

Parent Handbook

1. **Written Statement of Purpose:** To provide a safe and nurturing environment for our children to be cared for. Our goal is that the families of the children find support and that their children are mentally and physically taken care of. Ages of the children cared for are 6 months to 8 years old. Services provided are daycare and after school program. Our daycare does not discriminate from any race, color, sexual orientation, everyone is welcomed to our daycare. Children will not be discriminated against for not yet being toilet trained.
2. **Administration Organization of Program:** Supervision staff will be Ramona Santiago Rivera and William Rafeal Torres. A licensed Program Director will manage the day-to-day operations of the program. The program is licensed by the Department of Early Education and Care, and the contact information is at the Licensor: Jennifer Lynch at 324R Clark St., Worcester. 508-461-1454 Ramona Santiago Rivera is responsible for administrative supervision.
3. **Statement regarding Contacting EEC:** Parents may contact the EEC for information regarding our certification and our programs compliance.
4. **Program Calendar:** Hours of operation are 6 AM to 5 PM, Monday -Friday. The program will be closed Saturday and Sunday, federally recognized holidays and employee training days. A calendar will be provided.
5. **Program Fees:** Infant \$2,500 a month, 2 years and older- \$2,100 a month, Late pickup- \$10.00 for the day, late payment \$30, school vacation weeks the same, part time and summer \$1,500, for infant and toddlers \$100 separate a week for diapers unless bring their own diapers. The daycare fees include food.
6. **Parent Visitation and Communication:** Parents have the right to visit their children in the daycare at any point without notice, and for parental input, Ramona Santiago Rivera will evaluate, speak to William Torres, and consult with EEC regulations to make a decision. Communication will include letters, emails, text messages and phone calls. Our daycare speaks English and Spanish; if a parent speaks another foreign language, we will make accommodations to translate.
7. **Children's Records:** Children's records will be kept in secured filing cabinets and only authorized staff will have access to them. Required documents include a physical examination, record of immunizations, first aid emergency consent, and developmental history.
8. **Plan for Progress Reports:** Parents will be provided with a copy of their child's reports and can request a copy at any time. Parents can request a meeting. Infant requires a report every 3 months, toddler and preschool every 6 months, and school

age children once a year.

9. **Plan for Child Guidance:** The plan for positive child guidance is to encourage the children with skills to communicate with other children instead of conflict and assist with helping the children socialize with other children. Focus constantly on the program helping the children emotionally and socially. When a child is aggressive we will speak to them one on one and explain that aggressiveness is not the answer. We will teach the children the classroom rules for the daycare and ensure they are being followed consistently. Prohibited child guidance includes physical abuse and restraint, emotional abuse, yelling, isolating any child, and withholding food or outside time, children will not be punished for toileting accidents or soiling themselves.
10. **Plan for Termination and Suspension:** Procedure for suspension and termination is the first offense will be to speak to the parent. The second offense will be in writing to the parent. The third offense will be to bring the parent in for a meeting and provide services to assist them with their child's behavior. The fourth offense will be to suspend the child for a week. The fifth offense will be to terminate the child's daycare. Other reasons for termination or suspension would be for non payment of the daycare fees.
11. **Plan for Referral Services:** If a child is struggling the program, the program director will set up a meeting with a parent to discuss the child's issues and make references to outside organizations which can provide further assistance.
12. **Mandated Reporting of Abuse and Neglect:** Our staff are mandated reporters and must report any suspected abuse or neglect of a child to the Department of Education and EEC. Any suspected abuse or neglect which occurs in the program will be reported immediately to the Department of Education and EEC, and staff members suspected of wrongdoing will be suspended for the duration of the investigation and their employment will be terminated should they be found guilty of wrongdoing. Parents will be immediately notified of any abuse or neglect allegations.
13. **Plan for Medication Administration:** Parents must provide all medications that children require; including topical or sprays. Whenever a topical medication is applied, providers will notify the parents at the end of each day or whenever the child is picked up. providers cannot be the first to administer a medication, a medication must have been already administered at least once to a child before given to daycare providers. Parents must notify providers or the director of any other medical needs that their child requires. Non-prescription medication requires a doctor's authorization and prescription medication needs the prescription label. All medication needs to be in its original container. Each time medication is administered, the program will keep a record of dose, time, and who administered the medication. After a parent has notified providers of any chronic conditions, the director must keep thorough records of the condition and appropriate care, and all providers will always have access to

this information. A child with a chronic condition will be assigned to a classroom and the provider of that classroom will be trained to provide appropriate care. All medication that requires refrigeration will be stored in a refrigerator away from children and maintained between 38°F and 42°F. All non-refrigerated medication will be stored in cabinets out of reach for children. Emergency medication will be stored in clearly labelled and visible cabinets that can be quickly accessed by staff and will also be out of reach for children.

14. **Management of Infection Disease:** If a child becomes ill with an infectious disease (such as a cold or a stomach bug, etc.), then the child will be made comfortable and cared for while the parents are called and notified. A parent must pick up the child and the child cannot return until symptoms recede. If providers suspect that a child has a serious illness, the same procedure will be followed and the parents will be notified of the staff's assessment, and a parent must have the child assessed by a doctor before the child can return and a doctor's note must be provided of proof. All areas the child was in must be disinfected by staff. All staff are required to practice good hygiene to minimize the risk of spreading infectious disease; they must wash their hands after they handle a sick child and after they disinfect surfaces, and after coming into contact with any bodily fluids whatsoever.
15. **Exclusionary Illnesses:** If a child vomits more than twice throughout the day. If the child needs more care than staff can provide without compromising the health and safety of other children. If a child has a highly contagious illness such as influenza or covid. If the child's fever is higher than safe levels, 101°F or higher for children older than 2 months.
16. **Infection Control:** All staff will practice good hygiene to maintain a safe environment for the children. Staff will wash their hands when they arrive and before entering a classroom, they will wash their hands before and after handling food, after every diaper change, and after they use the bathroom. Staff will also wash their hands before administering medicine, after handling garbage, and all staff will be responsible for disinfecting all surfaces sick children touch. Assigned staff will clean and disinfect during nap time 1-3 pm, at the end of the day when children start leaving for pickup and spare staff who aren't caring for children will clean during lunch time.
17. **SIDS Reduction:** The reduction practice for SIDS will be infants need to sleep on their back, the children will each sleep in a portacrib, playpen or bassinet with fitted sheets and clean coverings no more than 2-3/8 inches apart and slats on cribs no more than 2-3/8 inches apart. If parents require infants to sleep in a different position, a written note from the doctor needs to be provided. A staff member will always be supervising the sleeping infants and cameras will also be in the classroom. The daycare will be meeting the standard of U16 CFR 1219 for cribs and U16 CFR 1220 standard for non-fill size crib. All staff will be required to have training and certifications regarding SIDS. Nothing is allowed in the crib, and sleepwear which is

not allowed includes swaddles, weighted sleep sacs, or anything else not approved by EEC.

18. **Transportation:** Parents have to provide transportation for children for drop off and pick off. If a child is picked up at the daycare on a bus for school, a staff member will make sure to have the child board the bus and take them off the bus.

19. **Plan for Potential Emergencies:** If a child has a life-threatening medical emergency, an ambulance will be immediately called and the parents will immediately called and notified. If a parent does not arrive before the ambulance, a provider will go with the child to the hospital, and the provider must bring a copy of all the child's medical records and medications; supervisory staff will notify parents to meet the child and provider at the hospital. All emergency contacts will be easily visible and accessible at the main office. For dangerous weather or dangerous individuals, the daycare will go into lockdown; if there are any children in the outside play area, they will be immediately returned inside. The doors will be locked and windows shut, and children will be gathered into the safest areas of the daycare. If the emergency is a dangerous individual, 911 will be called immediately. If a child goes missing, 911 will be called immediately.

20. **Emergency Evacuation:** In an emergency evacuation (in the event of an emergency such as a fire), the assigned provider will be responsible for taking attendance and leading children out of the building. All other staff members regardless of position will assist in the evacuation and check for stragglers. Infants and non-mobile toddlers will be placed in the evacuation crib(s) (the crib with the red band on the leg) and/or carried by staff. All employees regardless of position must help with the evacuation of the infant room. The Program Director will make a visual inspection of each classroom before exiting the building. All classrooms, once evacuated, will meet in the parking lot by the dumpster and will wait for the go ahead by the Program Director before reentering the building. The program will maintain a daily attendance sheet that is current, and staff are responsible for signing children in and out of the center by arrival and departure times. The attendance sheet will be available pinned on the wall of the office or on the office window and readily available in case of emergency evacuation. The assigned provider will be responsible for taking the attendance sheet and for accounting for all of the children in the class once they are safely out of the building. Children and staff will practice using different evacuation routes so that the children and staff will be familiar with them. The first route will be through the door next to the office, and staff must lead children through the outside fenced play area and then take a right to the parking lot. The second route is through the pickup exit door. Staff must lead children to the right down the street and then turn another right into the parking lot. Emergency Evacuation Drills will be practiced on the first Wednesday of every month. Staff must be aware of this date, especially the assigned providers who will be leading the children through the evacuation routes. If the assigned provider is absent, another provider will be assigned by the program director. The Program Director will maintain

documentation of the date, time, and effectiveness of each drill in the fire log. This documentation will be maintained for five years.

21. First Aid CPR: All staff will be CPR first aid certified. First aid kits will be available and easily accessible for staff, but not children, in each classroom. The contents of the first aid: band-aids, gauze pads, adhesive tape, tweezers, compress, scissors, disposable non-latex gloves, gauze roller bandage, instant cold pack, and thermometer. The Program Director must inspect the first aid kits on a monthly basis to ensure they are fully stocked.

22. Food Menu: Parents must notify providers of any allergies.

Breakfast:

1. Pancakes
2. Whole Wheat Pancakes
3. Muffins
4. Yogurts
5. Breakfast pizza with hashbrown crust
6. Breakfast Burrito
7. Roasted sweet potato
8. Granola USDA recipe

Lunch:

1. Tuna burgers
2. Baked potato
3. Baked beans
4. Sweet potato
5. Green salads
6. Cold salads
7. Egg rolls
8. Arroz con Pollo
9. Arroz con Queso

Snack:

1. Baked carrots with yogurt
2. Savory yogurt-Hummus Dip with veggies
3. Banana
4. Apple slices
5. Orange slices
6. Cottage cheese & fruit Bowl
7. Vigie Stir-Fry with ginger

Refreshments:

1. Water
2. Milk

- 23. Bottle-Feeding Policy:** The formulas will be stored in a specified and labeled cabinet in the classroom. Formula will be warmed according to the instructions on the formula label. If a child requires a specific type of formula, a nametag will be attached. All bottles will be checked regularly for any damage. This program does not provide baby formula; parents must supply the formula and breastmilk they use for their child. Breastmilk must be labeled with the child's name and will be stored in the refrigerator in the infant room.
- 24. Diapering and Toileting Plan:** The daycare will provide diapers to children. If a child requires a specific type of diaper, the parent must provide it. All diapers must be changed on diapering tables. The diapering tables will be located at a blindspot for the security cameras. Providers will not leave any child unattended on the diapering tables. Providers will always have one hand on the child during the diaper change. A disposable covering on the changing table will be used during each diaper change. Providers will remove the covering, clean and disinfect the table after every diaper change. After the diaper change providers will wash their hands and the hands of the child. All dirty diapers and coverings must be thrown in a diaper genie that will be located next to the diapering tables. Providers will wear gloves for diaper changes and discard them after every use in the diaper genie. Providers will check the diapering genies every morning for any damage and to prepare the bags for use. At the end of the day, providers or the cleaning staff will empty the genie and throw the bags in the outside dumpster. All daycare providers will be responsible for changing diapers; no other staff will change diapers. Providers will check children's diapers regularly. For children who are toilet trained, providers will accompany them to the toilet and wait outside the bathroom for the child to be finished, and the provider will make sure the child washes their hands.
- 25. Injury Plan:** When a child is injured in the program, the nearest provider will retrieve a first aid kit and begin treating the wounded child. Another provider will notify the program director. The director or supervisory staff will notify the parents of the incident by phone call or text message. If the parent cannot be reached a staff member will notify the parent of the incident when they arrive for pickup.
- 26. Disabilities Plan:** Parents must notify the program of any disabilities their children may have. The program director and supervisory staff will notify the staff of any children who require special care due to a disability. An assigned provider will dedicate more time and care to help the child throughout the day.

All children's medical, disable, and nutritional needs are regularly reviewed in mandatory monthly staff meetings. All providers will be trained and be made aware of every child's needs.

27. Referral Services: If a parent is concerned with their child's development, they can ask any provider for help. Here are referral services, Early Intervention: (617)624-6060, Infant Early Childhood Mental Health Grant Program (IECMH): 877-SAMSHA-7, Gardner public school Special Education Department: (978)630-4076, Criterion Child Enrichment: (978)632-4432, Greater Gardner Community Health Center: (978)878-8100, Heywood Pediatrics: (978)630-5751

28. Child Schedule:

Infants

Feeding & Napping: Infants will have their own individual feeding and napping times. We ask that all parents inform the program of their infant's feeding and napping schedules. Infant feeding & napping schedules for each child will be written out and kept in the infant room. The infant classroom will contain all the baby formulas, baby food, and playpens that staff require to care for each child. Diapers will be checked regularly throughout the day.

Learning activities: 6 am- 5 pm, Infants will do fun learning activities and games during their stay within the program. Staff will keep track of each infant feeding and nap times throughout the day. Parents will pick up their infants in the infant area.

Outside Recess: When the weather permits it, infants will have at least an hour of playtime outside. Recess is between 11 am- 12 pm. parents must provide weather appropriate clothing such as snow pants, hats, coats, scarves, mittens.

Toddlers

Breakfast: 7 am- 9 am, Children will eat in their assigned classroom areas. As soon as they finish eating, they will do activities. Diapers will be checked and changed regularly throughout the day.

Learning Activities & Recess: 9 am- 12 pm, After breakfast children will participate in fun, engaging, and educational learning activities until lunch. They will follow a curriculum designed by the Program Director. When the weather permits it, the children will have at least an hour of outside playtime. Recess is 9 am- 10 am. parents must provide appropriate clothing such as snow pants, hats, coats, scarves, and mittens.

Lunch: 12 pm- 1 pm, Children will eat in their assigned classroom areas. When they finish eating, they will return to their activities until 1 pm.

Nap Time: 1 pm- 3 pm, All children will take a nap in their classroom areas. Mats will be provided, as well as blankets. Diapers will be checked and changed before nap time.

Pick-up Time: 3 pm- 5 pm, All children will wake up at 3 and return to their learning activities.

Pre-School aged & School aged

Breakfast: 7 am- 9 am, Children will eat in their assigned classroom areas. As soon as they finish eating, they will do activities.

Learning Activities & Recess: 9 am- 12 pm, After breakfast children will participate in fun, engaging, and educational learning activities until lunch. They will follow a curriculum designed by the Program Director. When the weather permits it, the children will have at least an hour of outside playtime. Recess is 10 am to 11 am, parents must provide weather appropriate clothing such as snow pants, hats, coats, scarves, mittens.

Lunch: 12 pm- 1 pm, Children will eat in their assigned classroom areas. When they finish eating, they will return to their activities until 1 pm.

Nap Time: 1 pm- 3 pm, preschool aged children will take a nap in their classroom areas. Mats will be provided, as well as blankets. Pre-school aged children who begin to no longer need a nap will do learning activities instead with the school aged children. School aged and preschool aged children will do learning and reading activities during this time, such as reading comprehension. The teacher may also decide to bring the class outside for recess if the weather permits it.

Pick-up Time: 3 pm- 5 pm, All children will wake up at 3 and return to their learning activities. Parents/ guardians will pick up their child in their assigned classrooms.

Closing Time: The program closes for all children at 5:00 pm.

29. Curriculums: Curriculums will be a mix of play based learning and emergent based learning. Play based learning is a curriculum that uses play to develop children's cognitive, social, and physical skills through exploration, imagination and problem-solving skills. Emergent based learning is a child led approach to learning. Where learning is guided by the interests and questions of the children, providers will pay attention to the interests and curiosity of the children throughout the day and will work with the program director to create lessons that explore their interests. The program director will create

curriculums for each classroom and will decide when to switch education approaches.

30. Security Cameras: During operational hours this program will be under constant surveillance with security cameras. Security cameras are in place for the safety of the children. There will be blind spots in place where providers can change diapers and children clothes safely. Only supervisory staff and the program director will have access to the footage. All footage will be turned over to EEC and DCF during any and all investigations. By signing this guidebook families consent to the terms and conditions of our security camera policy.

Parent Signature:

Date: