UPDATED March 2009

Parent Policy Manual

Table Of Contents

Page 5:
Philosophy
Goals and Objectives
Non-Discrimination

Page 6:
Program Hours of Operation
Holiday Closing
In-Service Closings

Page 7:
Admission
Payments

Page 8:
Vacations

Pages 8-9:
Intake Procedures
Enrollment Forms
Medical Requirements

Page 10:
Transitioning From One Room to Another
Security

Pages 10-12:
Arrival/Departure

Page 12:
Inclement Weather
Staff

Page 13:
Separation Anxiety
Health Care Policy
Medication

Page 14:
Medical/Illness Policies

Page 15:
Infection Control
Hand washing

Page 16:
No-Shoe Policy

Page 17:
Injury/Incident Procedures
Emergency Procedures

Page 18:
Safety Guidelines
Meals/Snacks

Page 19:
Peanut-Free
Breastfeeding Policy

Page 20:
Tooth Brushing Policy
Diapering and Toileting
Dress

Page 21:
Smoke Free Policy
Field Trips
Transportation
Parent Concerns/Involvement

Page 22:
Parent Teacher Organization

Page 23:
Progress Reports and Curriculum

Page 24:
Help Services
Children with Special Needs

Page 25:
Holidays and Birthdays
Clothing and Supplies
Rest Time
Infant Sleep Policy
Sleep Policy/Children Over Age One

Page 26:
Child Guidance Policy
Policy for Reporting Abuse

Page 27:
Referrals

Page 28:
Records and Confidentiality
Termination and Suspension Policy

Page 29:
Regulations
Revisions to Policy and Contract

THE ARBORS KIDS

PHILOSOPHY

The Arbors Kids philosophy is simple. We truly care about kids. Each of our programs offer a safe and nurturing environment that promote a young child's growing awareness of self and others. The Arbors Kids offer a place to explore, grow, and learn. We encourage the social, emotional, physical, language, and cognitive development of the children by engaging them in activities and relationships that help them solve problems, interact with others, and develop a confidence in themselves. In a trusting and safe environment a young child's self-concept is enhanced by learning how to get along with others, learning to express emotions and feelings, and by giving them responsibility. All children can be proud of who they are, here at The Arbors Kids.

Learning is fun! Children respond well to activities that are age appropriate and exciting. Our daily schedule allows time for teacher-directed activities as well as time for child-initiated free play. We utilize The Creative Curriculum Approach to set up many activities including creative arts, music and movement, language and literacy, large and small motor coordination, drama, math, science, social studies, cooking, and number/ letter/shape recognition activities. Through The Creative Curriculum assessment process, the information gathered about your child's progress is used to meet his/her developmental needs.

GOALS AND OBJECTIVES

Our goal is to work in partnership with parents in supporting a child's emotional, social, physical, and intellectual growth. Parents will be assured of a safe, affordable, and nurturing childcare. Our environment will foster self expression, social growth and development. We will guide children through positive discipline, reflective listening, logical consequences, and peaceful alternatives to make responsible decisions. Our program will offer a variety of developmentally appropriate creative, physical, and intellectual activities, maintaining a balance of quiet, active, and self directed time. We want children to feel safe and comfortable, and feel like a valued and important member of The Arbors Kids family. Our goal for all children in our program is to learn, grow, and have fun.

NON-DISCRIMINATION POLICY

The Arbors Kids shall not discriminate in the admission of any child or family into the program on the basis of race, color, sex, age, disability, religion, national origin, cultural heritage, marital status, sexual orientation or political beliefs.

THE PROGRAM

Administrators: Shad Hanrahan and Abbie Germain
Office Manager: Meghann Robertson
Lead Teacher: Donna Bewsee (To assume responsibility in the absence of administrators)

The Arbors Kids accept children from the age of one(1) month to twelve(12) years of age. Depending upon their age, children are placed in the following programs.

INFANT – One(1) month to fifteen(15) months; $260/Week

WOBBLER – Fifteen(15) months to around two(2) years; $250/Week

TODDLER – Around two(2) years to two(2) years nine(9) months; $240/Week

PRESCHOOL – Two(2) years nine(9) months to five(5) years; $185/Week

BEFORE/ AFTER SCHOOL – Six(6)years to twelve(12) years; Rates Vary

As children reach the age limit for the program they are currently placed in, a transition program allows the child to slowly enter into the next program.

Other programs we offer include several after school programs and offsite school vacation programs. We also run a ten week summer camp during summer vacation.

HOURS OF OPERATION

The Arbors Kids hours of operations are 6:30 am to 5:30 pm Monday through Friday.

HOLIDAY CLOSINGS	IN-SERVICE CLOSINGS
New Years Day	
Martin Luther King Day	Friday before Memorial Day
Presidents Day	Friday before Labor Day
Memorial Day	
Independence Day*	
Labor Day	
Columbus Day	
Thanksgiving Day	
Day After Thanksgiving	
Christmas Day*	

If the holiday falls on a Saturday The Arbors Kids will be closed on Friday. If the holiday falls on a Sunday The Arbors Kids will be closed Monday. During the two In-Service days, the facility is closed to the children while staff attend trainings and/or workshops during the day.

*** If Independence Day or Christmas Day fall on a Thursday we will be closed on that Friday, as well. If Independence Day or Christmas Day fall on a Tuesday we will be closed on that Monday, as well.**

ADMISSION

During the intake process, the parent(s) will meet with the director for a scheduled tour of the facility and the classroom. The parent(s) and the directors will discuss The Arbors Kids policies and daily schedule. Any questions will be answered and the child's required entry forms will be given to the parent. The parent will take the paperwork home that day and return it to the office 2-3 days before the child's date of admission. **No child is permitted to enter the program until all necessary paperwork is turned in.** After all the paperwork is turned in the child will have an opportunity to transition into the program. We encourage parent(s) to bring the child in to visit a few times before his/her first full day. The parent(s) will also have the chance to meet with the child's teachers. The parent(s) and the teachers will have a brief discussion about the child's needs, interests, and when the child will start full time.

PAYMENTS

Payments can be made weekly or monthly depending upon the option chosen on the Schedule and Payment Contract. Payments can be made by a program called Tuition Express. This is set up so that payments can be taken automatically out of your checking or savings account. Other ways to pay tuition include by check, cash, or money order. Please make checks payable to: The Arbors Kids, LLC.

The first week of payment and a security deposit is required before a child can start.

There is a 10% discount for families with more than one child enrolled full time in The Arbors Kids. The discount is taken from the lowest tuition amount.

There is a 10% discount for employees of The Arbors and Baystate Hospital Employees.

A $10.00 per day late fee is assessed. Payments are considered late after 3 days. Payments later than one month will result in the cancellation of your contract and the withdrawal of your child from The Arbors Kids. Payments are to be made regardless of absenteeism.

Late fees are also assessed for late pickup of your child after the stated hours of care.

If a check is returned for non-sufficient funds, the parent will be required to pay all fees that are incurred as a result of the returned check as well as a $25.00 fee.

VACATIONS

Children who are enrolled in a full time (52 weeks a year) program will earn vacation time. After one-year anniversary a child is allowed up to two weeks vacation per calendar year which may be taken at a 50% reduced tuition rate. A two-week notice prior to vacation is expected and appreciated. Absences in excess of two weeks, unless tuition is paid, will jeopardize the child's enrollment.

INTAKE PROCEDURES

The director will set up a meeting with the parent(s) and child prior to admitting a child into the program. The director shall provide the opportunity for the parent(s) to visit the program's classroom at the time of the meeting and prior to enrollment of the child.

If it is determined that the Arbors Kids can meet the needs of the child and if the parents wish, they can proceed with the child's enrollment. Parents are required to fill out all necessary forms. When all paperwork is completed please call to set up an appointment to return the forms and discuss the start date with the Director based upon the availability classroom slots.

If it is determined, based on information available at the parent/child meeting or any other time by the director or designee that the child does not meet the criteria for enrollment (i.e. behavior that causes danger to him/herself or others such as a history of biting, pushing, hitting or other unusual circumstances determined by the director or designee) then the child will not be allowed to enter the program. The Arbors will notify the parent(s) within 30 days that the Arbors Kids would not be able to accommodate the child since it would put an undue burden on the program.

Parents must provide The Arbors Kids with all papers and documents required by DEEC. They shall include the following:

<u>Enrollment Form</u> – includes names, addresses, date, home and business phone numbers, allergies, description of the child, physician's name-address & phone number and health insurance coverage. <u>School Aged Children's</u> information is also covered on the Enrollment Form – such as name of school, special limitations or concerns and chronic health conditions.

Developmental History and Background Information & Infant Meal Pattern Record – these forms include sleeping, play habits, toileting and eating patterns & preferences.

Fist Aid & Emergency Medical Care – authorizes first aid treatment and emergency transportation.

Emergency Card Information – includes all emergency contact information.

Permission to take Child off Premises – This has a list of general places.

Permission Release Form – general authorization for observation, photographs and screening. A written informed consent for each occurrence is required.

The Arbors Kids is a participant in the Child and Adult Care Food Program. An application is required for each child enrolled.

NOTE: Parental Consents are only valid for one year.

Every year in January you will be required to complete a renewal packet regardless of your enrollment date.

Medical Requirements

1. Parents are also required to submit proof that the child has had a physical exam within one year prior to admission.
2. Physicals are required annually and updated immunizations given. It is the parents responsibility to get a new medical form and have the physician fill them out when your child has a yearly physical appointment. Blank medical forms can be requested from the office.
3. Children must also be screened for lead poisoning at least once between 9-12 months and annually thereafter until 3 years old (4 if living in a target city).
4. For children admitted prior to twelve months of age a signed statement of lead poisoning must be received before the child turns 13 months old.
5. Each child must have a physician's certificate that the child was successfully immunized in accordance with the current Department of Public Health's recommendations.

The above are required unless the parent gives written verification that these requirements conflict with their religious beliefs.

School Age children are exempt from this as these forms are on file with the public schools.

TRANSITIONING FROM ONE ROOM TO ANOTHER

When the time comes for your child to be moved to the older classroom, you will be notified verbally from your child's teachers and/or in writing from the office. Our intentions are to give you at least a 2-3 day notice. The teachers and parents are encouraged to talk to the child about the new classroom and all the wonderful things that he/she will do when he/she moves up to the "big boy" or "big girl" room. A transition week will be scheduled so that the child can visit the classroom a few times before being permanently moved. It is in our experience that we've learned this can help a child feel more comfortable with the new surrounding, teachers, and friends.

When a child transitions out of our program into another program we will assist in any way we deem appropriate. With written consent from the parent/guardian, we will give the new program copies of progress reports, incident reports, or other pertinent information that will help them learn about the child and help transition him/her in.

SECURITY

The security of the building is important to The Arbors Kids. The front door remains locked at all times. A key pad system is in use and only those individuals possessing an active code will have access to the building. The office will greet all others. To help maintain security in the front entrance, we ask you not let anyone in that you are unsure of.

ARRIVAL/DEPARTURE

The Arbors Kids opens promptly at 6:30 am and closes at 5:30 pm. Our policy requires the children to arrive by 9:00 am to participate in scheduled activities.

If your child is absent or will not be coming to The Arbors Kids for any reason, please notify the office by 9:00 am that morning. Call the office at 413-593-6300.

It is very important for us to know that all children and families are safe. This includes staying out of harm's way while dropping off and picking up your child. Therefore, we ask all families and staff to be aware of their surroundings in the parking lot. Please drive slowly while entering and exiting the parking lot. Please be sure to hold your child's hand to prevent him/her from running into danger. Look both ways and only cross when it is safe to do so.

ARRIVAL- Once you have entered the building with your child you may bring him/her to the appropriate classroom, fill out any necessary paperwork (including a daily sheet), and exchange any necessary information with the staff. **Don't forget to check him/her in on the keypad.** Always make sure that a classroom teacher is made aware of your child's arrival.

DEPARTURE- After you've picked up your child, sign him/her out on the keypad, take the mail out of your mail box, and exchange any information with the staff. Please exit the building and safely return to your vehicle. Always make sure that the classroom teacher is made aware that you are taking your child out of the classroom. When parents arrive to pickup their child(ren) they are immediately responsible for their child(ren). If a parent leaves the classroom, but allows the child to stay, the teacher must be informed so she/he can resume responsibility.

Arrival and departure times are times to communicate about happenings at home or at school. Parents and staff are encouraged to use this time to ask questions, make comments, and check in with each other about happenings at home and at school.

The Arbors Kids is handicap accessible. There are two designated parking spaces for vehicles with a handicap tag. If you or a member of your family has a disability, please let us know so that we can make the necessary arrangements to accommodate your/their needs. It is in our best efforts that we meet the needs of every individual that enters The Arbors Kids.

Parents are **required** to use the attendance key pad to check their child(ren) in upon arrival and at departure. This needs to be done daily to help keep an accurate attendance record.

A parent late picking up their child from The Arbors Kids will be charged $10.00 for the first 15 minutes, and $5.00 for each additional 5 minutes or portion thereof. This fee is due at time of pick up or no later than the following day. After 30 minutes late, your emergency number will be called and your emergency person will be asked to pick up your child. If you have an emergency and must be late, please phone The Arbors Kids. (The late fee will be assessed in any event).

If a parent is over 45 minutes late in picking up their child and fails to notify The Arbors Kids of their lateness, and the emergency contact cannot be reached, then the child may be deemed abandoned. We reserve the right to call the local police department and the Department of Social Services if this occurs.

If someone other than a parent will be picking up your child, please give written notice ahead of time. We will not allow a child to leave The Arbors Kids without an authorized adult. The person picking up must also have appropriate photo identification. We will ask for it if we have not seen that person before.

If there is a concern that the parent or pickup person is not in stable condition, i.e. under the influence of drugs, alcohol, medications or in an extremely agitated state, we will request that person not take the child. We will then call the back-up emergency person listed in the child's folder to come pick up the child.

In the event of custodial disputes we must have legal documentation regarding child custody on file.

It is Massachusetts law beginning July 10, 2008; A child passenger restraint is required for children 5-7 years of age or until they reach 4'9" in height. This means that for children who have grown out of their forward facing child safety seat, the next step is the booster seat.

To read the law visit:
http://www.mass.gov/legis/laws/seslaw08/sl080079.htm

All children must travel with the appropriate child safety seat and adults must wear a safety restraint while entering and exiting The Arbors Kids parking lot.

INCLEMENT WEATHER

The Arbors Kids is committed to remaining open during all regularly scheduled hours. However, it may become necessary to delay openings, close early, or close for the day for the safety of both staff and students.

Announcements of any changes in The Arbors Kids will be broadcast on WHYN (AM56 and FM93.1), ROCK 102FM and WMAS (AM1450 and FM95) starting at approximately 5:00 A.M. Television stations notified will be Channel 22 and 40.

If The Arbors Kids must close early the announcement will also specify the time, and the director will contact the parents by phone. In the event a parent cannot be reached at the usual phone numbers, then the emergency number will be called. Parents should call The Arbors Kids when weather conditions are questionable.

STAFF

The Arbors Kids has carefully selected experienced, professional, loving staff to care for the children enrolled in our facility. Each staff member is certified in basic first aid and meets all licensing requirements. A staff member certified in CPR is on site at all times.

All staff has received in-service training to attain the necessary level of skills and competence to operate the programs offered by The Arbors Kids. As well, as part of our commitment to providing quality programs, we provide and/or make ongoing training available to our staff in order to build, maintain, and update the staff's knowledge and skills in the child development field. We are certain our staff will enrich the lives of all the children they come in contact with.

The Arbors Kids is licensed through DEEC and meets or exceeds the state requirements. We are certain you will be pleased with the love, care and education your child receives. We are currently in the process of becoming accredited through The National Association for the Education of Young Children (NAEYC). This process has

helped us make many positive changes to our program as we strive to provide the best quality care for your child.

SEPERATION ANXIETY

Many children are able to enter a childcare facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child and parent overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parent has left. If you are feeling anxiety throughout the day you have the option to call the center at any time. The call can be transferred directly to your child's classroom. You can also utilize the online remote view option and view your child's classroom live at any time. Parents are given directions to log-in online and a code to view their child's room.

HEALTH CARE POLICY

A complete copy of our Health Care Policy is available upon request.

MEDICATION

If your child has been diagnosed with a seizure disorder, asthma, diabetes, special feeding needs, food allergies, hearing/vision impairments, a physical handicap, or other chronic condition, your child's physician will need to provide (in writing) what the diagnoses is, what precautions to take, what medications the child is taking, and other steps to take in an emergency. Blank copies of a seizure action plan, an asthma action plan, or a food allergy action can be requested if applicable. Once all the paperwork is brought in, it will be reviewed by our health care consultants, John and Nancy Muglia (Community Health Training Solutions) to be sure that it is safe for the child to start. If you have any questions, you can call them at 413-598-9911.

When a child requires medication, a Medication Consent form must be filled out and signed by both the child's physician and the parent. This authorizes the staff to administer the medicine while at The Arbors Kids. For prescription medication; the prescription label **and** the consent form must have child's name, dosage, method of administration, time to administer, instructions, and doctor's name. It must be in its original container with the prescription label. The Arbors Kids will not administer any medication contrary to the directions on the label, unless so authorized by written order of the child's physician.

All medication is stored in its original, labeled container with the child's name and stored out of reach of all children. Medications will be refrigerated if necessary. Unused medications will be disposed of or returned to the parent.

A written record will be maintained of all medications administered except topical non-prescription. This record is filed in the child's file upon completion.

No nonprescription medication such as Tylenol or cough medicine will be given unless accompanied by a Medication Consent Form from the child's physician requesting The Arbors Kids to give it. There will be no exceptions to this rule. The Arbors Kids will accept a signed statement from the physician listing the medication(s), the dosage and criteria for its administration. The parent must sign the consent form as well. This statement will be valid for one year from the date that it was signed. All medications and instructions for a child must be given directly to a staff person who will notify the Director.

The Arbors Kids will not administer any medication unless it is an emergency. If your child becomes ill, you will be called to pick him/her up immediately. If we can not reach you, we will call the individuals listed on the emergency contact list. It is expected that someone be here within a reasonable time (one hour).

If a child has medication that is prescribed twice a day, it is expected that the child's parent administer the medication once before school and again after school. Again, we will not administer any medication unless it is an absolute emergency.

MEDICAL/ILLNESS POLICIES

A child may experience more illnesses when first entering a childcare facility because of the exposure to other children. We do everything in our power to maintain sanitary conditions to help prevent the spread of illnesses. Should your child become ill during the day we will notify you (by phone) for immediate pickup**.** If you can not be reached, we will begin to call the individuals on your emergency pick up list. If the child may be contagious he/she will be removed from the area where the other children are. Your child will be brought to a Directors office where he/she can rest in a chair or lie down on a mat until pickup. It is our policy that children remain out of the facility when ill. The following is a guideline:

Unable to participate in normal classroom activities
Requires more care than the program and staff can provide
Unexplained lethargy
Significant respiratory distress
Temperature over 101
Diarrhea
Vomiting two or more times in the previous 24 hours at home or once at the center
Mouth sores, unless the physician states that the child is non-infectious
Tuberculosis, until the child is non-infectious
Impetigo, until 24 hours after treatment has started or all the sores are covered
Head lice, free of all nits or scabies and free of all mites
Strep infection, until 24 hours after treatment and the child has been without

fever for 24 hours
Hepatitis A, unless treated with rafampin for 2 days
Chickenpox, until last blister has healed over
Rash
Purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment

A child who has been excluded from day care may return after being evaluated by a physician and it has been determined that he/she is considered to pose no serious health risk to himself or herself or to the other children. **Nevertheless, The Arbors Kids may make the final decision concerning the inclusion or exclusion of the child.**

If your child is sent home sick, the teachers will fill out a symptom report that is filed in his/her file for future reference.

We will notify you of your child's exposure to infectious diseases. We also ask the parents to notify us if your child has been identified with a contagious condition so we can control its spread.

If your child contracts a communicable disease, a doctor's note will be required before he or she may return to The Arbors Kids. In other instances, your child may return after receiving the proper antibiotic (when indicated) or after the condition as been absent for 24 hours.

INFECTION CONTROL

The staff is provided instruction in handwashing, diapering, caring for ill children and care after an accident that involves blood.

1. The Arbors Kids shall ensure that staff and children wash their hands with Liquid soap. Children/Adults shall wash their hands at least at the following times:

   Before/After eating or handling food
   Before/After administering medication
   After toileting or diapering
   After coming into contact with body fluids and discharges
   After handling animals or their equipment
   After cleaning
   After water play
   After playing outside
   After art projects

2. The Arbors Kids shall ensure that the specified equipment items or surfaces are washed with soap and water and disinfected using the following schedule:

A. After each use:

a. Sinks and faucets used for hand washing
b. Diapering surfaces
c. Toys mouthed by children
d. Mops
e. Bibs
f. Thermometers
g. Eating table areas

B. At least daily:
a. Toilets
b. Containers, including lids used to hold soiled diapers
c. Sinks and sink faucets
d. Water table and water play equipment
e. Play tables
f. Smooth surfaced non-porous floors
g. Mops used for cleaning
h. Cloth washcloths and towels

C. At least monthly or more frequently as needed to maintain cleanliness, when wet or soiled and before use by another child:
a. Cribs, cots, mats or other approved sleeping equipment
b. Sheets, blankets or other coverings (weekly)
c. Machine washable fabric toys

The disinfectant solution is made using bleach and water. It will be labeled and stored in a secure place and out of the reach of children.

Gloves are worn by all staff when they come into contact with blood or body fluids. Specifically, gloves are worn during diapering, toileting, when administering first aid for a cut, bleeding wound, or a bloody nose, or when feeding an infant breast milk. Gloves are never reused and are changed between children being handled.

Proper disposal of infectious materials is required at The Arbors Kids. Any disposable materials that contain liquid, semi-liquid, or dry, caked blood will be disposed of in a secured trash receptacle. Cloth items that come into contact with blood or bodily fluids will be double bagged and sent home.

NO SHOE POLICY

Any parent, child, or staff person that enters the infant room will be required to either remove their shoes or cover their shoes with the provided coverings. This is an effort that will help us provide a clean and sanitary environment for the infants as they learn to move around on the floor.

Injury/ Incident Procedures

In the case of serious accident or illness the following procedures will be followed:

1. An ambulance will be called if a child cannot be moved due to severe injuries.
2. First aid will be administered if necessary. All staff are required to be certified in basic first aid. A staff member certified in CPR is also on site at all times.
3. Parents will be notified immediately. If the parent cannot be reached, the emergency contact person and/or the family physician will be called.
4. The Director or lead teacher will accompany the child in an ambulance to the hospital.
5. The Director or lead teacher will bring the child's personal folder containing an authorization and consent form to the hospital.
6. The accident will be documented in writing, signed by the parent, and a copy placed in the child's file. The accident is also recorded on the accident log. The accident is recorded on the accident log and a copy is sent to DEEC for further review.

In the event of a minor accident or injury:

1. Staff will administer first aid to child.
2. The parent will be called if necessary.
3. The child's physician will be called if necessary.
4. If treatment is administered, the child's parent will be informed in a written accident report of injury, the symptoms, the treatment and the staff member involved. One copy will be given to the parent, one copy sent to DEEC (if treated at a hospital), and a copy placed in the child's file.

EMERGENCY PROCEDURES

In the case of a fire, natural disaster or a situation neccitating evacuation of the building, children and staff will walk over to The Arbors at Chicopee, 929 Memorial Drive, Chicopee, MA. Parents will be notified by phone to pick up their children. An evacuation route of the building is posted in every classroom. Fire drills are conducted every other month. All teachers will remain with the children in their care throughout the evacuation and relocation process and until each child is released to a parent or authorized person. Teachers will maintain records of parent's names, emergency contacts, telephone numbers (both home and business), home address and individual

special needs of children in their attendance books to be taken with them during an evacuation. All classrooms first aid kits and emergency medication will be taken, as well. Directors will keep master lists of all enrolled children with them at all times.

In the case of power outage or loss of heat, parents will be notified to pick up their child(ren), and The Arbors Kids will be closed.

In the case of a loss of water, parents will be notified to pick up their children, and The Arbors Kids will be closed. Bottled water would be supplied to the children until they are picked up.

SAFETY GUIDELINES

At no time will any illegal drugs, contraband, or other paraphernalia be permitted on the premises or in the building. In addition, no firearms will be allowed in the building with the exception of law enforcement personnel.

MEALS/SNACKS

The Arbors Kids meets the USDA food standards and insures that your child is getting the best possible nutritious foods and snacks. We serve a variety of healthy foods and encourage children to try whatever is served; however we do not insist that a child eat. If the child were having difficulty at mealtime we would notify the parent. Breakfast is served between 8:30 am and 9:00 am with lunch between 11:30 am and 12:00pm. A mid afternoon snack at approximately 2:45 pm is also provided. Children who are in the Arbors Kids during these hours will participate in the meals or snacks. Menus are posted in the classrooms. Upon request a copy of the menu will be provided.

If the child is on a special diet or requires special food supplements, the parent must provide this information in writing on the child's application form. A physician's written order must accompany the parent's information indicating what foods to avoid or what foods are in that child's diet. If a child is not going to eat the food we serve a doctor's note must be brought in and *the family* must provide the breakfast, lunch and snack for the child. A list of our menus would be given to encourage healthy food choices for that child. If possible the family could bring in similar meals that would go along with what we are serving for that day. If the child has a food allergy, a Food Allergy Action Plan would be required and the child's double EPIPEN Jr. pack would be needed in order to enroll.

Parents must provide formula or breast milk in sufficient supply for each day. The Arbors Kids also recommends that parents purchase a small can of powdered formula to be kept on hand in the event that the formula is forgotten or depleted. Label bottles with the child's name and date. Solid foods will be introduced gradually according to the parent's preferences and the pediatrician's recommendation. A written consent must be signed by the pediatrician indicating what foods/juices that child is ready to eat. Any formula or breast milk that has not been consumed will be thrown away after

one hour or placed back in the refrigerator. No microwaves will be used to heat milk, formula, or food for the children. Solid foods will not be added to formula or breast milk unless a physician's order states a medical reason to do so.

Children over 12 months who are taking milk will be provided whole milk. Children taking juice will be provided an assortment of juices that have already been introduced. Only 100% juice is served. No more than 4 ounces will be served to an infant per day.

The following foods will not be served due to the potential choking hazard:

Hotdogs
Whole grapes
Chips
Celery
Raw carrots
Popcorn
Nuts/peanuts
Hard pretzels
Meats that can be swallowed whole

All food is cut up to (at least) ¼ inch squares for infants and (at least) ½ inch squares for toddlers.

PEANUT FREE-POLICY

Due to severe allergies, The Arbors Kids is a PEANUT-FREE facility. No peanuts or peanut products will be served here.

BREAST FEEDING POLICY

According to NAEYC criteria 5.B.09

We support breastfeeding mothers by:

-accepting, storing, and serving expressed milk for feedings
-accepting human milk in ready to feed sanitary containers
labeled with the infant's name and date and storing it in a refrigerator
-keeping the milk for no longer than 3 months, frozen
-keeping the milk for no longer than 48 hours, not frozen
-keeping the milk for no longer than 24 hours, if previously frozen- then thawed
-gently mixing, not shaking the milk before feeding to preserve special infection-fighting and nutritional components in the human milk
-providing a comfortable chair for the mother to breast feed (the chair can be turned in a way for more privacy)

-coordinating feedings with the infant's mother
-maintaining an open door policy and inviting the mother to feed whenever she is available
-educating mothers to be about the benefits of breast feeding, if possible

TOOTH BRUSHING

The Arbors Kids is committed to encouraging overall health for the children. This includes good oral health. The teachers assist the children with tooth brushing once a day. Children under two will use only water. Children over the age of two will use children's toothpaste with written permission from the parent. (The parent may also choose the option to use only water.)

DIAPERING AND TOILETING

If your child is in diapers, you will need to provide these, as well as wipes and any necessary ointments. When your child shows signs of readiness for toilet training this will be done in a relaxed manor and in cooperation with you. If your child has frequent accidents or is just learning to use the toilet, you will need to provide plenty of extra clothes and underwear.

Only disposable diapers will be used in our program. If your child has a medical reason that does not permit the use of disposable diapers, a diagnosis from your child's physician is required (in writing) documenting the child's medical reason. If your child requires the use of cloth diapers then you will be required to supply us with both cloth diapers and plastic underwear to cover the cloth diaper. Both the cloth and plastic covering will be changed as a unit. The soiled items will be bagged, labeled, and sent home that same day. Your child will not be permitted into the program unless an adequate supply of these items is present at all times.

DRESS

We will be involved in many activities that are messy, such as water play, painting, etc. Do not send your child in clothes that you would not like to see stained. We will not be responsible for stains or other damage to your child's clothes, but will do everything we can to keep them in good condition. We will be going outside when the weather allows, so you will need to dress your child according to the weather. Always keep an extra set of clothes in your child's bin in case of messes and accidents. During the hot months, sun caps and sun block will need to be provided by the parent(s). A signed Permission To Apply form for the sun block is included in the enrollment paperwork and must be singed by the parent. No open-toe shoes are allowed. This includes sandals and flip-flops. During the colder months, children are required to have layered clothing including a snow jacket, snow pants, hat, gloves, and boots. The parents are required to bring those items in. If your child does not have adequate warm clothing, then he/she would be considered unable to participate in normal school activity and you

may be required to keep your child home. These items are required. If you have a financial situation, please see the office.

SMOKE FREE POLICY

The Arbors Kids is a smoke-free facility. Smoking will not be permitted on the premises, including both indoor and outdoor areas.

FIELD TRIPS

Occasionally we may have the opportunity to take a field trip. You will be notified well in advance. Your permission to allow your child to go on the trip must be in writing. We welcome parents who choose to participate in the trips. Emergency information on each child and a well-equipped first aid kit is taken on each field trip. Any emergency medications including EPIPENs and inhalers will be taken as well. The teachers will take their cell phones in case of an emergency.

We utilize First Student as a bus company for our field trips. In the event of a break down or other situation that inhibits the bus' ability to transport the children and staff, First Student would call a back up bus that would be sent to the location.

TRANSPORTATION

The Arbors Kids does not provide transportation to and from the center at this time. If the need arises The Arbors Kids will amend the transportation policy to offer either (a) transportation through a transportation company, or (b) transportation utilizing our own vehicle. Parents are responsible for dropping their children off in the morning and are responsible for them until they are signed in to the center. Parents are also responsible for picking up on the afternoon and are responsible for their children once the child has signed out of the center.

* When we go on field trips, we will arrange with a transportation company for a bus.

* The Arbors Kids staff will not transport children in staff-owned cars.

* In the event of a medical emergency, center staff will arrange for an ambulance, if necessary.

PARENT CONCERNS/VISITS/INVOLVEMENT

We maintain an open door policy for parents during childcare hours. This means that parents are always welcome to call or drop in to see their children. We ask that you consider the schedule when dropping in and remember that visitors sometimes cause children to react in an excited manner that that they may not display when alone with the

teachers. The daily schedule for each classroom is posted to familiarize parents with their child's routine.

The Arbors Kids is also offering parents the opportunity to view their children in their classroom via the internet. Cameras are located in each classroom for this purpose.

There will be many times and ways you can get involved in your child's childcare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include:

Chaperoning on field trips
Lending objects for units of study
Coming and talking about your job, when asked
Helping your child prepare for "Show and Tell"
Helping to provide treats or other items for our parties
And More!

When a parent has a concern about a situation that involves his/her child, including those concerns that involve the actions of another child, the parent should first meet and discuss the concern with his/her child's teacher. If the concern is not resolved after meeting with the teacher, a meeting will be arranged with the concerned parent(s) the Director, and the teacher.

Parents are encouraged to make suggestions to The Arbors Kids. A suggestion box is located near the Directors Office. Parent meetings are scheduled periodically throughout the year, as well as a monthly newsletter, which contains information about activities, upcoming field trips, special events, and times for parent meetings. Parents are encouraged to participate by informing us about their child's goals and what it is that the family expects from their child's experience here. Parents may also help plan activities for the classroom according to their child's interests. We believe that a strong home-school connection is important for a child's happiness.

Teachers and families are encouraged to work together collaboratively to help children participate successfully in our early childhood setting. If your personal views, practices, or beliefs differ from something you see here, please bring it to our attention immediately. We'd like to know about anything that might be a concern to you. We encourage open communication at all times. A meeting would be set up as a time for concerns to be addressed. We ask that your concerns be brought up in a professional manner as we do our best to create a comfortable environment for everyone.

PARENT TEACHER ORGANIZATION

A Parent Teacher Organization (PTO) is established as a union of parents and teachers working together to improve the quality of our program. The common goal of

the PTO is to work together to find mutuality satisfying agreements in regards to fundraisers, community events, policies, and the program's routine.

PROGRESS REPORTS and CURRICULUM

We utilize the Creative Curriculum Approach for assessing the children. There are four areas of development that are assessed throughout the year; Physical Development, Cognitive Development, Language Development, and Social/ Emotional Development. Both indoor and outdoor activities are planned to encourage development in all four areas. A weekly lesson plan is completed by the classroom teachers and posted in the classroom. A list of objectives is posted in all the classrooms for reference for the parents and staff, as well. The infant and toddler rooms have a set of 21 objectives for their curriculum and the preschool rooms have a set of 50 objectives. Regardless of ability, experience, or special needs, every child can succeed using the Creative Curriculum Approach to assessment and learning.

Through interactions, conversations, collecting work samples, and interviews with the parents, we collect data that will help us identify where your child is developmentally. This data is also used to make changes to the classroom environment according to a child's individual needs and interests. The information is also used for lesson planning and activity preparation. Teachers observe the children regularly, both inside the classroom and outside on the play yard. Notes are taken to document what the children are doing, what they are saying, how they are thinking, what skills they have mastered, and how they are interacting with each other. The purpose of collecting observation notes and facts is to get to know each child individually. The staff then complete an individual child profile using The Creative Curriculum Continuum and then a progress report/family conference form. The developmental continuum is used to determine what objectives are met and what objectives may need more attention. There are four different levels on the continuum for each objective; forerunner level, step one, step two, and step three. Once the child has mastered the first level, activities and experiences will be planned to help advance him/her to the next level. If after several observations and assessments are completed and the teacher can identify an area of development that most children are at a lower level, that teacher will create learning experiences to bring those children to the next level. (If you would like to learn more about the assessment process, learning objectives, or The Creative Curriculum Developmental Continuum, please visit the website www.teachingstrategies.com)

All observation notes, family conference forms, and other pertinent information regarding your child's development and progress are kept in a locked cabinet.

A 30 day review is given to the parent one month after enrollment. Thereafter, full progress reports will be written every six months. A parent-teacher conference is scheduled at least twice a year. It is an effective time to go over any concerns and the information on the progress report/family conference form. If your child has a disability, you will receive a written progress report at least every three (3) months.

Staff are required to bring special problems or significant developments to the parents attention as soon as they arise. It is done in a respectful, supportive, and sensitive way. If need be, a referral would be set up (with parental consent) for further screening by a professional. (See referral policy.)

Parent input is valuable to the assessment process. Teachers often ask parents how the child is doing at home or if there are any concerns. Parents are encouraged to ask questions about their child's experiences at school, too. Working together to find out what is best for the child will create a more positive experience and help us meet the child's needs. We believe in a strong home-school connection. Open communication is encouraged at all times between staff, parents, and the administration.

The staff are available for individual conferences at the parent's request and/or scheduled by The Arbors Kids. Parents should try to schedule a conference at least twice a year.

HELP SERVICES

The Arbors Kids is committed to providing quality care for not only the children we work with each day but their families, as well. This includes being a resource for information that can be provided upon request. If at any time you are in need of help services, please stop by the office.

We can be a resource for:

*community events
*behavioral services
*counseling
*fuel assistance
*military childcare tuition aid
*early intervention
*educational services
*WIC programs
*oral health
*and more

If there is information that is requested by a family that we do not have readily available, we will do our best to research and bring that information to the family.

CHILDREN WITH SPECIAL NEEDS

If your child has and IFSP or IEP prior to enrolling in our program we ask you to bring in a copy so that the teachers and administrators can become familiar with the child's disability and can develop strategies to implement the plan. Team meetings with therapists, other specialists, teachers, and the parents would help maintain open communication about the child's needs and progress in our program. Team meetings are encouraged to help every child be a success.

HOLIDAYS AND BIRTHDAYS

The Arbors Kids celebrate holidays as children and parents share their cultural backgrounds with the classroom. We feel the children are aware of the excitement that accompanies these days.

The Arbors Kids try to make birthdays a special day for each child. If a parent would like to bring in a treat for the class, it must be store-bought and in the original package. The ingredients will be checked to be sure it is safe for the children to eat. With the rising amount of children with food allergies, we will not take the risk with home-made treats. No home-made treats will be allowed.

CLOTHING AND SUPPLIES

All children are required to keep a change of clothing including socks and underwear at The Arbors Kids. Please label and bag all garments. Please remember to replace these clothes if your child uses them. Parents of diapered children are responsible for keeping a supply of disposable diapers, wipes, and ointments (if applicable) at The Arbors Kids. We ask that toys not be brought to The Arbors Kids except as needed at rest time.

REST TIME

All children are encouraged to rest for 45 minutes. A quiet comfortable place will be provided and soft music will play during this time. After 45 minutes, children will be provided a quiet activity. Parents are required to provide a small blanket and a crib sheet for the nap mats. Unless the blanket/sheet is soiled with urine, vomit, blood, or another bodily fluid, we provide a laundry service. The blanket/sheet will be washed weekly or more, if necessary. If it is soiled, it will be sent home in a plastic bag to be washed and brought back.

Infant Sleep Policy: To reduce the risk of Sudden Infant Death Syndrome:

Every infant, under age one, will be placed on his her back to sleep. The only exception will be if the child's physician provides written directions that indicate otherwise. The crib mattress is a firm surface. Any faulty, broken, or defective cribs will be fixed or replaced. No pillows, comforters, blankets, stuffed toys, infant seats, or other items will be placed in a child's crib at any time. Teachers will place themselves so that direct supervision of all sleeping infants is guaranteed. Sleeping infants will be removed from the car seat, booster seat, stroller, or swing and placed in their assigned cribs, on their

backs. At twelve months of age, the infants will be transitioned to a nap-mat for sleeping.

Sleep Policy For Children Over Age One: Children will be provided a nap mat that is used by only that child. The mat should be labeled with his/her name. Mats should be placed at least 3 feet apart to ensure that each child has enough personal sleeping space. The mats are washed and sanitized weekly. The sheets and blankets are laundered weekly, as well.

CHILD GUIDANCE POLICY

The Arbors Kids staff members use only a positive approach toward discipline. Children are redirected away from a negative situation while praise or token rewards reinforce positive responses. Discipline are never disciplined because of bathroom accidents. Spanking or any type of physical punishment is NOT used at all. Punishment such as this can produce undesirable emotional side effects like fear, shame, and/or avoidance; which can impair learning and healthy development. By using positive reinforcement as a tool for controlling behavior, the children will develop a positive self image and a comfortable, loving relationship with the staff. It is helpful to encourage children to participate in developing rules when possible.

Staff are prohibited from:

Cruel or severe punishment
Humiliation, mocking, or teasing a child
Verbal or physical abuse
Neglect or abusive treatment
Spanking
Denial of food
Force feeding
Disciplining a child for soiling, wetting or not using toilet

Staff are encouraged to:

Respect and appreciate each and every child
Praise desired behavior
Redirect undesired behaviors
Observe what may be causing the undesired behavior
Avoid trouble situations by providing many activities throughout the day
Stop aggressive behavior before a child's emotions get out of control or a child gets hurt
Model appropriate behavior
Encourage the children to express emotions positively and appropriately
(When child is angry, encourage child to talk about it.)
Praise a child for trying, even if the child has not mastered something

POLICY FOR REPORTING ABUSE

In cases of suspected abuse and/or neglect the following policy will be followed:

1. All staff members are mandated reporters by Massachusetts State Law. All employees that suspect or have evidence that a child enrolled at The Arbors Kids has been abused and/or neglected, must immediately report such information to the Director.

2. The Director will assess the situation and, if warranted, file a 51-A with the area office of the Department of Social Services and then the Department of Early Education and Care. If a staff member feels that an incident should be reported to DSS, and the Program Director disagrees, the staff member may report to DSS directly.

3. Every effort will be made to contact the family immediately and inform them of the filing of the 51-A, as well as the related issues concerning the action taken.

4. Parents who have concerns or suspicion of abuse or neglect of a child while in the care of The Arbors Kids should report this to the Director. The Director will contact DSS and DEEC immediately and will take guidance from these two agencies as to the procedure and notifications of other authorities. Parents can report such incidences directly to DSS should they desire. The staff member in questions will be immediately removed from interaction with children until an investigation is completed by DSS.

RECORDS AND CONFIDENTIALITY

In compliance with State regulations, a written record is `maintained on each child. This written record includes such items as the enrollment form, medical health records and forms, the periodic progress reports, all parental authorizations and consents, emergency telephone numbers, and any pertinent correspondence. The records are privileged and confidential—they will not be released without the written consent of the child's parent. You will be notified if your child's record is subpoenaed. Parents are entitled to have access to their child's record at reasonable times on request. Parents must have access to the records within two (2) business days of their request unless they consent to a longer time period. Parents are allowed to view their child's entire record, even if it is maintained in more than one location. The Arbor Kids maintains procedures governing access to, duplication of, and dissemination of children's record, and maintains 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.

The Arbors Kids owners, administrators, office manager(s), teaching staff, The Department of Early Education and Care, and The Arbors Kids Health Care consultant(s) have access to children's records. A confidentiality agreement is signed upon hire and kept in every employee's file. It is reviewed periodically throughout the year. All parties listed above follow the confidentiality policy and refrain from sharing any information contained in the children's files.

Further, parents have the right to request deletion or amendments of any information contained in the child's record.

When your child is no longer in care, The Arbors Kids can give **a copy of** your child's record to you, or any other person you identify, upon your written request. A nominal fee will be charged for copies of any information contained in your child's record.

REFERRALS

When a staff member suspects that a child is having physical, social, emotional, or language development problems, the following referral plan will be used.

The child will be observed by the teacher and reviewed with the Director. The observation and meeting will be documented.

A conference will be arranged with the parents, with the Director and teacher in attendance. When the parent agrees that a referral is needed, then it will be decided at that meeting whether The Arbors Kids will make the referral, or whether the parent will take the phone number from The Arbors Kids and make the referral themselves.

After the conference, a written statement will be provided to parents. This will state the reason for referral, summary of observations, and efforts to accommodate child's needs. Documentation will also include the referral agency, phone numbers, and any action steps and indication of who will take what responsibility. Consent forms will be given to parents before any referral is made. All referrals will be documented in writing and maintained in the child's confidential file.

If after repeated requests for a referral and the parent/guardian continues to refuse consent and the child poses a safety concern to self or others, The Arbors Kids has the right to terminate.

The Arbors Kids will make every attempt to help the child and family from being terminated from our facility. If it is determined that this facility is not the best fit for the child's needs, The Arbors Kids will help the family transition into the appropriate facility.

A list of early intervention and referral services is available upon request.

TERMINATION AND SUSPENSION POLICY

A child may be suspended and/or terminated from The Arbors Kids if any of the following situations occur:

1. Consistent late payments and unpaid bills.

2. Child's consistent behavior that causes danger to him/herself as well as to others in the room, such as excessive biting, pushing, hitting, etc. Possible termination will occur after 3 meetings with the parents.
3. Excessive late pickups; a parent who has been late to pick up a child more than 3 times in the same month will be considered as an excessive late pickup.
4. Unusual circumstances determined by the Directors, teachers, or parents may result in suspension or termination.
5. Failure to complete required form.
6. Verbal or physical abuse by a parent to a staff member.
7. When a parent is repeatedly uncooperative with the center's referrals.

Prior to suspension and/or termination, the Director will meet with the parents and the child's teacher to discuss options. After this meeting the parents will be notified in writing as to the outcome of the meeting. Parents will be notified in writing when the termination occurs.

In conjunction with parents, teachers will speak to the child and the class to create a positive atmosphere for children who are leaving the program.

REGULATIONS

The Arbors Kids maintains 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 and will make them available to any person upon request. If you have any questions about any of the regulations, ask us to show you the regulations.

THE ARBORS KIDS IS LICENCED BY THE DEPARTMENT OF EARLY EDUCATION AND CARE.
Western Regional Office: 95 Liberty Street, Suite 1124, Springfield, MA 01103
Phone: 413-788-8401; Fax: 413-784-1227
Licensor: Karen Burns EXT 111

*Any person may contact The Department of Early Education and Care to request our program's regulatory compliance history.

UPDATED March 2009

REVISIONS TO POLICY AND CONTRACT

A yearly revision is made to this policy and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any charges that may occur. Every attempt will be made to give at least two weeks notice of changes.

If you are in need of translating any policies in this manual, please stop by the office.

National Association for the Education of Young Children
10 Early Childhood Program Standards

1. **Relationships**- The program promotes positive relationships among all children and adults to encourage each child's sense of individual worth and belonging as part of a community and to foster each child's ability to contribute as a reasonable community member.

2. **Curriculum**- The program implements a curriculum that is consistent with its goals for children and promotes learning and development in each of the following areas: social, emotional, physical, language and cognitive.

3. **Teaching**- The program uses developmentally, culturally, and linguistically appropriate and effective teaching approaches that enhance each child's learning and development in the context of the program's curriculum goals.

4. **Assessment of Child Progress**- The program is informed by ongoing systematic, formal, and informal assessment approaches to provide information on children's learning and development. These assessments occur within the context of reciprocal communications with families and with sensitivity to the cultural contexts in which children development. Assessment results are used to benefit children by informing sound decisions about children, teaching, and program improvement.

5. **Health**- The program promotes the nutrition and health of children and protects children and staff from illness and injury.

6. **Teachers**- The program employs and supports a teaching staff that has the educational qualifications, knowledge, and professional commitment necessary to provide children's learning and development and to support families' diverse needs and interests.

7. **Families**- The program establishes and maintains collaborative relationships with each child's family to foster children's development in all settings. These relationships are sensitive to family composition, language, and culture.

8. **Community Relationships**- The program establishes relationships with and uses the resources of the children's communities to support the achievement of program goals.

9. **Physical Environment**- The program has a safe and healthful environment that provides appropriate and well maintained indoor and outdoor physical environments.

The environment includes facilities, equipment, and materials to facilitate child and staff learning and development.

10. **Leadership and Management**- The program effectively implements policies, procedures, and systems that support stable staff and strong personnel, fiscal, and program management so all children, families, and staff have high quality experiences.

Due to severe allergies,
our facility is

"Peanut-Free"

No peanuts or peanut products
will be served here!

The Arbors Kids
is a

SMOKE-FREE

facility.

<u>Smoking will not be permitted</u>

on the premises.

PLEASE RECYCLE