# Kids' Place
# Parent Handbook

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Dear Parents and Guardians,

Welcome to **Kids' Place After-School and Summer Day Program**! We are excited that you have chosen our program for your child and look forward to partnering with you to create a safe, supportive, and enriching experience.

This handbook serves as a guide to the philosophy, policies, and procedures of our program. We encourage you to read it carefully and keep it handy as a resource throughout the year.

Our goal is to work together with you to ensure that your child has a positive and memorable time with us. If at any point you have questions, concerns, or suggestions, please do not hesitate to reach out, we value open communication and are here to support both you and your child.

With gratitude,
**Kids' Place Administrators & Teachers**

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# Our Purpose and Goal

Our purpose is to provide safe, enriching and quality care for children in our community as an extension of the ministry of Freedom Hill Community Church. Our goal is to encourage each individual child in his/her talents, abilities and uniqueness in a loving and supportive environment.

# Our Philosophy

We believe that the physical, mental, and spiritual development of each child is vital to the growth of the whole person – body, mind, and spirit.

**Spiritual Growth:** We believe that knowledge and understanding of biblical truth is the foundation for spiritual growth. Values and virtues such as kindness, love, trust, patience, forgiveness, self-discipline, and service are measures of spiritual growth and should be encouraged in every child.

**Mental Growth**: It is our goal to provide educational enrichment and to encourage and enhance the learning taking place in school. We believe that positive self-image, stress management and physical activity promote mental growth and health.

**Physical Growth**: Good nutrition and exercise are essential components of healthy physical growth. Our goal is to provide daily opportunities for exercise, play, coordination and skills building, and to promote healthy eating habits.

We believe that the well-being of children is related to the health of the family. It is our desire to support families through these methods:

- Addressing issues that relate to parenting and parent/child relationships.
- Listening to concerned parents.
- Providing/recommending literature and resources to strengthen families/parenting skills.
- Referring parents to resources that offer assistance to families.

# Non-discrimination Statement

Kids' Place will not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation, or disability; toilet training status in *not* an eligibility requirement for enrollment.

# Licensing

Kids' Place is licensed through the Department of Early Education and Care (DEEC).
Parents interested in our compliance history may contact the Northeast Regional Office at 978-681-9684. They are located at:

360 Merrimack Street, Building 9, 3rd Floor,
Lawrence, MA 01843.

# Program Staff and Background Record Checks

The success of our program is based on the quality of our staff. Staff members are chosen based on experience, education, maturity, talents and love for working with children. A BRC (background record check) is done for all staff members that will be left alone with children. Staff must attend orientation to learn the program's policies, emergency procedures, and plans. Within six months of employment staff will be certified in First Aid and CPR. Staff will also be required to have continuous professional development throughout employment.

The Department of Early Education and Care (EEC) Professional Qualifications Registry will be used to keep records of all staff, including bus drivers and monitors. The Kids' Place Director will ensure that all records are kept current and up-to-date.
Volunteers and student interns will help on occasion and must be at least 15 years of age. They are oriented to the program and are under the direct visual supervision of Kids' Place staff when working with children. A BRC is done for all other volunteers and student interns who will be left alone with children. We also welcome parents to volunteer as chaperones for field trips when needed and as guest speakers.

## Administrative Organization

- Freedom Hill Community Church Senior Pastor and Church Board
- Kids' Place Administrative Director
- Kids' Place Site Coordinator and Administrative Assistant
- Program Support Staff and Lead Teachers *(Group Leaders)*
- Assistant Lead Teachers *(Group Leaders)*
- Teachers *(Group Leaders)*
- Assistant Teachers *(Assistant Group Leaders)*
- Volunteers/ Interns

# Child Care Program Code of Conduct

## For Staff

*As role models and caregivers, staff members are expected to uphold the highest standards of professionalism, safety, and respect.*

- **Professionalism**
  - Arrive on time, prepared, and dressed appropriately.
  - Always maintain a positive and respectful attitude.
  - Follow program policies, licensing regulations, and safety procedures.
  - Communicate honestly and respectfully with children, parents, and coworkers.
- **Safety & Supervision**
  - Provide active supervision of children at all times.
  - Never leave children unattended.
  - Report any safety concerns or incidents immediately.
  - Maintain confidentiality regarding children and families.
- **Respect & Relationships**
  - Treat all children with kindness, patience, and fairness.
  - Use positive guidance and redirection. Never physical discipline or harsh words.
  - Foster an inclusive environment that values diversity and individual needs.
  - Communicate concerns with parents privately and professionally.

- **Integrity**
  - Refrain from gossip, inappropriate language, or unprofessional behavior.
  - Personal phones or electronic devices should not be used during work hours while supervising or engaging with children, except in the case of an emergency.
  - Uphold honesty in attendance, reporting, and program responsibilities.

## For Parents & Guardians

*Parents and guardians are our partners in creating a safe, supportive, and respectful environment for all children.*

- **Respect & Communication**
  - Speak respectfully to staff, other parents, and children.
  - Address concerns directly with staff or administration in a calm and constructive manner.
  - Maintain open communication about your child's needs, health, and changes at home that may affect behavior.
- **Safety & Responsibility**
  - Sign your child out each day.
  - Ensure your child arrives and is picked up on time for parent drop-off and pick-up.
  - Provide up-to-date emergency contact and health information.
  - Do not bring children to the program if they are ill.
- **Cooperation**
  - Support program policies and guidelines.
  - Work in partnership with staff to address behavioral or developmental concerns.
  - Ensure tuition and fees are paid on time.
- **Conduct on Premises, Phone, or Email**
  - Refrain from aggressive, threatening, or abusive behavior toward staff, children, or other families.
  - Use appropriate language at all times.
  - Respect the confidentiality and privacy of other children and families.

# Enrollment Procedures & Policies

## Enrollment Procedures:

Children must be enrolled separately for the After School Program and the Summer Day Programs. **The following steps are needed to enroll a child in either program:**

1. Complete the registration form and submit it to us with a non-refundable deposit toward the final two week's payment for the program. If enrolling in the Summer Day Program, a registration fee is also required at the time of registration.
2. An enrollment form must be completed and signed before the child can begin the program. Forms must be updated yearly (or re-signed and dated to verify correct information).
3. Upon acceptance, a confirmation letter will be sent to you along with a welcome letter.
4. The first payment is due by the first day the child attends the program.
5. For the After School Program, parents with KP transportation must send written notification to the child's school authorizing Kids' Place to transport the child from school to our program.

## Enrollment Policies:

The following policies apply to both the **After School and Summer Day Programs** unless otherwise specified:

- Once a child is enrolled, parents/guardians are responsible for making all scheduled payments. Please refer to the specific program's payment policies for details.
- If enrollment reaches capacity before the program start date, additional applicants will be placed on a waiting list.
- If a parent/guardian chooses to withdraw a child before the program begins, the registration fee and deposit are non-refundable unless Kids' Place receives at least 30 days' notice.
- If a parent/guardian chooses to withdraw a child after the program has started, Kids' Place requires at least two weeks' written notice. Without this notice, parents/guardians remain responsible for the scheduled payments.
- Changing an enrollment plan (Example: changing the number of days per week a child attends): Providing notice of an absence or planned non-attendance does not constitute a change in enrollment and does not reduce or eliminate the regular tuition due.
    - Requests for additional days will be granted on a space-available basis.
    - Requests to decrease the number of days must be in writing two weeks in advance. Without such written notice, parents will be responsible for scheduled payments.

# Program Services

Kids' Place Summer and After School Programs enroll children 5 years old through 14 years old. PLEASE NOTE that neither program will run unless there are at least 10 children registered.

# The After-School Program

- The After School program runs the first week after Labor Day until the third week of June. Please refer to the Kids' Place calendar for specific start and end dates and for a list of holiday closures and openings.
- On regular school days, the program will run from **2:00 p.m. until 6:00 p.m**.
- Kids' Place offers transportation from selected schools to the after-school program upon request and based on availability (please see Transportation Plan below). However, parents are responsible for arranging pick-up from Kids' Place at the end of the day.
- If a child is absent from school and will not be attending the after-school program, parents **must** inform Kids' Place **before 1:00 p.m. (or by the program's designated notification time, if different).**
- On public school vacation days, we will run a full day program from 8:00 a.m. until 5:30 p.m. *Please refer to the program calendar for exact opening and closing dates.*
- We provide care on Malden public school early release days.
- We accommodate private school vacation and early release days when possible, but we cannot guarantee that we will be able to provide full-day services if they do not coincide with Malden public school days off and early release days.
- Kids' Place will make every effort to open for snow days (in which there is no state of emergency) and run a full day program (see School Closures and Inclement Weather below). PLEASE NOTE: Full day programs due to snow will be an additional fee of $13.50.

- On days when we run a full day program, parents will be responsible for getting children to Kids' Place. (This includes snow days.)
- A daily afternoon snack is provided in the After School Program. Breakfast will be served on full days. On snow days a morning snack is given. Lunch will not be provided on vacation days and snow days unless noted otherwise. On full days, please send a lunch with your child that does not need to be heated. (See "Nutrition Plan" below.)

## After School Program Plan:

(Daily schedules are posted.)

**Homework & Enrichment Time**

Students are given dedicated time to complete homework or engage in enriching activities that provide educational value and personal growth. Staff are available to provide support and guidance with homework as needed.

**Free Time:** Children are given the opportunity to explore a variety of unstructured activities, play independently, or simply relax and spend time with friends.

**Chapel Time**: Through songs, puppets, skits, object lessons, and videos, children learn engaging Bible stories and discover biblical values that they can apply to their everyday lives.

**Joyful Minds:** Mindfulness activities that focus on developing emotional intelligence and coping strategies to handle feelings such as frustration, sadness, and stress in healthy ways**.**

**Field Trips:** We plan fun and educational field trips throughout the year. Permission slips will be provided in advance. *Please note:* care may not be available for children who do not attend field trips, though we will do our best to accommodate when possible.

**Guest Speakers:** Throughout the year, special guests may be invited to share with the children on a variety of engaging and educational topics.

## School Closures and Inclement Weather

- If schools are canceled and the Governor has declared a STATE OF EMERGENCY, Kids' Place will be CLOSED.
- If schools are canceled with NO STATE OF EMERGENCY, but instead there is a SNOW EMERGENCY, Kids' Place will plan to operate a full day program from 8:00 a.m. to 5:30 p.m. However, if weather conditions are hazardous, Kids' Place may need to close. **The Kids' Place voicemail message** will be updated by 6:45 a.m. on the morning of the snow emergency and will announce whether Kids' Place will be open or closed. We will also send out an email.
- On a snow emergency day that we plan to open, if no one shows up or calls by 9:00 a.m., the program will close for the day. The Kids' Place voicemail message will be updated at that time to announce the closure.
- EARLY DISMISSAL DUE TO SNOW: If schools dismiss children early due to inclement weather, we will attempt to begin the After School Program earlier. Normal transportation procedures will be in effect. However, if Kids' Place is unable to transport children because of extremely dangerous driving conditions, parents will be contacted with as much notice as possible.

- If an INDIVIDUAL SCHOOL is canceled or dismissed early due to a particular emergency, Kids' Place will try to hold a full day program for children from that school. Parents must call Kids' Place if they need care in this type of situation. If we are unable to provide earlier care, or we are unable to be reached due to the unpredictable nature of such circumstances, children may be dropped off at Kids' Place at 2:00 p.m. when the regular after school program begins.
- Full day programs due to snow or individual school emergencies will cost an ADDITIONAL $13.50 FEE to the days covered by afterschool. The total fee will be at the full day rate of $46 per day. This fee is added because we cannot budget for extra staffing needed for these unpredictable days.
- Please send a lunch with your child to all full-day programs, including snow days.
- Parents are responsible for getting children to all full day programs, including snow days.

## After School Program Cost and Payment Policy

**Cost**: $32.50 per day; Full-week (5 days) enrollment discount: one day free ($130 for 4-5 days)
There is no additional cost for transportation. Periodically there is an additional field trip fee.

- Payments are made on a monthly basis on the first business day of each month. (If the first business day falls on a day that your child does not normally attend the program, you may submit payment on the next day your child is scheduled to attend.)
- If your situation makes it difficult for you to make monthly payments, speak with the Director to make special arrangements. (For any alternate plan, payment must be made by the Monday of the agreed upon time or according to the payment plan agreed upon during registration.)
- Upon registration, a non-refundable two-week deposit will be due which will be credited toward the ***last*** two-weeks' tuition.
- The monthly/weekly fees are the same regardless of school vacations or absences. There are no credits or refunds given for absences, including but not limited to family vacations, sickness, appointments, or other planned or unplanned absences. *Think of it as a monthly commitment for your child, not in terms of days of attendance. This is because our staffing and other expenses are based on fixed enrollment levels. Operating costs are not sufficiently reduced when a particular child is absent.*
  Providing advance notice of an absence does not eliminate or reduce the regular tuition. The two-week written notice requirement applies to changes in enrollment, such as permanently changing the child's enrolled schedule or withdrawing from the program; it does not apply to temporary absences or vacations.
- During school closings and school vacation weeks, Kids' Place may offer optional full-day care for an additional fee. Families who wish to use the full-day option must sign-up in advance and commit to the days requested.
  The additional full-day fee is non-refundable once care has been confirmed, regardless of whether the child ultimately attends that day. This includes absences due to illness, family plans, appointments, or other circumstances.
  Families who do not sign-up for or use the optional full-day care will not be charged the additional full-day fee. However, their regular monthly/weekly after-school tuition remains due in accordance with the program's tuition and absence policies.

- The cost is $46 per day for school vacation full-day programs and for snow days (See "School Closure and Inclement Weather").
- There is no additional charge when we pick up children on early release days.
- Late payments will be charged a fee of $5/week, starting the day after payment was due.
- If a scheduled payment is two weeks late, your child will not be allowed to return to the program on the Monday of the third week until the full amount owed is submitted.
  Non-payments can result in termination from the program.
- There is a fee charged to checks returned due to insufficient funds. The amount of the fee depends on what the bank charges us for a bounced check, usually between $5 and $15.
- If your family should have an emergency or unusual financial problem that may affect the prompt payment of tuition, **please inform us immediately**. Often, we can work out an alternate schedule of payments. But we can only be flexible if we are notified in advance.
- You will not be allowed to register for an upcoming program if you are behind in payments for the current program that your child is enrolled in. (For example, you cannot register for the Summer Program if After School Program payments are past due.)

# The Summer Day Program

- The Summer Day Program enrolls children between the ages of 5 and 14. Children with special needs will be able to continue the program up to the age of 16.
- The Program runs for 7 weeks (dates will be announced in our calendar and website).
  **(We will be closed on the July 4th holiday or day of observance.)**
- The program will run Monday through Friday from 7:30 a.m. until 4:30 p.m.
- Aftercare will be provided from 4:30 p.m. until 5:30 p.m. for an additional cost (see Cost & Payment policy below).
- Parents are responsible for arranging their child's transportation to and from the program.
- Breakfast, lunch, and afternoon snacks are provided by Kids' Place. However, parents may choose to send meals and snacks from home. (Please see "Nutrition Plan" below).
- Children should arrive by 9:00 a.m. each morning. If your child will be later than this, please notify us.
- If your child will be absent on any given day, please notify the Kids' Place office as soon as possible so we can plan accordingly.

## Summer Program Plan:

(Daily schedules will be posted.)

**Morning & Group Activity:** A time where children participate in theme-related indoor and outdoor activities in small or in large group settings.

**Free Time:** Children are given the opportunity to explore a variety of unstructured activities, play independently, or simply relax and spend time with friends.

**Chapel Time**: Through songs, puppets, skits, object lessons, and videos, children learn engaging Bible stories and discover biblical values that they can apply to their everyday lives.

**Joyful Minds:** Mindfulness activities that focus on developing emotional intelligence and coping strategies to handle feelings such as frustration, sadness, and stress in healthy ways**.**

**Field Trips:** We plan fun and educational theme- related field trips. Permission slips will be provided in advance. Please note: care may not be available for children who do not attend field trips, though we will do our best to accommodate when possible. Most field trips will have a separate fee.

**Wacky Water Time:** Once a week, we bring out the slip 'n slide, inflatable pools, and sprinklers for some outdoor water fun. Pack a swimsuit, towel, and sunscreen.

**Guest Speakers:** Special guests may be invited to share with the children on a variety of engaging and educational topics relating to a particular theme.

**Clubs & Other Activities**: Clubs are intentionally designed to offers hands-on, engaging experiences that teach specific skills and foster growth in those areas. A variety of other activities are regularly scheduled such as movies & talent shows.

## Summer Day Program Cost and Payment Policy:

Cost: $46 per day

Summer registration fee: $50

Additional Aftercare:

- Aftercare is available from 4:30 p.m. – 5:30 p.m. for $5.00 extra per ½ hour.
- For families enrolling siblings, there is a 10% discount.

Payment Policy:

- Payment for weeks 1-4 is due by the first day of the program; payment for the remaining weeks is due the first business day of the fifth week. If your situation makes it difficult for you to abide by this payment plan, speak with the Director. For any alternate plan, payment must be made by the agreed upon period.
- Upon registration, a non-refundable two-week deposit will be due which will be credited toward the ***final*** payment. The registration fee is also due during registration.
- The weekly fees are the same regardless of the number of days in the week or absences. Think of it as a regular commitment for your child, not in terms of days of attendance.
- There are no credits or refunds given for absences including but not limited to: family vacations, sickness, appointments, or other planned or unplanned absences. This is because our staffing and other expenses are based on fixed enrollment levels. Operating costs are not sufficiently reduced when a particular child is absent.
- You are responsible for paying for the weeks and days for which your child is registered. Summer enrollment is based on the specific weeks and days selected at the time of registration.
- Changes to a child's enrollment plan, including changes to the number of weeks or number of days per week, may be requested and will be granted on a space-available basis. **At least two weeks' written notice is required for any change in enrollment or withdrawal**. When proper notice is provided and the requested change is approved, the family's tuition will be adjusted accordingly.

- Without the required two weeks' notice, parents/guardians remain responsible for the originally scheduled payment.

- Absences from days for which a child remains registered do not qualify for a credit or refund. This includes absences due to illness, family vacations, appointments, or other circumstances.
- Late payments are charged a fee of $5/week, starting on the day after payment was due.
- If a scheduled payment is two weeks late, your child will not be allowed to return to the program on the Monday of the third week until the full amount owed is submitted. Non-payments can result in termination from the program.
- You will not be allowed to register for the following After School Program or following Summer Program if there is an unpaid balance on tuition.
- AFTERCARE: Payment will be invoiced and will be due based on the invoice date.
- There is a fee charged to checks returned due to insufficient funds. The amount of the fee depends on what the bank charges us for a bounced check (usually between $5 and $15).
- If you wish to withdraw your child's enrollment *before the start of the program*, no refund of registration fee or deposit will be given unless Kids' Place has received 30 days notice. Without this 30-day notice, fees & deposits are non-refundable.
- If your family should have an emergency or unusual financial problem that may affect the prompt payment of tuition, **please inform us immediately**. Often, we can work out an alternate schedule of payments. But we can only be flexible if we are notified in advance.

*The following pages contain information for both the After School & Summer Day Programs.*

## Daily Sign-In and Sign-Out

- Upon arrival, **parents must check in with staff to sign their child in for the day**. Once signed in, the program becomes responsible for your child. (Please note: for full days, including summers and vacation weeks, Kids' Place will not be responsible for children dropped off before we open our doors in the morning. If you choose to leave your child at the door before we open, you are responsible for them. Please remind your child to report to the staff and sign in for the day upon entering the building when the doors open.)
- During school days in the **After-School Program**, Kids' Place becomes responsible for the child once he/she is either signed in by a parent or staff, or is picked up from school by Kids' Place according to each individual school's plan for pick-up. (Parents will receive a copy of our plan for each school upon request for the after-school program.)
- At dismissal, parents must sign their child out. Once signed out, Kids' Place is no longer responsible for that child and the parent takes responsibility for the child. A Transportation Plan/Authorized Release Form is part of the enrollment packet and must be filled out. **Children will not be released to unauthorized persons under any circumstances.**
- If a child is given special permission to walk home unsupervised (special agreement form must be signed and the child must be at least nine years of age), the child may sign him/herself out. Once signed out, Kids' Place is no longer responsible for that child and the parent or guardian takes responsibility.

## Late Pick-up Policy

Kids' Place officially closes at 6:00 p.m. on half days and 5:30 p.m. on full days. Staff hours revolve around this closing time. Pick-up after 6:00 p.m. is considered late. When a parent or guardian is late, we have established the following policy:

- Parents will be charged a late fee of $5 after closing time and for each 10-minute interval (or any portion of it) that they are late according to the Kids' Place clock.
- The late fee is due upon arrival or by the due date on your invoice.
- **In the event of repeated lateness, the following steps will be taken:**
  1. The lateness will be documented and parent will be informed. Late fee is charged.
  2. Upon the fifth lateness, parent must sign a form stating that if late one more time, their child will be dismissed from the program because Kids' Place is not meeting the parent's need for child care. Referrals to other programs will be made available per request.

Lateness Procedures:

- Parents running late must call Kids' Place to let staff know what time they expect to arrive or to inform staff of alternate pick-up arrangements.
- If we do not receive a phone call by 5 minutes after our closing time, the following procedures will be implemented:
  1. A staff member will attempt to contact parent for instructions.
  2. If contact cannot be made, staff will begin making calls from the child's emergency

contact list to arrange transportation. (Parent will still be charged $5 after 6:00 p.m. on half days and after 5:30 p.m. on full days for each 10-minute interval (or any portion of it) that the emergency contact is late.)

3. If contact cannot be made to a parent/guardian 45 minutes after our closing time or an emergency contact is unable to pick-up your child, a call will be placed to the Department of Children and Families to report an abandoned child. Staff members will then follow instructions given by DCF as to what further arrangements are necessary. Parents will be informed to contact DCF for further instructions. A note will be placed on the door informing the parent of where the child will be and an attempt to leave a voice message will be made.

## Attendance and Absenteeism

Regular attendance is important to a child's sense of routine, consistency, and overall experience in the program. Frequent absenteeism may disrupt a child's daily routine and progress.

**If your child will be absent from Kids' Place for any reason, parents/guardians are required to notify the program in advance.** Please notify Kids' Place as soon as you know that your child will be absent. Advance notice allows us to maintain accurate attendance records, ensure appropriate staffing, and, when applicable, notify staff responsible for transportation and van routes.

**When a child is scheduled for transportation, parents/guardians must follow the notification procedures and deadlines outlined in the Transportation section of this handbook.** Failure to notify Kids' Place of a scheduled transportation absence may result in a no-call/no-show fee.

Repeated failure to communicate a child's absences may be addressed with the parent/guardian and may result in additional action by the program, including a review of the child's enrollment and the family's compliance with program policies.

**Please note that notifying Kids' Place of an absence does not eliminate or reduce tuition.** Tuition remains due in accordance with the program's tuition and attendance policies.

## Transportation Plan

- A Transportation Plan form is part of the registration packet and must be filled out. **Children will not be released to unauthorized persons under any circumstances.**
- During the **Summer Program**, parents or authorized adults will drop-off and pick-up children. Parents or authorized adults are responsible for the supervision of the children in their care prior to signing them in and after signing them out of the program for the day.
- During the **After-School Program** children will either be picked up from school and brought to Kids' Place by Kids' Place vehicles, or be dropped off at Kids' Place by a parent, school bus/ private transportation or authorized adult. Kids' Place is responsible for the children after they are either signed in by a parent or staff, or picked up from school by Kids' Place according to each individual school's plan for pick-up. (Parents will receive a copy of the individual school's transportation plan upon request in the after-school program.)
- The Director and/or Assistant Director or designated staff, will oversee transportation services, assign drivers to each route, supervise drivers, plan for substitute drivers when needed, maintain documentation on all drivers and monitors, and hear and address parent concerns and suggestions.

- When transporting children:
  - At least one staff member on each vehicle will be certified in First Aid and CPR.
  - When more than 8 children are being transported, an attendant other than the driver is required in the vehicle.
  - Drivers will be informed of any information that may assist him or her in transporting a child, including any medical or behavioral problems.
  - Drivers must be alert and undistracted.
  - Drivers will always carry cell phones for emergencies but will not use them while driving. If a call must be taken or made (in regards to a pick-up or emergency) the driver will pull over to a safe area and stop the vehicle to use the phone.
  - Smoking is never permitted in Kids' Place or church vehicles and is not permitted in other vehicles when children are present.
  - Kids' Place bus and van monitors are responsible for the supervision of the children while being transported. While riding Kids' Place vehicles, children are expected to behave according to Kids' Place rules and in such a way as to not distract the driver. If a child is being disruptive and does not respond to a verbal warning from the driver or other Kids' Place staff on board, the driver will pull the vehicle over to a safe place and address the behavior. The child's parents will be informed. If misbehavior by a child becomes an ongoing issue and jeopardizes safety, a meeting will be held with the child's parents and a written warning will be given. If misbehavior continues, transportation for that child will no longer be provided.
  - There will be one seat for every child and adult. All children will be seated during operation.
  - Proper seat belts will be used by all passengers.
  - Sharp, heavy, or dangerous objects will be securely restrained when transporting children.
  - If a vehicle becomes disabled while transporting children, Kids' Place staff will always remain with the children. A cell phone will be used to call for help. Arrangements will be made for another vehicle to transport the children.
  - In emergencies requiring medical treatment, 911 will be called and an ambulance will transport the child.
  - Any moving violations or accidents that occur while children are being transported will be documented and reported in accordance with the law and to DEEC.
  - Attendance will be taken upon entering and exiting vehicles. Drivers will ensure that no child is left on the vehicle at the end of each trip. (See after school program plan below.)
  - Vehicles will not be fueled while children are on board.
  - For after school pick-ups, our After School-Program Pick-Up procedures will be followed (see below).
  - For field trips, our off-site activities plan will be followed (see below).

- Vehicles & Drivers**:**
  - Kids' Place uses program vehicles owned and maintained by Kids' Place and/ or Freedom Hill Community Church, and duly licensed drivers are qualified Kids' Place staff members. Church vehicles will maintain proper insurance, registration, and inspections. Kids' Place staff on vehicles are responsible for the supervision of the children while being transported. At least one staff member on each vehicle will be certified in First Aid and CPR.
  - The Kids' Place Director will ensure that all staff who transport or monitor children to and from Kids' Place will take the EEC required trainings annually. All drivers and monitors will be given a copy of this transportation plan. Signed statements that they have received the plan, along with certificates of training will be kept in the staff members' files.

- The following provisions will be made if a driver is absent or if we need to use non-church vehicles (for example in case of an emergency in which a staff driver is unavailable or a vehicle becomes disabled or we need additional vehicles to transport children for a field trip):
- An adult, at least twenty-one years of age or over, who is known by our program with a valid driver's license may operate a church vehicle accompanied by a Kids' Place staff member.
- Staff or parent vehicles may be used if they are properly insured, registered, and inspected.
- We may also charter the transportation services of the Malden Y, Malden Trans Inc. or other transportation companies. We will verify that drivers are properly licensed and ensure that Kids' Place staff always accompany the children.

- **After School Program Pick-up Plan.** For the After School Program, we will transport children from designated schools upon request if space is available. If transportation is provided for a child, the following procedures will be in effect:

1. Parents must submit a written notice to their child's school giving us permission to transport their child. This needs to be done before the child's first day in the program or we cannot pick your child up.
2. Kids' Place will confirm attendance lists with the school's list of children with written parental authorization to ride our vehicle.
3. Children must be at the designated pick-up point at dismissal time.
4. It is **VITAL** that we be informed of **ABSENCES <u>by 1:00 p.m.</u>** so we know what children we must wait for and so we can plan our pick-ups accordingly. Timely communication ensures that children are accounted for as soon as possible.
    a. Failure to notify us of a child's absence before we arrive at his/her school will result in a $5 fee. (*It is not the school's responsibility to notify us of absences*).
    b. If a child is not at the designated pick-up point and we have not received notice of his/her absence by a parent or guardian, we will call the school main office. If the school confirms that the child is absent, a message will be left on the parent's voicemail stating that the school confirmed the child's absence. If the school states that the child was present, an attempt will be made to reach the parent or guardian. If the parent cannot be reached, a message will be left for the parent and the van will move to the next school to avoid delaying pick-up of other children.
    c. For any child who is privately transported to Kids' Place or transported by a public school bus, and who fails to arrive at Kids' Place within thirty minutes of his/her scheduled arrival time, staff will contact the parent to determine the child's location unless we have been notified in advance of the absence or change in scheduled arrival time.
    d. Parents must notify us in advance if a child will no longer be dropped off at Kids' Place as we plan our schedule around these drop-off times.

***Please Note: If your child is required to stay after school for detention or any other program, we may not be able to pick up your child. In that case we will inform you and it will be your responsibility to transport your child to Kids' Place.***

5. Drivers will always carry a transportation log. The log shall contain the name of each child being transported and their emergency contact sheet and any pertinent behavioral or medical issues will be carried as well.
    a. Upon pick-up from school, the driver or monitor will log the time each child entered the vehicle.
    b. When arriving at Kids' Place, the driver or monitor will log the time each child exited the vehicle.

c. After the last child has exited the vehicle, the driver will then look through the vehicle inspecting all seat surfaces, under all seats and in all compartments or recesses to ensure that no child was left on the vehicle. The driver will enter the time and sign the log.
d. The driver shall then give the log to a second reviewer (monitor or teacher) who shall physically inspect the vehicle in the same fashion and sign the log.

6. All incidents involving Kids' Place vehicles will be documented by the director.

A copy of this transportation plan is on file with the DEEC. The DEEC will be notified by the director if any substantial changes are made to the above plan.

## Off-Site Activities Plan

- All off site activities require a ratio of one staff member for every 10 children.
- Staff will be equipped with cellular phones when off premises.
- For all off-site activities, staff will bring a first aid kit, emergency contact/consent forms, and all necessary medications. Each vehicle used will have a first aid kit and copies of emergency information.
- The program will use either Kids' Place or church vans and/or bus, parent-chaperone or staff-owned vehicles, and/or chartered transportation services when transporting children off site. When staff or parents are transporting children, we will verify proper insurance, registration, inspection, and driver's licenses. Public Transportation may also be used on occasion (see final bullet below, "When using Public Transportation").
- A staff member trained in CPR/First Aid will always be present with the children.
- Each child will carry the program's name, address, and phone number.
- Staff will ensure that all areas used by children off-site will be free from hazards based on their best judgement.
- In the event of an emergency, one staff member will remain with the children while a second staff/adult seeks help.
- Vehicles will always travel together when possible. In an emergency, all vehicles will stop together.
- In the event of a vehicle breakdown, one staff member will remain with the children while a second staff member seeks help. Another vehicle would be used to pick up the group.
- Field trip permission slips with location, mode of transportation, arrival and departure times will be distributed in advance for non-regular trips. Any admission fees must be turned in prior to the trip for a child to attend.
- Attendance will be taken upon arriving and leaving the off-site location.
- Attendance and head counts will be taken upon leaving and entering vehicles.
- When using Public Transportation, the following plan will be implemented:

  - There will be a ratio of at least one staff member for every six children.
  - Children will remain with their assigned staff member.
  - Head counts will be taken upon boarding the train/bus and after exiting the train/bus.
  - When boarding the train/bus, a teacher will board ahead of the children. After all children and other staff have boarded, a final teacher will board, ensuring that no child is left behind.
  - If train doors close before all the children and staff have boarded, the group on the train will get off at the next stop and wait on the platform. The group that missed the train will board the next train and get off at the next stop where they will join the rest of the group. After attendance is taken, the whole group will board the next train.

- When exiting the train/bus, a teacher will exit ahead of the children. After all children have exited, a final teacher will exit, ensuring that no child has been left on the train/bus.

**Plan for Off-Site Activities to a Public Pool.**
When a field trip involves swimming at a public pool, all the above off-site procedures will be followed by staff. In addition, the following plan will be implemented:

- Any swimming activities will take place only where there are lifeguards on duty.
- Kids' Place will obtain the rules of the swimming area prior to the trip, and incorporate them into our plan with the children.
- Upon arriving at the pool, a Kids' Place staff member will introduce him/herself to the lifeguard on duty and provide information on the number of children swimming and their level of proficiency.
- Prior to the trip, parents must indicate their child's swimming ability (non-swimmer, beginner, intermediate or advanced).
- To be allowed in the deep end of a pool, children will be tested to ensure they are strong enough to swim in the deep end.
- There will be a ratio of at least one staff member/chaperone for every 6 children on trips to a pool.
- During the trip each child will be assigned a buddy so that, in addition to staff supervision, the children will help watch out for one another. Buddy checks and head-counts will be taken by staff frequently to ensure that all children are safe and accounted for.
- If a child appears to be missing, all children will be removed from the water while the water is checked for the missing child. Then the surrounding area will be checked.
- If a staff member suspects that a child or another staff person is having trouble in deep water, they will immediately alert the lifeguard. Unless a staff member is a certified lifeguard, he/she will not go into deep water to help a potential drowning victim.
- Staff supervision plan: Staff will be assigned the following specific duties which will rotate at least every half-hour:
    - 1 staff member standing at the water's edge, near a lifeguard, acting as an extra set of eyes, ready to alert the lifeguard of any potential problems.
    - Staff members in the water with the children.
    - 1 staff member in the area where children will be sitting/keeping their towels, etc.
    - 1 staff member to take children on bathroom runs.
    - If children need to use the changing areas, there will be a staff member supervising the girls' area and a staff member supervising the boys' area.
- Children will not be permitted to use hot tubs. Kids' Place will comply with local codes and laws regarding accessibility of swimming areas or equipment by various age groups.
- No child suffering from a fever, cough, cold symptoms, skin rash, or any communicable disease will be allowed in the water. No one wearing medical coverings will be allowed in the water.

# Plan for Transitions

The transition to a new program, or from one program to another, is a major event in children's lives. Moving from a familiar to an unfamiliar environment can be exciting but also challenging for young children and their families. Kids' Place has put in place program policies and practices that will help facilitate smooth transitions and a sense of continuity for children and families across old and new settings.

**Transitions to Kids' Place:**

- The parent and the child will be given an opportunity to visit the program prior to the first day. During this time the family will be given an opportunity to see the facility, ask questions, and meet the administrative staff and available teachers. The child and the parent will be told what to expect during a regular week.
- During the intake process the program will identify what adaptations, modifications, specially designed instruction, or other supports will be needed for the child to succeed at Kids' Place.
- On the child's first day, staff will greet the child and introduce the child to the other children.
- The child will be shown where to leave his/her belonging and where the restroom and water fountain is located.
- Rules and program procedures will be reviewed with the child.

**Transitions from one activity to another / one location to another during program time:**

- Transitions will be planned when possible so that they are timely and predictable.
- Verbal and nonverbal cues will be provided before transitions.
- When possible, the number of transitions in which all children must do the same thing at the same time will be minimized by taking the children in groups rather than individually.
- Attendance will be taken prior to leaving an area/ location.
- Attendance will be taken once children have arrived to a new location or designated area.

**Transitions when leaving Kids' Place:**

- When possible, children will be given an opportunity to say goodbye to teachers and peers.
- Children will be able to redeem a prize with any remaining reward tickets.
- The program will work with parents in providing referral services as needed.
- The program will do its best to provide the family with the support it needs to transition.

# Emergency Plan

The following contains procedures during situations requiring emergency evacuation, sheltering in place, lock-downs, or other emergencies. Staff will obtain information from local authorities via TV/radio/internet/phone to determine whether to evacuate or shelter in place, and will follow the directions of local emergency management authorities.

For ALL emergencies, staff will have the following with them:

1. Attendance Records
2. Medications
3. Emergency Contact and Consent forms
4. First Aid Kit
5. Health Care Policy
6. Cellular phone

**Emergency Evacuation:** In the event of any emergency requiring evacuation such as fire, natural disaster, or loss of power or heat, or other emergency, the following plan will be followed:

- Staff and children will follow evacuation procedures posted by classroom doors.

- During the evacuation one staff member (two, if an additional staff is available) will be assigned to check all child care rooms (including bathrooms) to ensure that no one has been left behind.
- Upon evacuation staff will lead children outside and meet by the picnic tables past the lower parking lot near the field area. There, attendance will be taken to insure all children are accounted for.
- Emergency personnel will be contacted by cell phone and we will follow any instructions from them.
- If the emergency results in our inability to re-enter the building, we will relocate to the Town Line Luxury Lanes (5-minute walk) at 665 Broadway in Malden by foot or by Kids' Place/ church bus and van and/ or staff vehicle if necessary.
- In a more widespread emergency such as a flood or hazardous materials accident requiring evacuation away from our facility and surrounding area, the children will be brought to the Malden Y located at 99 Dartmouth Street in Malden by means of the Kid's Place van/ bus/ staff vehicles/ Malden Trans Inc.
- Once children are settled in the appropriate area of the Townline Luxury Lanes or the Malden Y, staff will begin calling parents to advise them of the situation and ask them to pick children up as soon as possible.
- In the event of a major emergency that necessitates a large-scale evacuation involving the facility and larger neighborhood, we will coordinate with community public safety/emergency management officials to locate a place of safety that can accommodate the children and staff. The Kids' Place van/bus/staff vehicles/ transportation company will be used to transport children to the place of safety where they will remain accompanied by staff while parents are notified and arrangements for either transportation home or a continuation of care are made.
- Regular practice evacuation drills will be held monthly. The Director is responsible for assuring that drills are held at different times during the program and that they are practiced with all groups of children and staff. Documentation of the date, time, number of children and effectiveness of each drill is kept on file.

**Shelter-in-Place:** There may be situations (such as natural disaster, hazardous materials accident, airborne threat, etc.) in which emergency management authorities order a "shelter in place."

- Staff will follow instructions from authorities as to how long to remain inside.
- Staff will direct children to a space in the facility appropriate for the situation (basement, interior area away from windows, etc.)
- Staff will ensure that the building is locked and that air handling systems/ HVAC are shut down.
- Parents will be notified of the situation and arrangements for continuation of care or transportation home will be made.

**Lock-down:** In the event in which we are advised to lock down the building due to the presence of a dangerous individual on or near the premises, our confidential lock-down procedures will be followed. Regular practice lock-down drills will be held. The Director is responsible for assuring that drills are held at different times during the program and that they are practiced with all groups of children and staff. Documentation of the date, time, number of children and effectiveness of each drill is kept on file.

**Other emergencies:**

- In the event of exposure to toxic materials /gases and a physical examination is recommended, children will be transported by emergency medical personnel or Kids' Place van/bus/staff vehicles to Melrose Wakefield Hospital where they will be examined and remain with staff while parents are notified.
- Missing child:
  - If a child is unaccounted for, prompt notification of the police will be made once an initial search of the facility is conducted and attempts to confirm location have failed. While police set up a perimeter, staff will continue to search the facility and the immediate surrounding area. Parent will be notified.

## Nutrition Plan *(we are not a peanut free facility)*

### Lunch

- Parents will provide lunch and drink for full days and vacation weeks during the **After School program**. *Program lunch will not be provided unless noted otherwise.* Please send a lunch that does not require heating or refrigeration.
- In the **Summer program**, Kids Place will provide breakfast and lunch. Breakfast is served between 7:45 a.m. and 8:45 a.m., and lunch is served between 12:00 p.m. and 1:00 p.m. Parents may choose to send breakfast or lunch from home.
- Children will be given a 45-minute lunch period.
- Children will be encouraged to eat what parents have sent, but will not be forced to eat.
- Any concerns regarding a child's intake of food should be discussed with a pediatrician.
- Suggested lunch: sandwich, fruit, dessert, and non- sugary drink.
- Some suggestions for a healthy lunch:

| | | | | |
|---|---|---|---|---|
| peanut butter | whole grain bread | hummus | milk | cream cheese |
| sliced meats | pita bread | vegetables | juice | muffin |
| tuna | bagel | yogurt | hard-boiled egg | cheese |

- Please do not send anything in glass containers.
- Please do not send foods that need to be heated.
- Refrigeration can be provided upon request.

### Snack

- The **After School program** will provide one snack after arrival.
- During After School program full days, snack is provided between 3:15 p.m. & 3:45 p.m. *(this time is subject to change)*
- For the **Summer program**, afternoon snack is provided between 3:15 p.m. & 3:45 p.m. *(this time is subject to change)*
- Additional snack will be made available for children who are still hungry later in the day.
- Weekly menus will be posted. (*Menus are subject to last minute change*).
- Parents may provide additional snack if desired. Some snack suggestions:

| | | | | |
|---|---|---|---|---|
| cereal | salsa and chips | fruit | pretzels | Jell-O |
| bagels/cream cheese | vegetables | pudding | granola bar | Crackers |

## Withdrawal from Program

Kids' Place needs 2 weeks **written** notice of termination. This promotes a healthy transition for the children & staff. If a child will be going to another program, we will assist the child with the transition in a manner consistent with the child's ability to understand. We will also, if requested and with parental permission, share information needed by educators in the new program.

## Ongoing Parent Communication

- Regularly check your email and our bulletin board located in the lobby. Schedules, events, and snack menus will be posted in the main room.
- Flyers will also be sent home or emails will be sent out to remind parents of special events or important information.
- Always feel free to give us your feedback and suggestions.

# Children's Responsibilities

*Children are responsible for:*

- respecting the rules that are established for them in the program.
- learning to take consequences for their own actions.
- controlling their feelings and actions so that they do not harm anyone.
- not willfully damaging equipment or property in the building.
- not willfully damaging any property that belongs to someone else.
- sharing equipment and facilities with all children in the program.
- respecting other children and staff in the program.
- remaining with a staff at all times & notifying staff if they need to go to another area.
- dressing modestly and appropriately for indoor and outdoor play.
- returning materials and equipment to their proper place before starting a new activity and before leaving the program for the day.
- participating in and carrying out an activity that they have committed themselves to.
- wearing seat belts while in all vehicles and behaving in such a manner that allows maximum concentration for the driver (breaking this rule can result in suspension of transportation privileges).
- always using appropriate language.
- notifying a staff person if they need help in dealing with a situation.
- not running in the building or when moving from indoors to outside and vice-versa.
- being on time with their belongings during pick-up at the school.

# Children's Rights

*Staff members are responsible for ensuring that children enrolled:*

- have a safe environment free from hazards.
- have their ideas and feelings respected.
- have discipline that is fair, equal, and respectful.
- have the opportunity to express their feelings in an appropriate manner.
- have a right to voice their opinion and have input on activities offered.
- have an environment that offers a variety of choices.
- have activities that allow them to express their creative ability, sense of exploration & discovery and that stimulate growth and learning.
- have staff members that care about them, enjoy being with them, and help them grow.

# Behavior Management Plan

- Behavior management shall be provided in a consistent, reasonable, and appropriate way based on an understanding of the individual needs and development of a child.
- Kids' Place takes a positive approach to encourage proper behavior. We strive to consistently implement strategies that emphasize teaching/encouraging a child to manage his/her own behavior. Some of these techniques include re-direction with focus on the behavior rather than the child, and positive reinforcement of appropriate behavior. The program maximizes growth & development and encourages self-control through self-assessment and reassurance.

- Whenever possible, staff will discuss a child's choices of behavior and consequences that would follow, and then allow a child to make the choice and enforce the consequences if necessary. The most common consequence is the loss of a privilege related to the inappropriate behavior when possible. Separation from the group to discuss an issue with a child or to give a child a chance to "cool off" or re-focus may also be used.
- We encourage children to express anger in appropriate words rather than by aggressive behavior toward themselves or others.
- If conflict between children arises, we will talk with the children involved and give suggestions on how to deal with the situation appropriately. We will ask children to describe their observations and allow them to talk about the sequence of events. They will be asked how they think the problem can be resolved. If reasonable, the solution will be implemented. This method is called mediation or conflict resolution.
- In the instance where a child has lost control of actions and words, or is disobeying safety orders, the child will be given an alternate activity or we will separate the child from the group for a short period of time until the child or staff feels that he/she can rejoin the group. The length of a time-out will not exceed ten minutes.
- If the staff is concerned about a child's behavior after repeated observations, the following plan will be followed:
  1. Child will be given a verbal warning.
  2. If behavior continues, behavior will be documented.
  3. If behavior occurs again, staff will meet with child's parents. The staff will work together with parents to identify the problem, discuss solutions, and formulate a plan to be reinforced by both staff and parents. Documentation of the child's behavior will be used to keep parents informed of progress.

  If the behavior is a serious direct violation of rules (see Children's Responsibilities), staff may choose to forego verbal warning and proceed to step 2 or 3.

  If no change is seen after a behavioral plan has been established with parents and implemented in the program, additional services may be necessary. Referrals will begin at this point (see Referral Plan below).
- If no change occurs after additional services are implemented the following steps will be taken:
  1. The child will be suspended from the program for 1-3 days. The child may return with change in behavior.
  2. If the problem continues or is severe, a 5-day suspension will be implemented.
  3. After 2 suspensions a form stating termination is the next step if problem continues.
- If a child exhibits extremely inappropriate behavior (deliberate injury to another person, blatant disrespect for others or property, or putting themselves and others in danger), his/her behavior will be recorded on an incident report form. The parent will be notified. The parent will also have the opportunity to discuss the incident with staff. This type of inappropriate behavior can result in immediate suspension or dismissal from the program.
- The program shall PROHIBIT corporal punishment and other forms of discipline such as humiliation, verbal or physical abuse, neglect, depriving children of meals or snacks, or force-feeding children. Neither will we discipline a child for soiling, wetting, or not using the toilet or using any other unusual or excessive practices for toileting.

Where appropriate & feasible, children shall participate in the establishment of rules, policies & procedures.

# Referral Plan

Any child who exhibits unusual or ongoing symptoms of emotional, physical, or behavioral problems, or developmental disabilities will be observed closely. The following is our plan for referring parents to appropriate medical, social, mental health, and educational services should staff feel that an assessment for such additional services would benefit the child:

1. Staff will inform the Director of concerns, and observations of the child's behavior will be documented.
2. The Director will review the documented observations and the child's file.
3. Director and appropriate staff will meet with parents or guardians to discuss concerns.
4. Parents will be provided with a current list of referral resources in the community along with a written statement of the reason for recommending the referral. Assistance in making the referral will be offered and given if parents provide written consent.
5. Parent conferences, referrals and results will be documented and kept in the child's file.

The following are some of the agencies used in referral (others are available upon request):

- Northeast Family Institute/DPH 781-246-1414
- DCF Office 781-388-7100
- Child at Risk Hotline (24 hours) 1-800-792-5200
- Child Care Circuit 978-686-4288
- Early Intervention for Malden Elementary Schools 781-397-7257
- Housing and Families in Malden 781-322-9119

# Termination and Suspension Policy

It is the responsibility of Kids' Place Staff to ensure that all the children are safe and happy. Any child who purposely jeopardizes this safety or happiness may be suspended or terminated from the program.

Possible reasons for suspension and/or termination of a child from Kids' Place include:

- repeated failure of children or parents to adhere to program policies.
- inappropriate behavior, considered to be harmful to your child, staff, or others.
- chronic tardiness during pick-up time.
- chronic absenteeism.
- overdue fees or repeated late payments.
- other reasons as determined by and discussed with the Kids' Place Director.

Kids' Place reserves the right to suspend and/or terminate services with a two-week advanced written notice to families. However, when the health, welfare and safety of children are at stake, Kids' Place reserves the right to terminate services immediately.

While we reserve the right to suspend or terminate services, avoiding this is our goal. To help avoid suspensions or terminations the Director will:

- provide opportunity to meet with parents to discuss other options,
- offer referrals to parents for evaluation, diagnostic or therapeutic services if needed,
- pursue options for staff support including consultation and training,
- work with parents to develop an individualized behavior management plan for home and in the program.

If no change occurs after these steps are pursued, services to the child may be terminated.

Procedures for suspension/termination:

- The Director and/or Assistant Director will decide suspensions & terminations.
- Parents will be provided with written documentation of the specific reasons for termination or suspension, and the circumstances under which the child may return, if any.
- If a child is suspended, suspension may be from one to five days.
- In cases of termination, Kids' Place will inform parents of the availability of information and referral for other services. This information and referral will be provided upon the request of the parent.
- When a child is terminated from the program (initiated either by Kids' Place or the parent) we will prepare the child in a manner consistent with the child's ability to understand, when possible.

# Child Abuse and Neglect Prevention Policy

To ensure the well-being of children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual and psychological abuse, to the Department of Children and Families, and to cooperate in any investigation of such possible neglect or abuse (Massachusetts General Laws Chapter 119, Section 51A). We do not have discretion in this matter, but must make such referrals whenever we have reasonable cause to believe that a child might have been harmed by anyone, including a non-family member. If we fail to report possible harm, we may be subject to criminal penalties. In grievous cases, we may refer the matter directly to the police or consult with the District Attorney.

The following are the program's procedures for the reporting of any suspected incidents of child abuse and neglect:

1. All staff must report suspected child abuse or neglect to the Department of Children and Families pursuant to MGLc119s51A or to the Kids' Place Director or designee.

2. The Kids' Place Director or designee will immediately report suspected abuse or neglect to the Department of Children and Families pursuant to MGLc119s51A

3. The Kids' Place Director or designee will notify the Department of Early Education and Care (DEEC) immediately after filing a 51A report, or learning that a 51A report has been filed, alleging abuse or neglect of a child while in the care of Kids' Place Programs or during a program related activity.

4. Kids' Place will assure that any staff member accused of child abuse or neglect does not work with children until the DCF investigation is complete and for such further time as EEC requires with or without pay. The worker will not work with children, but may either be suspended or allowed to work in the office.

5. Kids' Place shall cooperate in all investigations of abuse and neglect. Cooperation includes identifying parents of children currently or previously enrolled in Kids' Place programs, providing consent for disclosure to DEEC of information from, and allowing DEEC to disclose information to, any person and/or agency DEEC may specify as necessary to prompt investigation of allegations and the protection of children. Failure to cooperate may be grounds for suspension, revocation, or refusal to issue or renew a license.

6. Staff are trained in child abuse prevention which includes recognizing symptoms of abuse, profiles of abusers, disclosure, documentation, prevention strategies and staff code of conduct.

# Diapering and Toileting Policy

## Toileting

All children are allowed to use the bathroom when needed. Educators will encourage children to use the bathroom regularly (i.e. before going outside, before snack, before chapel, etc.) Children who are not potty-trained and are diapering will have diapers or pull-ups checked at least every 2 hours and as needed to see if they need to be changed.

Any child who is diapering that is soiled or wet will be made more comfortable by assisting the child in changing as needed. Soiled items will be sent home daily and a replacement set should be sent to Kids' Place the next day. Kids' Place has a limited supply of spare clothing. Any clothing supplied by Kids' Place must be laundered before being returned.

Children who are still toilet training must be wearing clothing that they can pull off and on easily by themselves. Children requiring potty seats must have it supplied by the parent and will be cleaned and disinfected after use. Children who have frequent bathroom accidents or are still being potty- trained will need to have a complete change of clothes stored at Kids Place as needed or put daily into their backpacks daily.

Kids' Place does not toilet train children but will assist children based on their needs.

## Toileting Procedures

1. All children will be allowed to use the toilet when needed.
2. No child will be punished for soiling, wetting, or not using the toilet.
3. Children must wash their hands with soap and running water after toileting and before snacks, meals, or meal preparation.
4. All educators must wash their own hands after assisting a child with diapering/toileting. Individual paper towels will be used to dry hands.
5. Disposable gloves will be used whenever cleaning feces, urine, blood, or vomit.
6. Contaminated areas will be cleaned and sanitized with bleach to water solution DEEC approved disinfectant solution.

## Diapering

Families are responsible for providing diapers, diaper wipes, and any nonprescription ointments they wish used on their child. Families will be notified when and if the supply needs to be replenished. Families who supply cloth diapers are to also provide a tightly covered container for storage of soiled diapers. Cloth diapers shall consist of an absorbent inner lining and be covered with an outer layer made of waterproof material that prevents the escape of urine or feces. Cloth diapers and outer coverings will be bagged and placed in this container kept in the maintenance closet. The family must remove the container of soiled cloth diapers at the end of each day; the container will be emptied and sanitized at home before being returned to Kids' Place.

## Diapering Procedure for Children with Disabilities or Incontinence Requiring Assistance

1. Educator will wash hands and put on disposable gloves.

2. Gather necessary supplies.
3. Assist child in cleaning child's bottom from front to back with disposable wipe.
4. Put all contaminated disposable items into a sealed plastic bag and discard into lined covered trashcan. Asist in diapering and dressing the child. Wash the child's hands.
5. Wash hands thoroughly. Return supplies to child safe storage area.

**Hand Washing**

Children are instructed on how to wash hands by use of friction, soap and water and drying with paper towels. The hand-washing protocol is posted in the bathroom.

## Children with Disabilities or Chronic Medical Conditions

For children with physical disabilities or conditions such as (but not limited to) allergies, asthmatic conditions, ADHD or diabetic conditions, parents must provide Kids' Place with information pertaining to their child's specific needs prior to the child's participation in the program. The administrator will review this information given by the parent. Identification of specific accommodations required to meet the needs of the child, which would include change or modification in the child's participation in regular activities, will be reviewed. In addition, identification of any special equipment, materials, ramps, or aids will be discussed. If such accommodations will cause undue burden on the program, the parent will be notified in writing (including reasons for the decision).

For children who are accommodated, a written Individual Health Care Plan (IHCP) will be required to ensure that the child receives the health care services he or she may need while attending the program. The IHCP must be approved by the child's physician. Any training for Kids' Place staff needed to address the child's needs must be given by the child's health care practitioner or (with the health care practitioner's written consent) by the child's parent, or the Kids' Place health care consultant. The child will be monitored and parents will be informed of their child's progress. Accommodations and progress will be evaluated regularly.

The program retains the right to terminate services with written notification to parents if a child's participation in the program becomes an undue burden on the program. Parents may contact the DEEC to review the decision. Parents will be notified within 30 days of receipt of application.

## Illness Exclusion Policy

A child may not attend the program if he/she:

*Has a fever of 100 degrees or more*. If a child begins to develop a fever while at the program, the parent will be called and expected to pick up the child immediately. The child may return to the program when the fever has subsided for 24 hours without Tylenol (or similar fever reducing medication).

*Is on antibiotics.* A child with a contagious condition for which an antibiotic has been prescribed may not attend until he/she has taken the antibiotic for 24 hours. A child with a non-contagious condition and on antibiotics may return to the program as soon as the child feels well.

*Is vomiting*. A vomiting child must stay at home or go home if he/she becomes ill at the program. He/she may not return until 24 hours after the vomiting has stopped.

*Has diarrhea*- A child will be sent home if he/she has three or more watery stools during the day. Children may return to program 24 hours after bowel movements have returned to normal. If the child must return to the program with stools looser than normal due to antibiotics, etc., a written doctor's note will be required to re-admit the child.

*Has impetigo and conjunctivitis*. These are very contagious conditions and must be treated with antibiotics before the child can return to the program (see antibiotics above). If the child has red eyes with discharge or crusted, moist sores, parent will be contacted to pick up the child immediately. The child cannot return until he/she has been seen by a doctor.

*Has strep throat.* Symptoms include a fever, rash or sore throat. Parents will be notified immediately so that child can be seen by a doctor.

*Has a cold.* Often children can function in a group setting when suffering from a cold. Any child well enough to come to the center will be expected to participate with the other children in the usual activities. A common side effect of a cold is a runny nose. Generally, a clear discharge is okay while a thick yellow or green discharge is a sign of a more serious infection. If this is the case, staff will use their discretion in asking parents to keep the child home.

Please notify Kids' Place immediately if your child is exposed to a contagious disease. The Administrator will notify you if and when it is necessary to keep your child at home. All parents will be given notice if a child in the program has been reported to have a contagious disease. Notices will include information on symptoms and general information on the contagion.

## Plan for Mildly Ill Children

- Mildly ill children will be provided an area to lay down. If they need food, drink, or rest, they will be accommodated by a designated staff member.
- Staff assigned to mildly ill children will be trained in First Aid and how to give care and comfort.
- The child's temperature will be taken and if it is above 100 degrees, a parent will be called to come and pick up the child.

## Procedures for Injuries and Illness

- Any injury or illness occurring at Kids' Place and resulting in staff administering First Aid will be written up on an injury/illness reporting form and given to the parent within 24 hours.
- Parents will be notified by phone if their child needs emergency medical assistance.
- If a parent cannot be reached, the next adult stated on the child's emergency contact form will be contacted. If this person cannot be reached, the next contact listed will be phoned and so forth.
- A child in need of emergency medical treatment will be transported by ambulance to the nearest hospital. If a parent has not arrived by the time an ambulance gets to Kids' Place, when possible, the child will be accompanied to the hospital by a Kids' Place staff member who will remain with him/her until a parent/guardian/emergency contact person arrives. The staff member will bring the child's First Aid/Emergency Authorization Consent Form to the hospital with the child.
- When we are at an off-site location (field trips, etc.) the same above procedures will be followed.

- Kids' Place will follow D.E.E.C. reporting procedures regarding any child who sustains an injury or illness during program hours that requires emergency medical treatment.

## Plan for Administering Medication

Parents are required to complete a medication consent form PRIOR to administration of ANY medication (prescription and non-prescription). Additionally, a physician's order is required for both prescription and non-prescription medication. (We do not need a physician's order for topical non-prescription medications.) Prescription medication must be in the original container that has the following information on the label:

- Child's name
- Doctor's name
- Name of the medication
- Directions for administration (dosage, frequency, and number of days to be taken)
- Directions for storage
- Expiration date

We will only administer medication according to label directions unless a written authorization is given from the physician stating otherwise.

All medication will be labeled and in its original container, with the child's name and directions for its administration and storage. The staff will store all medications under proper conditions for sanitation, preservation, security and safety. All unused medication will be returned to the parent.

Inhalers for children 9 years of age or older may be carried and used by the child without supervision only if written consent is given by both the parent and the child's physician.

Kids' Place will keep a written record of the administration of any medication. This log will include: the name of the child, time and date of each administration, dosage, and the name of the staff member administering medication. Also, staff administering medication will go through the checklist in the log (making sure medicine has not expired, etc.) and check the last time a dosage was give to prevent overdose. Any staff administering medication will also be required to complete the D.E.E.C. Medication Administration training annually.

## Availability of Kids' Place Emergency Health Care Policy

Our complete Emergency and Health Care Policy is available upon request

## Parent Information from the DEEC

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

These regulations, 102 CMR 7.00, establish minimum standards for operation of group child care and school age child care programs in the Commonwealth. The regulations require certain things of licensees (child care program owner) in regard to their work with parents. A summary of the required parent information, rights, and responsibilities follows.

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

Meeting with parents. In group child care programs, the licensee shall assure that the administrator or his designee meets with the parent(s) prior to admitting a child to the program. The parents shall have an opportunity to visit the

program's classrooms at the time of the meeting or prior to the enrollment of the child. In school age programs, the licensee shall provide an opportunity for the parent(s) and child to visit the program and meet the staff before the child's enrollment.

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

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

Progress Reports. A written progress report will be prepared annually on the progress of children in school age programs. The licensee will prepare a written progress report for your child, will provide a copy to you, will maintain a copy of the report in your child's file, and offer you a conference to discuss the content of the report. If your child is an infant or a child with disabilities, you should receive a written progress report at least every three (3) months. Program staff must bring special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

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

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

Access to your child's record. You are entitled to have access to your child's record at reasonable times on request. You must have access to the record within two (2) business days of your request unless you consent to a longer time-frame. You must be allowed to view your child's entire record, even if it is maintained in more than one location. The center must have procedures governing access to, duplication of, and dissemination of children's record, and must maintain a permanent, written log in each child's record which identifies anyone who has had access to the record or who has received any information from the record. This log is available only to you and the people responsible for maintaining the center's records.

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

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

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

# Program Responsibility from the DEEC

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

**Reporting abuse or neglect**
All center staff are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Children and Families or to the licensee's program administrator. The licensee must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

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

**Availability of EEC Regulations**
The program must maintain a copy of the regulations, 102 CMR 7.00: Standards for the Licensure or Approval of Group Day Care and School Age Child Care Programs, on the premises of the center and must make them available to any person upon request. If you have a question about any of the regulations, ask the center to show them to you.