

Busy Bee Learning Center



Parent Handbook

Busy Bee Learning Center

480 Pleasant Street

Lee, MA 01238

413-243-5535

413-243-5536 (fax)

Mission:

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

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

Philosophy:

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

Curriculum:

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

Goals:

1. To provide a curriculum for each child based on individual differences and abilities
2. To provide experiences that meet each child's needs and will stimulate learning in all developmental areas.
3. To provide opportunities to participate in relationships, interactions and activities designed to develop children's self-esteem and positive feelings towards learning.

4. To provide opportunities for children to participate in individual group activities to their fullest abilities
5. To provide opportunities in all areas of language development: listening, speaking, reading readiness, writing, thinking, and expressing their ideas in a variety of ways.
6. To provide experiences in gross motor (running, skipping, balancing, climbing, etc) as well as fine motor (writing, cutting, finger plays, coloring)
7. To provide daily opportunities for experiencing a wide range of art, music, and movement activities.
8. To make each child's school experience a positive one
9. To stimulate each child's ability to solve problems and make decisions and choices independently.
10. To help each child recognize the rights, feelings, and property of themselves and others
11. To encourage sharing and cooperation
12. Working with families to become active participants and advocates for their child's education through participation in on-going play and discussion groups.
13. To prepare children for a successful transition to kindergarten and a life-long desire to learn.
14. To stimulate each child's thinking and reasoning skills through language-rich play experiences.

Organization and Staffing:

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

Behavior Management Plan:

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

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

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

Of utmost importance in our guidance of children's behavior is preserving the child's self esteem and recognizing each child's unique contributions to the classroom community. School rules are constantly being discussed so the children remember them. When appropriate and feasible children will participate in the establishment of rules, policies and procedures. This is done by several group discussions and constant reminders.

Orientation and Welcome of new family plan:

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

Snow Day Policy:

Busy Bee Learning Center will follow Lee Public Schools for snow days and delays. If Lee Public schools close, we will also close. If they delay we will delay. If Lee is on school vacation, The Busy Bee Director will determine their own snow day. Parents do pay for snow days.

Vacation Policy:

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

Sick Time:

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

Termination Policy:

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

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

Excessive risk to well being of the other children

Excessive and extraordinary parental demands

Non-compliance with any Busy Bee Learning Center policies

Extreme separation difficulties

Extreme behavioral difficulties, including biting

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

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

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

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

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

Health Care Policy

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

Healthcare Consultant

Dr. Robert Wespiser
Suburban Internal Medicine, Stockbridge Rd. Lee
413-243-0122

Emergency Numbers

Fire Department:911
Police Department: 911
Poison Control: 1800-222-1222
Ambulance: 911
DCF/Child Abuse and Neglect: 4132-236-1800
Public Health Department: 413-243-5540

Hospital used for Emergencies

BMC
725 North Street, Pittsfield MA
413-447-2000

Fairview Hospital

29 Lewis Ave, Great Barrington Ma
413-528-0790

Designated Adult Contact

Sharon Terry: Executive Director 413-441-0602
Sharon Dolby-Capeless: Center Director 413-429-7565

Information given in an emergency

Your name
The nature of your emergency
The centers phone number 243-5535
Centers Address 480 Pleasant Street, Lee Ma 01238
The Centers location in the building: Entrance B second floor, infants first floor

Emergency Procedures:

In the event of a medical emergency involving your child, the center will attempt to locate you immediately. If a parent can not be reached, the center staff will attempt to reach the parent's emergency contact person. If necessary, an ambulance will be called

and the child will be transported by ambulance to the nearest hospital. The staff will continue basic first aid and CPR if necessary, prior to arrival of the EMTs.

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

In the event of a natural disaster (tornado, flood, fire, major storm, or unusual situation including chemical spills or bomb threats) we will follow protocol directed for the situation. If we evacuate the building we will meet inside the playground and attendance will be taken to ensure all the children are out of the building. We practice monthly fire drills with all the classes. We will remain in that location until all the parents have been contacted and arrangements have been made for each and every child or until it is safe to return inside the building.

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

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

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

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

Any injury resulting in a trip to the ER or doctor will be reported to the Department of Early Education and Care.

Procedures for using and maintaining First Aid Equipment:

First Aid Kit is located in each classroom in a designated spot. Contents are maintained by the lead teacher in the classroom. First Aid may be administered by any staff member who is certified in basic First Aid.

Policy for Illness:

The center operates in conformance with regulations and recommendations set forth by the Massachusetts Department of Public Health. Parents will be notified when a

communicable disease has been diagnosed in their child's classroom and will be alerted to the symptoms. Please read carefully our policy on illness which is in the enrollment packet. Each child must have an updated physical and immunizations on file annually.

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

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

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

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

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

COVID-19 regulations differ from normal regulations. Please discuss with Director

Administering medications at the center:

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

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

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

With the execution of topical non-prescription medications, a record of the time, dosage and staff person administering the medication will be kept as part of your child's file. In addition, when previously authorized non-prescription medication (topical) must be administered to your child (and parents had not discussed this possibility at drop off) teachers will notify parents to advise them and make sure a decision by phone (at pick-up parents must sign and complete a new non-prescription medication form). Parents will also be notified in writing of the time, dose and staff person administering any unanticipated medication. Records of all medications administered, prescription and non-topical non-prescription, are kept in your child's confidential file. It is also kept in a log book of medication.

For any medication given on a regular long term basis (ex. Asthma inhaler) a log will be kept with a date, time and dosage and staff person administering the medication. Parents will be notified daily, as this will be previously agreed upon arrangement documented in your child's file.

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

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

Toilet/Hygiene Procedures:

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

Each child will be helped with hand washing

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

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

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

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

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

Program's Assessment Plan:

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

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

Referral Policy:

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

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

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

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

Grievance Procedure/Communication:

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

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

Day to Day Procedures:

Hours of operation are 7:30-5:00

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

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

Outdoor time:

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

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

Transportation Plan:

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

Birthdays and Holiday Celebrations:

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

Parent participation:

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

Visiting:

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

Conferences/Meetings:

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

Get Togethers:

Throughout the year, we will plan special get-togethers to celebrate with families. Pot luck dinners, open houses, mothers and fathers day celebrations.

Classroom Participation and Special Events:

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

Communication:

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

We require written permission for the following situations:

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

The Center's Responsibility to Parents

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

Reporting suspected Abuse and Neglect

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

Notification of Injury

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

Availability of Regulations

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

The Right to Visit

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

The Right to Give your input

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

The Right to Staff Conferences

You have the right to request a conference with center staff. Staff will meet with you at a convenient time for the classroom. Director will always be present.

The Right to Meeting and Materials Prior to Admittance

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

The Right to Progress Reports

Three times per calendar year, you will receive progress reports. You may request a conference with your child's teacher at this time if you choose. We close for one day in May to have Parent Teacher Conferences. The report will become part of your child's permanent file at the center. Staff will bring any special problems or significant developments to your attention as soon as they arise.

The Right to your Child's Records

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

Access to the Records

You should be able to have access to your child's records. The Center will provide access within 2 business days, unless they have permission to take longer. You will be allowed to view your child's records, even if it is located in more than one location. The center has procedures regarding access, duplication and dissemination of children's records. They will maintain a written log that identifies anyone who has access or has received information out of the record. This log is available only to you and the person responsible for maintaining the Center's records

Amending the Records

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

1. If you are of the opinion that adding information or comments is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to a conference with the Director to make your objections known.

2. The Center shall within, one week of the conference, give you a decision in writing stating the reason or reasons for the decision. If the decision is in your favor, the Director shall immediately take steps necessary to put the amendment into effect.

Charge for Copies

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

Transfer of the Records

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

Late Pick Up Policy

As a licensed Child Care Provider, we are in compliance with regulations set forth by the Massachusetts Department of Early Education and Care. It is our role, and the

role of any approved assistants we may employ to be a “mandated reporter”. Because of this role, we are mandated to take the following steps when a parent is not present at the prearranged child pick-up time and has not contacted us to discuss any changes in the schedule and appear to have abandoned their child.

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