely left the building, we will notify public safety personnel if they have not yet been notified.

In the event of a natural disaster, loss of power or heat, or other emergencies not requiring immediate evacuation, we will consult with public safety officials to determine whether to evacuate or shelter in place.

At times, it may be safer to stay in our building (if there is a threat outside such as a threatening person, storm, etc.) or if there is an environmental danger (the air is unsafe to breath, chemical emergency, tornado warning, etc.). In these cases, we will close and lock all doors and move children to a part of the building with the least number of windows.

Evacuation routes are detailed at each exit in the classrooms. Children practice evacuation monthly, at various times of the day using various routes. Once evacuated, groups meet on the in a designated area. Staff brings the group sign in/out sheets for accurate attendance, the emergency bag with emergency contact info and cell phones for alerting public safety and parents, if necessary. One group leader and/or administrator visually surveys the classroom for children who may be disoriented or hiding. A head count is taken as we leave the building. Attendance is taken again at the designated meeting place.

Daily Routines

Reporting Absences

If your child will not attend on a scheduled day, you must report their absence by 2:00 PM (11:00 AM on early release days). Absences should be reported by emailing the absence email absentee@concordma.gov. The email address is also on the cover of the handbook. There are no refunds for missed days. Failure to report absences result in our Department initiating our **your child a fee will be charged whenever we have to call parents, emergency contacts, the school or transportation in search of a child because an absence was not reported. Continued failure to report absences can jeopardize your child's placement in the program.**

Search Fees

A fee will be charged every time we have to make calls to locate your child due to failure to report their absence. This fee will be added to your next monthly installment bill. Fees will be charged as follows:

1 st and 2 nd search	\$15
3 rd and 4 th search	\$25
All subsequent searches	\$50

Please note that, after 5 searches, your child's place in the program will be in jeopardy.

Arrival and Departure Procedures

Arrival

Staff sign the children in as they arrive. For AfterSchool, we will help guide children to our space. Children in the Early Release Program will be bussed to Hunt and met at the bus. Before Families should come to the door of the school cafeteria for drop off (at Thoreau we have been relocated temporarily to the gym so come to the gym door – at Willard, come to the Front Door)

Departure

Children will be released to parents or approved adult at pick up. If someone other than the parent is picking the child up, that person must be listed on the release authorization form, or the parent must provide written permission to release the child. Adults should come prepared with a photo id. Under no circumstances will a child be released to someone not meeting these requirements. **Parents will call the cell phone for the program if we do not see them at the door. Pick up will be at the door of the space assigned to your child's group Either the cafeteria or the gym (for Willard pick up will be at the front door). Pick Up for AfterSchool will be at the cafeteria door (the gym for Thoreau until further notice) At Hunt, parents will go to the front desk and your child will be brought to you.. Staff will sign your child out with the time. Parents may not enter the childcare space to pick up a child.**

Please be prompt in picking up your child. If you experience an unavoidable delay, please call us as soon as possible. There are cell phone contact numbers at the front of this handbook that should be used to report emergencies or an unavoidable delay. A staff person will remain with your child until you arrive. **A late charge will be incurred for late pickup.**

Late Policy

During the after school hours, our professional staff give 100% of their time and energy to the care of your children. At 6 PM, it is time for them to turn their attention to their own families. For this reason, we **require** that all children are picked up **by** 6 PM. We understand that some delays are unavoidable. For this reason, we do not charge the first time you are late if it is under 15 minutes. We hope that families are doing their best to get to our programs on time and we expect that parents will plan extra time for traffic and other possible

setbacks, including weather, so that our staff can leave on time. *We also recommend that families have a back-up plan for unavoidable delays (perhaps a neighbor or friend who can pick up your child by 6 PM).*

If there is a pattern of lateness (being late more than once or more than 15 minutes late the first time), a late charge will be assessed on your account. We consider any time after 6 PM as late and will bill late charges in 5 minute increments after the first 15 minutes as follows:

1- 15 minutes late \$15
16-20 minutes late additional \$5 – total \$20
21-25 minutes late additional \$5 – total \$25
\$5 for each additional 5 minutes

Please note that if late fees are assessed more than two times, the cost will become will double as follows:

1-15 minutes late \$30
16 – 20 minutes late additional \$10 – total \$40
21 - 25 minutes late additional \$10 – total \$50
\$10 for each additional 5 minutes

Continual charge of late fees may result in termination of care.

Our Daily Schedule

The daily activities provide a mixture of opportunities that build on the learning from the school day where students have the opportunity to explore ideas and practice concepts. Students participate in activities of interest that mix the recreational needs of out of school time with informal learning and enrichment to supplement school topics. Moderate to vigorous physical activities whenever possible (and for at least 30 minutes in the later AfterSchool day) help keep young bodies healthy and improve their ability to focus and build strong minds. Outside presenters and educators will provide enrichment opportunities in the areas of science, arts and sports (suspended during the COVID-19 pandemic unless we are able to have a presenter outdoors with physical distancing for all participants.).

Food Policy

The Concord Recreation AfterSchool Programs requires that families provide a lunch for their child on Wednesdays and snacks every day. For Early Release Wednesday Program , a lunch and snacks are required. For Before School, sned a snack if your child need a morning boost before they go to class. (a substantial breakfast at home is preferred). Please avoid foods that are high in processed sugar, and sodium. **Make sure that your child understands that lunch and snack should not to be eaten for snack in the morning. It's best to label the food for your child and review what is in their bag (and when it should be eaten) to be certain they have the lunch and snack when they need it.**

Field Trip Policy (Field Trips are restricted during the COVID-19 pandemic)

Staff plans occasional field trips to supplement their classroom activities. The majority of these trips are walking trips in the local community. Some field trips will require transportation away from the program. For field trips that are a distance from AfterSchool, we may provide a school bus. No group leader will transport a child in his/her own vehicle at any time. Permission for walking field trips is given in writing at the time of enrollment. Staff will notify parents prior to a walking field trip, when possible. For some trips, a signed permission slip from the parents must be received before a child can participate. The permission slip will include the following: destination, date, time location, duration of trip and mode of transportation. Permission

slips may also include any fees required for the trip (fees are sometimes required for admission and to defray the cost of transportation). Fees are due when the slip is turned in.

Any field trips scheduled will happen within our regular hours. We ask parents to be flexible with pick up times on days that we have a trip. If, however, your child must leave before we are scheduled to return, we do not have the means to return them to our site. You will either have to pick them up at the field trip site or make other arrangements for care for the day.

Media/Social Media Policy

As part of the Recreation Department, photos of childcare children may appear on our website and Facebook pages. Parents may deny permission in writing. Parents are allowed to record their child’s memories by taking video and photographs of our childcare events. These are for personal use only and may not be shared in publications or on the internet (YouTube, public/private photo sites, Facebook, etc.). At times, parents may be asked to sign a separate media permission form for a specific event where photos or video may be taken by the event’s sponsor. If a child’s image cannot be used, we will try to have them participate in a way that keeps them out of photos/videos.

Parent Rights and Responsibilities

Visitation Policy

Parents may visit their child's site at any time. If you choose to visit, please remember that the staff must spend their time with the children and will not be available to talk with you. If you have any questions or concerns that need to be addressed you may schedule a meeting with the staff at a mutually convenient time. A courtesy call letting us know that you will visit is helpful but is not required. Visitors should arrange alternative care for siblings. **No visitors are allowed to our program during COVID-19.**

Volunteers

AfterSchool welcomes parent involvement and participation. Parents and other family members are encouraged to participate and volunteer in the program. We welcome short and long term volunteers in the program, for special activities and events, fundraising, administrative tasks, and more. Please contact the Childcare Services Manager if you are interested in volunteering. **No volunteers are allowed to our program during COVID-19.**

Progress Report Policy

Progress reports are provided mid-year for each child. If parents would like to discuss their child's progress at any time, please contact the Childcare Services Manager and arrangements will be made for a parent-staff conference.

Parent Input Policy

We welcome and encourage comments and suggestions from parents. The Childcare Services Manager will respond to all parent suggestions given in writing.

Parent Communication Policy

Concord Recreation AfterSchool maintains contact with parents through phone calls, email, notes, and newsletters. Notices concerning school and community events are posted on the parent bulletin boards at each site. A monthly newsletter is delivered via email with news about our activities and events.

Parent Notifications Policy

Parents will be notified immediately whenever there is an injury requiring medical care beyond minor first aid, whenever there is a facial or head injury and whenever there has been emergency administration of non-prescription medication.

Parents will be notified immediately whenever there is an allegation of abuse or neglect involving their child while in care. Parents will be notified as a follow-up, in writing, within 48 hours, of any of the above.

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 family child care, small group and school age and large group and school age child care.

These regulations, 606 CMR 7.00, establish standards for operation of family child care, small group and school age and large group and school age child care programs in the Commonwealth. The regulations require certain things of licensees (program owner) in regard to their work with families. A summary of the required parent information, rights, and responsibilities are identified below.

Family Involvement.

The following 606 CMR 7.08 requirements apply to all programs, including family child care, small group and school age and large group and school age child care. Additional requirements for family child care are found at 606 CMR 7.08(9). Additional requirements for small group and school age and large group and school age child care are found at 606 CMR 7.08(10).

The licensee must support and encourage a partnership with and the involvement of parents in the early education and care of their children.

Parent Communication

The licensee must develop a mechanism for and encourage ongoing communication with parents, and must be able to communicate effectively with families whose primary language is not English or who require alternative communication methods.

Parent Input

The licensee must have a procedure for allowing parental input in the development of program policies, which may include, but need not be limited to a suggestion box and individual or group parent meetings.

Parent Visits

The licensee must permit and encourage unannounced visits by parents to the program and/or to their child's room at any time while their child is present. **This requirements is suspended.**

Enrollment Meeting

- The licensee must provide an opportunity for and encourage parents to meet with the program administrator or his/her designee prior to admitting a child to the program.
- The licensee must offer children and parents an orientation to the program.
- The licensee must provide an opportunity for parent(s) and children to visit the program and meet educators before the child is enrolled.
- The licensee must seek information about each child's and family's interests and needs.
- To support transitions and coordinate with services offered by other providers, the educators must request that parents share with them information about other therapeutic, educational, social and support services received by the child.
- For children younger than school age, educators must discuss each child's developmental history with his or her parents at the time of enrollment. The developmental history must be updated annually and maintained in the child's record.

Written Information for Parents

The licensee must provide the following information to families in writing prior to enrollment of their child:

- notification that parents are welcome to visit the program unannounced at any time while their child is present; and that input from and communication with parents is encouraged;
- the frequency of children's progress reports;
- the program's policy regarding administration of medication;
- the procedures for meeting potential emergencies;
- the transportation plan;
- a program calendar noting closed days and hours of operation;
- the program's fee schedule, including any fees for late payment, late pick-up, field trips, special materials, etc;
- the program's plan to provide positive and consistent guidance to children based on their individual needs and development;

- the program's criteria for excluding children from care due to serious illnesses, contagious diseases and reportable diseases in conformance with regulations and recommendations set by the Division of Communicable Disease Control, Department of Public Health;
- information regarding SIDS risk reduction practices, including the practice of sleeping infants on their backs;
- the procedures relating to children's records;
- notice that child educators are mandated reporters and must, by law, report suspected child abuse or neglect to the Department of Children and Families;
- notice that the program is licensed by EEC, including the telephone number and address of the EEC regional office responsible for the program;
- a statement that parents may contact EEC for information regarding the program's regulatory compliance history.

Parent Conferences

The licensee must make educators available for individual conferences with parents at parental request.

Notifications to Parents

The licensee must inform parents:

- immediately of any injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication;
- immediately of any allegation of abuse or neglect involving their children while in the care and custody of the licensee;
- prior to or as soon as possible following any change in educators;
- at the end of the day regarding any minor first aid administered;
- in writing within 48 hours of any incident;
- whenever special problems and significant developments arise;
- whenever a communicable disease or condition has been identified in the program;
- 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;
- of the use of any herbicides or pesticides, prior to their use whenever possible; and
- whenever the program deviates from the planned menu.

Additional Requirements for Family Child Care

The provider must notify parents:

- in writing of the existence of a firearm in the family child care home. This notification must be given upon enrollment and/or when the firearm is brought into the family child care home;
- of any changes in the regular composition of the household. The provider must notify the parents of anyone regularly on the premises.

Additional Requirements for Small Group and School Age and Large Group and School Age Child Care

The licensee must provide the following information to parents in writing prior to enrollment:

- the program's written statement of purpose including and, where applicable, information on the administrative organization of the program;
- The suspension and termination policy.