



## **Parent Handbook**

769 President Ave.

Fall River, MA 02720

(508) 674-1865

Childcare Days: Monday thru Friday

Hours: 6:00am-11:30pm

Ages: 6 weeks – 5 years old

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**Parents,**

Thank you for choosing “Highland Daycare” for your preschool and childcare needs. Enclosed you will find a copy of our Parent Handbook. There may seem like a lot of information, but this is to let you know what you can expect from us the staff and to also let you know what is expected once the parent handbook is signed. Please take the time to go over this handbook. We have reviewed it during your interview, but this copy is for you. If, at any time you have a question regarding our policies, please don't hesitate to ask. We want to always have an open line of communication with you. A new contract will be signed by all families at the beginning of each year stating that they have received the parent handbook. We reserve the right to make changes in policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least a two-week notice of new changes. We look forward to welcoming your child(ren) into our Daycare.

Sincerely,

Highland Daycare



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## Welcome Family, Friends and Guardians

Highland Daycare is a place that welcomes everyone; it does not discriminate against race, religion, or ethnicity. We enjoy putting smiles on other faces. In this center, you will find your child learning new and exciting things. Your child will experience lots of fun with our creativity.

We ensure safety of your child and make sure your child is under good care. We have fun holiday activities and great gifts for the children. We also have fun field trips!

We assure you that Highland Daycare is great at keeping you in contact on what's going on with your child; we also treat everyone with great respect and honesty. With us your child matters.

Thank You,

Highland Daycare



## **Our Philosophy & Goals**

We believe that self-esteem is the critical component to optimal growth in your children. For a child to develop high self-esteem, we focus on developing the socialization and self-help skills needed to succeed in other areas of development. Just how well children learn to get along with others depends, to a large extent, on how they feel about themselves. If the adults who care for them have helped them to feel they are valued and competent, children are likely to be relaxed and friendly with others. Play is the way children learn about their world, themselves and others, and the way they develop the skills and knowledge they will need to succeed in their lives. All children learn and grow in their own special way.

The key goals at Highland Daycare are:

We will strive to enhance each child's growth and learning.

Our goals and objectives are to enhance each child's growth and learning by: implementation of the program to meet the individual differences and preferences of each child emotional, physical, and cognitive development of the children and adults (parents, staff, and educator) who are involved in the program and other learning activities.

Maintain an environment which children will be comfortable, relaxed, safe, happy, involved in play



## **Mission Statement**

Highland Daycare is committed to providing your child with quality care by encouraging each child to express themselves through language, art, music, and physical activity. With the emphasis on learning through play, they are building socialization and self-help skills that build up their self-esteem, which is needed to succeed in all areas of life.

## **License**

Highland Daycare is licensed by The Department of Early Education and Care (EEC). EEC may be contacted for program compliance history at:

- 1 Washington Street, Suite 20, Taunton, MA 02780.
- Phone: (508) 828-5025.

## **Our Vision**

Every child/family that comes through our doors will be treated with love and respect so that when they leave here, they will be able to pass on the love and respect to others that they were shown.

## **Parent Visitations**

Parents are always welcomed and encouraged to visit our Center unannounced at any date and time while their child is attending the center. We also want to hear any Parent input or suggestions that parents have, and we can discuss with the parents about it to form a better communication. If you have a complaint or concern, please don't hesitate to ask for the educator, we always have time to speak with our parents and will make an appointment with you as soon as possible.



## **Progress Reports**

Highland Daycare gives children progress reports periodically on the progress of each child. A copy of the progress report will be given to the parent and a copy kept in the child's record. For infants and children who are identified as special needs will receive a progress report every three months. For toddlers and preschoolers, the progress reports will be prepared every six months.

## **Staff**

Qualifications and Staffing: The program is staffed by adults who have received education in the early childhood profession and have met state teacher certification requirements. The staff has an appreciation and understanding of child development needs and recognizes and provides for the children's needs. Children will have a safe, healthy and happy environment to explore, learn and develop.

- Educator – Marleny
- Teacher's Aide – Domingo
- Teacher's Aide – Escarlyn

## **Contact Information**

- Phone/Fax: (508) 674-1865
- Email: [highlanddaycare1@yahoo.com](mailto:highlanddaycare1@yahoo.com)

## **Days and Hours Of Operation**

The Daycare is open Monday—Friday from 6:00 A.M. to 11:30 P.M. We require that all children that attend the first shift of the program be there before 9:00am in order that they may participate in all the classroom activities. Students will not be accepted after 9:00 AM without a doctor's note, they were in the doctor's office that morning. First shift pick up will be no later than 4:30pm. Second shift pick up will be no later than 11:45pm. A consistent drop-off and pick-up time are essential for your child to feel secure in the Daycare. Parents are expected to bring their child into the Daycare and see that the child is under the supervision of a teacher before leaving the premises. Late drop-off does not constitute late pick up.





### **Ages Served**

We serve ages 6 weeks to 5 years old, we currently have a license of 10\* children. Please keep in mind that we do not provide transportation to and from the daycare.

### **Non-Discrimination**

In accordance with the state licensing regulations, child care services are available without discrimination on sex, religion beliefs, race, color, marital beliefs, creed, disability, sexual orientation, political belief, national origin or ancestry. Also, whether your child is potty trained, does not exclude them from being able to attend Highland Daycare.

### **Toys and Personal Items**

We are not responsible for broken toys. We are also not responsible for any personal items until it is.

### **Birthdays**

Birthdays are a very special event for the children. We celebrate the day on or as close as possible to the actual date. Parents are encouraged to add to the festivities for their child by providing cupcakes etc. Arrangements to recognize individual birthdays of children need to be made with the staff a week prior to the big day.

child's teacher a wee

### **Transportation**

Highland Daycare does not offer any transportation. It is the parents' responsibility to transport their children to and from the center.

### **Infant Feeding**

Formula for infants is prepared as directed on the can unless documented otherwise in writing, OR that parents send it prepared. Also, the learning center DOES NOT USE bottle warmers, microwaves or crockpots for bottle warming.



## Enrollment Procedure

- Tour of the program will be given to prospective parents who want to enroll their child(ren).
- They will be introduced to the administration and teachers
- Policies and procedures will be explained along with the parent handbook
- Enrollment packet will include a developmental history for each child.

All necessary forms must be completed and returned to the center before we will assume the responsibility of caring for your child. Please inform us immediately of any changes.

**Intake Procedures:** Highland Daycare will meet state compliance, which requires that the Educator or designee shall meet with the parent (s) prior to admitting a child to the center and shall provide the opportunity for the parent (s) to visit the program prior to and get the opportunity to meet with the child prior to enrollment.

- **Enrollment of the child:** At such time prior to admission, it is the Center's policy to be provided the.
- **Enrollment Procedures:** Upon enrollment the parent will complete forms. The parent will receive an enrollment packet that consists of a Developmental History, consent form, Drop-Off and Pick-Up Authorizations, a First Aid and Emergency Medical Consent Form, Daily Walk Permissions Form, and a photo consent Form along with a Parent Handbook.

**Handbook:** Upon enrollment we will seek information about each child's and families interests and needs.

We will request that parents share with us information about any children with chronic medical conditions, any other therapeutic, educational, social and support services received by the child.



The parents must submit ALL enrollment forms, a copy of a current physical, lead screening and a copy of the child's immunization records. Children will not be admitted without all the records necessary for their child's file.

The Daycare and/or staff may not distribute or release information in you child's record to anyone not directly related to implementing the program plan for your child without your written consent. You will be notified if your child's record is subpoenaed.

**Access to Childs Record:** You (the Parent/Guardian) are provided access to your child's records. The Daycare will provide access within two business days unless you provide permission to take longer. You will be allowed to view your child's entire record. The Daycare will duplicate records in your child's file at your request within two business days. The parent may request in writing, their child's file or a transfer of their child's file to another person identified by the parent upon termination. Upon receipt, you will be required to sign a form verifying that you have the child's records or information within. If a request is not provided, the record will remain with the Daycare for five years and will then be destroyed. The Daycare will maintain a written log, in your child's file, which identifies anyone who has had access or has received information out of the record. This log will be available only to you and the people responsible for maintaining the Daycare's records.

**Amending the records:** You (the Parent/Guardian) have the right to add information, comments, or data or any other relevant materials to your child's records.

### **Supplies For Your Child**

It is MANDATORY to bring your child with the following items:

- **Infants:** Bottles, formula, any foods the child is eating, pacifier, bibs, blankets, 2 crib sheets, diapers, wipes, toothbrush, diaper cream and 1 complete extra sets of clothing.

Children beyond age 12 months will be introduced to sippy cups and rest mats.



- **Toddlers:** Sippy Cups, crib sheet, blanket, 1 complete extra sets of clothing, pull-ups and wipes, toothbrush and toothpaste. Please try to keep pacifiers at home. At this age children can take them away from each other to put into their mouths, not very sanitary.
- **Preschool:** Parents need to supply blankets, crib sheets (they cover rest mats), toothbrush and a complete set of extra clothing. A backpack is useful for transporting school papers, notices, daily grams and projects.
- **Children's supply levels must be maintained:** Staff will inform you when supplies are running low. Please replenish them as soon as possible.

Blankets, sheets and bibs are to be taken home at the end of your scheduled week for laundering and returned the following week. Some families trade clean items when they take home dirty items to avoid forgetting to return clean items. If your child is ill at school, bring home these items for laundering to avoid the spread of germs.

### **Termination & Suspension Policy**

When a child is terminated from the program, initiated by whether the Daycare or the parent (s); the Educator shall prepare the child for termination from the school in a manner consistent with the child's ability to understand and shall provide information and referral for other services to the parents upon their request. The Educator shall inform the parents of the availability of the information and referrals via local childcare resource and referral agencies should the parent wish to request it. The Educator will maintain a written record of any referrals, including the parent conference and results, a referral checklist and a copy of the termination notice in the child's file.

The Parent (s) will be notified in writing of and at a face-to-face meeting when possible, about the circumstance including the reasons for termination.



Termination shall take place when the Educator feels the Daycare does not meet the developmental needs of the child, when the health and safety of the child at the school cannot be assured or when any of the following situations should arise:

- When children enrolled for part/full time sessions fail to maintain consistency of the hours for which they are enrolled.
- When failing to be willing to keep the lines of communication open between the parent and the program.
- When continuity of the tuition payments ceases.
- Theft of any kind including Daycare property.
- When late pick-ups for 1<sup>st</sup> shift are after 4:30 PM 2<sup>nd</sup> shift are after 11:45pm become excessive.
- When hygiene practices are considered inappropriate and may cause risk to others.
- When failing to maintain any of the policies as set for the by the Daycare.
- When a parent or person designated to drop off or pick up a child verbally or physically threatens to cause harm to a staff member, a child, or other parents/visitors of the Daycare.
- When a parent or person designated to drop off or pick up a child uses verbally abusive language while in the Daycare.
- Non-Payment of tuition.
- Jeopardizing the safety of children, families or staff.

The teacher will talk with the child and other children in the class regarding the child's departure in a positive simple manner the reason for departure.

**Suspension Procedure:** children may be suspended from the program due to behavior problems or due to tuition in the rears. The duration of a suspension will be determined by the director based upon the incident and circumstances. A suspension may or may not precede a termination from the Daycare.



## **Suspension/Termination for Challenging Behavior:**

The procedure to avoid suspension and termination due to challenging behavior is as follow:

- We will provide an opportunity to meet with parents to discuss options other than suspension or termination.
- We will offer referrals to parents for evaluation, diagnostic or therapeutic services.
- We will pursue options for supportive services to the program, including consultation and educator training.
- We will develop a plan for behavioral intervention at home and in the program.
- If for any reason we choose to suspend or terminate a child for any reason, we will provide written documentation to the parents of the specific reasons for the proposed suspension or termination of the child and the circumstances under which the child may return, if any.

### ➤ **SMOKING**

This is a non-smoking program and there will be no smoking anywhere on the premises. Cigarette butts are not to be discarded in the driveway, yard, planters, etc. Please respect this.

Some of the features that help to insure your child's health are:

**\* NO SMOKING ON THE PREMISIES. (We are a non-smoking Daycare)**

### ➤ **NON-SUFFICIENT FUNDS CHECK:**

If a check is returned from the bank due to non-sufficient funds, it is the responsibility of the parent to bring the amount of the check in CASH to the school within one week of notification of returned check. A \$35 service charge will be assessed for all returned checks. We do NOT accept card payments.



## **FEES:**

We require payments to be made Mondays of each work week. If the childcare is closed on Monday than payment is due on the next day of that week. A late fee of \$10.00 per day will be charged for payment not received by Monday and if closed Monday if past the following day. A fee of \$35.00 will be charged for any returned checks along with any bank fees. Future tuition payments will then be paid by cash. When fees/tuition are not made, children will not be admitted. The Parent/Guardian will be responsible for all fees associated with this.

### ➤ **Daily Childcare Cost:**

- Child 6 weeks- 2years old                      \$30 half day/\$60 full day
- Child 2-5 years old                                \$25 half day/\$50 full day

### ➤ **Children to Staff ratio:**

- Infants: 1:3
- Toddlers: 1:4 or 2:9
- Preschoolers: 1:10

## **TUITION FEES:**

Tuition payments are payable in full 52 weeks per year as scheduled each week regardless of days missed due to illness, vacation time or holidays. There is a \$10.00 late fee for submitting tuition payments late. (Please inform us when your child will be absent). We require a two weeks advance payment. Tuition payments remain the same throughout the year unless your child's enrollment schedule changes or when the rates are increased. If tuition payments are not kept current, you will be asked to withdraw from the program. A full two-week withdrawal payment and notice is required.



**LATE PICK-UP FEE AND POLICY:** If a parent is unable to pick-up their child by end of 1<sup>st</sup> shift at 4:30 P.M or 2<sup>nd</sup> shift 11:45pm Monday through Friday, they must notify us by calling the Daycare. The staff will attempt to notify the parent (s) or an emergency contact person for pick-up. If all attempts to make contact fail, the school, is required by law to take the following action: contact the local Police and Department of Social Services Hotline, at such time the Daycare must file a 51A for neglect. No child will be left unattended. The child cannot be left with anyone under 18 years of age, or with anyone not authorized as an emergency contact person. Any parent who does not pick-up their child by closing of 1<sup>st</sup> shift at 4:30pm or 2<sup>nd</sup> shift 11:45pm will be required to pay a late pick-up fee of \$1.00 per minute for every minute after 4:30/11:45pm. There is also a late payment fee of \$5.00/per day, for submitting the payments late. This fee is per family and not per child. This payment is made directly to the Daycare and is expected within 24 hours. Termination from the program will result if late pick-ups exceed five times in one year.

**SIGN-IN SHEET:**

It is very important for the Parents to SIGN IN and SIGN OUT their child each day they attend school. The attendance lists are used during fire drills to account for enrollment during head counts outside the building. If you will be removing your child for part of the day and returning them, you must SIGN them out and then IN again. Make sure all parties dropping off your child are familiar with this very important Daycare procedure.





## Holidays – Program Closing Information

- New Year’s Day
- Martin Luther King Day
- Presidents Day
- Professional Day
- Patriots Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day
- New Year’s Eve

SCHEDULE	HIGHLAND DAYCARE CURRICULUM PLAN
6:00am-9:00am	Staggered Arrivals: Children are screened upon arrival, hand washing, self-selected activities while maintaining proper distance.
8:00AM-8:30AM	Breakfast Time- wash hands before eating in designated seats
8:30AM-8:40AM	Handwashing
8:40AM-9:15AM	Circle Time: Introduction of day’s activities; Story or discussion related to day’s topic, morning message while maintaining social distancing
9:15AM-10:15AM	Activity Time: Self-selected activities maintaining from home daycare or planned projects, while maintaining social distancing
10:15AM-10:35AM	Clean up Time
10:35AM-11:00AM	Hand washing
11:00AM-12:00PM	Outdoor Time: Self-selected activities to enhance children’s motor skills, while maintaining proper distance
12:00PM-12:10PM	Handwashing



12:10PM-12:50PM	Lunch Time- designated seats
12:50PM-1:00PM	Handwashing
1:00PM-1:55PM	Reflecting on outside activities done that day
1:15PM-2:40PM	Nap Time or quiet individual activities for nonsleepers
2:40PM-2:55PM	Snack time-designated seats
2:55PM-3:05PM	Handwashing
3:05PM-3:30PM	Activity Time – Activities will alternate on a daily basis between Art, Music, Drama and Reading but not limited to. At this time staggered departure at this time. All children will have exited by 3:30PM.
3:30PM-4:30PM	Clean, disinfect and sanitize daycare for second shift
4:30PM-5:00PM	Staggered Arrivals: Children are screened upon arrival, hand washing, self-selected activities while maintaining proper distance.
5:00PM-5:15PM	Snack Time-designated seats
5:15PM-5:25PM	Handwashing
5:25PM-5:55PM	Homework or free play while maintaining social distancing
5:55PM-6:05PM	Handwashing
6:05PM-6:40PM	Circle Time- story time or recall of the day's events but not limited to, while maintaining social distancing
6:40PM-7:20PM	Dinner Time-designated seats
7:20PM-7:30PM	Handwashing
7:30PM-7:45PM	Reflecting on outside activities done that day
7:45PM-9:00PM	Activity Time – Activities will alternate on a daily basis between Art, Music, Drama and Reading but not limited to, while maintaining social distancing
9:00PM-11:30PM	Sleep Time or quiet time for nonsleepers. Sleep hour is 9pm per parent request
11:00PM-11:30PM	Staggered Departures of the children
11:30PM-12:30AM	Clean, disinfect and sanitize daycare



## **Learning Experiences and Playtime**

Attending Highland Daycare should be an enjoyable experience for the child as well as the parent. While at child care, your child will be exposed to many kinds of learning experiences including:

- Arts and Crafts
- Music and finger play
- Story and listening adventures
- Poems, books, flannel stories
- Large and small muscle play
- Self-initiated play
- Numbers and counting
- Letter recognition
- Social development and kindergarten readiness
- Individual play time
- Weekly themes and monthly
- Parents can be confident their children are being well cared for in a cheerful environment.

Parent involvement is encouraged.

## **Illness and Sick Care**

The health and well-being of all the children here are the utmost importance to us. It is for the protection of the children that we must insist on a strict adherence to our Health Policy. Please read it carefully. If you have any questions or doubts, regarding the statements it contains please discuss them with us. Do not wait until your child is sick to think about what would be best for all concerned. Even

with all our precautions, children do get sick and or hurt. Due to our concern for all the children enrolled in our child care there are certain guidelines that we require everyone to observe. In some cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from your doctor before your child can return to child care. This is to ensure that a child does not return to child care when he or she may be in danger of exposing someone else to an illness. Some contagious illnesses are no longer contagious after the child has been on



medication for 24 hours. There are several immunizations required by law before your child may attend child care. Upon application for enrollment, you will be asked to fill out an immunization record. You will be informed of any immunizations that will be needed before your child starts child care. Children with minor illness may attend childcare at the provider's discretion. It is important to realize that if a child is unable to participate in the normal routine or needs more care than we can provide without neglecting the others in our care, that child must stay home. we know we both agree there are times a child needs to be with the parent for both physical and emotional comfort. There are also some illnesses that by law exclude the child from attending child care. Some of those illnesses are but not limited to:

- Infectious Conjunctivitis
- Infectious Diarrhea
- Impetigo
- Chicken Pox
- Hepatitis A
- Scarlet Fever
- Scabies
- Ringworm
- Strep Throat
- Lice

When a child has certain symptoms, he should be kept at home. Some of these are:

✓ **Fever**

A fever is a sign that the body is fighting some problem. The importance of a raised temperature depends on what is causing the fever. A temperature of 100.5 degrees or higher means a child should stay home. In the event of this type of temperature, the child should not come to child care until the temperature has been down for 24 hours without the aid of a fever reducing medication such as Tylenol. If your child wakes with a high temperature and you administer a fever reducer, this generally only lasts a few hours and we will have to call you when you arrive at work to come pick up your child. In the meantime, the other children have possibly been exposed to an undiagnosed illness.



✓ **Vomiting or Upset Stomach**

A child who has been vomiting at least twice can easily spread germs. If your child vomits while at child care, you will be expected to come immediately to remove your child. If you are not able to come as soon as you are called, please arrange for someone else to come pick up your child. The child must stay home until 24 hours has passed with no vomiting episodes.

✓ **Diarrhea**

When a child has a single loose stool, he or she does not need to be at home. However, if a child has very runny stools that cannot be contained in a diaper, or the child cannot reach the toilet in time, the stool may contaminate the child care setting and this child must remain at home. Please use your discretion with this. If the child has diarrhea that's not contained, you will be called to come pick your child up from child care and they must stay home until 24 hours has passed with no diarrhea episodes.

✓ **Running Noses**

Children with constant runny noses that are not caused by allergies may spread germs everywhere. They may wipe their noses on their hands, and then rub them on other children, toys and on surfaces. This is a difficult one to call. Please keep in mind how you would feel if another child's parent brought their child to care and exposed your healthy child. These cases will be handled on a case by case basis. Your cooperation will be greatly appreciated.



## Medication Administration

- **Administration of Medication:** The Daycare must secure written parental authorization AND a doctor's order prior to the administration of any medication. All medications must be labeled with your child's name in an original container. The label must include the specific dosage and number of times to be given per day and number of days the medication is to be administered. This policy includes both prescription and non-prescription medications/topical ointments/products. Non-prescription medications/topical ointments/products include Tylenol, Benadryl, sunscreen, diaper ointments, etc. Parents will be contacted before non-prescription medications/topical ointments/products contrary to the directions on the original container unless so authorized by a written order from the child's physician. To avoid leaving medication at the program overnight, we suggest that you ask your pharmacist to use and label two containers for the medication. One to keep at the program and one to keep at home. All leftover medication will be disposed of if expired or will be returned to the parent. If a child cannot participate in any school activities due to a medical condition, you must provide the Daycare with a note from your child's physician. This includes participation in outdoor activities.
  
- **NON-PRESCRIPTION:** Highland Daycare will administer non-prescription medication according to the following requirements:
  - A written order must be provided by the child's physician. This order will be valid for no more than one year from the date it was signed.
  - A medication form must be signed by the child's parent authorizing the program to administer the non-prescription medication in accordance to the written order of the physician. This statement shall be valid for no more than one year from the date it was signed. An attempt will be made to contact the parent before the medication is administered.



## Health and Safety

Your child's health is a matter of major importance to all of us. Contagious germs spread easily and quickly in a day care setting. To help ensure good health maintenance for all the children enrolled in our Daycare, proper communication between parent and staff is essential. Please use good common sense in deciding whether or not to keep your child at home. Your child will be sent home if he/she appears to have symptoms of illness during the day. In such case, the parent or emergency contact person is contacted to pick him/her up. Please use the following as a guide to keep your child at home.

Here are some guidelines to follow:

- A child with diarrhea, vomiting, impetigo, scarlet fever, scabies, strep throat, ring worm, poison oak, a skin condition with open oozing sores that cannot be effectively bandaged to cover, a rash that cannot be easily identified or explained, or thick nasal or eye drainage must be kept at home until the condition clears. If the child is sent home experiencing diarrhea or has a temperature of 100.5 or over, an at home stay of 24 hours after the symptoms subside is required before a return to the program is allowed.
- No child shall be brought to school when there are signs of communicable illness or when the child is sick or uncomfortable to participate in regular activities.
- If an outbreak of a contagious condition arises at the Daycare, we will post it in the bulletin board as well as leave a letter in each of the children's mailboxes and notify the Fall River Health Department.
- Some these symptoms may require a doctor's note before your child may return to the Daycare.
- If your child experiences any of the symptoms listed on this page, please call the Daycare in the morning to note your child's absence and identify the condition.



## TOPICAL MEDICINE

Non-prescription, topical medicine such as sun lotion, bug spray, and other ointments (such as diaper rash cream or baby powder) also require parents' written authorization for administration.

\*\*\*TOPICAL MEDICATIONS such as petroleum Jelly, diaper rash ointments, and anti-bacterial ointment must be labeled with your child's name if applied to wounds, rashes, or broken skin. Only a parental consent is needed.

\*\*\*SUNSCREEN, BUG SPRAY, AND OTHER OINTMENTS may be administered to your child with your written consent. These products cannot be applied to wounds, rashes, or broken skin.

### Handling and Storage of Medicine

Parents must hand the medicine directly to the staff and all left over medicines must be taken home by the parents and disposed properly. All medicine is stored in an appropriate place (such as in a refrigerator if required), and out of the reach of children. The medicine should be kept in the original container, along with any measuring equipment, with legible labels including child's name, medicine name, and directions (such as dosage and frequency). Prescription medicine cannot be stored for more than one year, from the date of prescription.

### Parental Rights

The licensee (day care educator) is required to inform all parents of "the rights of parents" as stated in the regulations at the time of admission of their child to the center. These rights are as follows:

- **Parent Visits:** Highland Daycare permits and encourages parents to visit the Daycare while their child is present.
- **Parent Input:** Highland Daycare takes all parental input under advisement in the development of their program.

Reports to Parents the Daycare are periodically but at least every six months prepare a written progress report of the participation of each child in the Daycare's records. The Daycare provides a copy of each report to the parent (s) or meets with them at least every six months to discuss their child's activities and participation in the program.





## Discipline

Our philosophy is that you use discipline to teach a child. We achieve this through love, consistency and firmness. We stress two main patterns of behavior: respect of other people and respect for property. The children are explained the rules of the Daycare Program frequently, so they are all familiar with the guidelines.

Please keep in mind that there WILL be disagreements between children. Young children—especially, who are not adept at communication; have a hard time expressing their feeling's. Sometimes they hit or throw toys, etc. Although teaching children appropriate behavior is what we will be doing, remember that this behavior is normal in most cases. The following methods of discipline will be used:

- Encourage children to solve problems themselves
- Intervention and discussion
- Redirection to another play area
- Loss of privileges

If we feel there is a chronic behavioral issue that needs attention, we will let you know so that you and the Daycare are handling it in the same way and your child has continuity in discipline. These types of behavior might include such things as biting, use of bad words, chronic hitting, etc.

Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If problem continues, other arrangements for the care of the child will have to be made, for the safety and well-being of all.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling, or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.



As a Child care provider, we have a responsibility by law to recognize and report any evidence of child abuse—physical or emotional—or neglect. This is strictly for the benefit of your child.

### **Written Plan For Toilet Training**

Highland Daycare for potty training is to provide as much praise and encouragement to use the potty as we can to our children in diapers. We are not staffed to take children to the potty every half hour, or to sit; more importantly, this procedure would not be consistent with our philosophy of providing experiences that are developmentally appropriate of our children. We take toilet training children to the potty every half hour and we take individual children where they indicate they need to go. Children are encouraged to use the potty. Much enthusiasm is shown for wearing “big boy/girl underpants.”

Children WILL ACCOMPLISH TOILET TRAINING WHEN HE/SHE is DEVELOPMENTALLY READY.

Some Children may be ready as early as 15 months; then again, he/she may not be ready until 3 years of age. Try not to compare children.

- Parents and teachers should both watch for each child’s readiness signs and discuss how and when they can each best support this learning process.
- We suggest teaching words to name body parts and body wastes. Toilet training must be first introduced at home, upon repeated success, will be continued at school. All children’s diapers are checked and changed at least every two hours as needed an/or sooner intervals as required. All children are wiped clean and dried with individual washing materials during each diaper change. Individual disposable single use baby wipes or paper towels are used. All staff will wear disposable non-latex gloves when participating toilet/diaper-changing procedures.
- A supply of diapers and baby wipes must be kept at the Daycare program to meet the needs of the child.
- The parent supplies diapers and baby wipes.



- An extra set of clean clothing must be kept at the program for changing purposes if your child's outfit becomes soiled. All soiled clothing, linen, blankets and/or cloth diapers will be bagged, labeled and sealed. This bag will be stored away from other items and sent home daily.
- Children who are wearing underpants are never scolded when they have an accident. No child shall be punished, verbally abused or humiliated for soiling, wetting or not using the toilet. Their clothes are changed, and they are reminded how good it feels to wear dry clothes.
- Children and staff wash their hands with soap after toileting and diaper changing, before snacks, meals and any handling of food. Disposable paper is used for drying hands. All diapers shall be adequate size. All diapers shall be disposed after each use.
- Children will be supervised always while toileting.

### **Toilet Training**

Children should begin toilet training no sooner than 18 months. Forcing your child to train before he/she is ready can result in bedwetting, frequent accidents, constipation or regression, in times of stress. I believe that most children are ready to begin toilet training around two years of age. Of course, all children are different. While some may be ready at 18 months, others are not ready until 2 years. Some readiness signs to look for are (1) language skills, the ability to say "potty" or some other term which indicated that your child needs to use toilet. (2) An interest in staying dry or clean. (3) Self-help skills, the ability to dress and un-dress themselves. (4) Staying dry for longer periods of time throughout the day. It is not a good idea to dress your child in overalls, pants with difficult fasteners or \*onesies\*. This will be frustrating for your child. Your child's readiness is something we can discuss because consistency between home and daycare will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience; no type of punishments will be allowed at the Daycare Program.



## **Behavior Management Plan:**

### **A GUIDE FOR DISCIPLINE**

1. Set limits. By doing this give the child the security of knowing that their strong emotions will not lead them to do things that they will later regret. They know an adult will take the responsibility of stopping unacceptable behavior until they are able to do so for themselves.
2. Allow the child to make as many decisions as possible within the necessary limits.
3. Explain the rules in a cheerful' sympathetic manner to make them understandable and acceptable to the child. Avoid repetition. Say what you must say once after first being sure that the child is paying attention. Be consistent, Firm and Fair.
4. Enforce the rules in a positive way.
5. Understand the reasons for a child's behavior in a disruptive manner such as hitting things, defying, or running away). Their behavior may be caused by hunger, jealousy, confusion, illness, or embarrassment. The child may also be trying out negative behavior because the need to fight is normal at certain stages of development.
6. Behavior management is conducted by a time cut approach. A child that has become disruptive to the classroom; and continues with inappropriate behavior will be removed from the ongoing activity and required to sit out for a limited period of time before he is invited to return to the group.
7. NEVER WILL WE USE
  - CORPORAL PUNISHMENT, INCLUDING SPANKING
  - SEVERE PUNISHMENT, HUMILIATION OR VERBAL ABUSE
  - DENIAL OF FOOD AS PUNISHMENT IT BE PART OF THE MEAL SNACK, OR SPECIAL EVENT.
  - NO CHILD SHALL BE PUNISHED FOR SOILING OR WETTING CLOTHING.
  - NO CHILD SHALL BE IN A TIME-OUT FOR LONGER THAN 1 MINUTE.



The Daycare provides the following staff training:

- Mandatory Reporting of Child Abuse or Neglect
- Provide information to staff about their responsibilities regarding the reporting of suspected child abuse and neglect when they suspect that abuse or neglect is being perpetrated on a child in their care, by a child's family member, a staff person or any other person.
- Provide relevant staff with training in recognizing and reporting any suspicions or observations of child abuse or neglect.
- Develop clear procedures for staff to follow regarding making a report relating to Child Abuse or Neglect
- Inform staff of the protection that will be given to the child if they report suspected abuse or neglect.

All program staff are mandated reporters in accordance with general laws of the Commonwealth of Massachusetts. Any form of abuse or neglect of children while in care is strictly prohibited. Highland Daycare staff will operate in ways to protect children from abuse and neglect. Staff will regularly train in recognizing the signs/symptoms of child abuse/neglect. Suspected cases of the child abuse/neglect will be reported to the Department of Children and Families at their local phone# (508) 235-9800. If a staff member is accused of child abuse/neglect, the staff person will be immediately suspended and will not have contact with children until the DCF and EEC investigations are completed.

For all such allegations, DCF and EEC will be notified immediately. The Daycare will cooperate in all such investigations. The accused staff member's employment status will be reviewed based on the investigation findings of DCF and EEC.



## **Inclement Weather/Emergency Closings**

We will always follow the EEC System's ruling during inclement weather unless we decide other-wise. A declared emergency in the city automatically shuts down all sites.

Please keep us current of all changes in work and emergency numbers each month.

## **Family Participation**

We sincerely hope that every parent will feel free to participate in whatever way his/her time, energy and interest allows. We encourage as much parent input as there are possibilities:

- Guest speaker : Share interests and talents of your occupation or hobby
  - Donations: Volunteer help, materials, ideas, etc.
- 
- **Visits:** Parents shall be able to visit the school unannounced at any time during the hours that childcare is provided. We encourage parents to visit the school and their child's classroom while their child is present. Please notify the office if anyone should be restricted from visiting your child's classroom.
  - **Conferences:** Formal parent/educator conferences are held twice a year for all children in November and May. Additional informal evaluations are provided to parents of children who are under age 15 months have special needs or if we have concerns such as speech, hearing, behavior, etc. The parent may request an individual conference at any time.
  - **Concerns/Problems:** The Educator and Staff want to know of any concerns to resolve problems as quickly as possible. If you have a question or concern, please let us know.



## **Meals/Snacks/Nutrition**

Highland Daycare will provide lunch and an afternoon snack with milk or water to all the children. We will provide plastic ware if necessary for your child. Children are not permitted to bring junk foods from their home to Highland Daycare. Children do not need chocolate, donut, cupcakes, ice cream, fried foods, soft drinks and candy. In addition to having little nutritional value, these foods promote dental cavities. Highland Daycare is dedicated to promoting healthy eating among young children as healthy eating habits are one of the most important lessons a child learns. We thank you again for your support.

- Lunch is served between 12:10 AM and 12:50 PM
- Mid-Afternoon snack is served between 2:40 PM and 2:55 PM

### **Note on food allergy:**

If your child has any kind of food allergies, please be sure to let the staff know so that we can have it posted.

## **Written Plan For Referral Services**

Highland Daycare shall use the following Procedures for referring parents to appropriate social, mental health, educational and/or medical services; including but not limited to dental check-ups and/or vision or hearing screenings for their child should the school feel that an assessment for such additional services would benefit the child.

The Daycare would request a written consent form to have Early Intervention or any other services that visits their child at the program. We will also request a consent form for the parent to have them share information about their plan. A written notice to the appropriate administrator of special education that our program is serving a child with disability, if the child is 2 years and 9 months or older; written notice to the administrator of DPH Early Intervention program if the program is serving a child with a disability who is younger than two years and nine months old.



**Referral Disclosures:** We strongly urge parents to inform the Daycare if their child has been evaluated for educational, mental, physical or medial concerns. If your child is on an I.E.P. plan, a behavioral management plan or has physical or medical limitations it will greatly benefit your child if the classroom teacher is aware of this. The staff will follow the recommendations on the plan. Consistent implementation of the plan by the parent outside the school, by the staff during school hours and by the resource consultant, therapist or doctor will provide the best results for your child.

**Referral Process:** Whenever a staff member is concerned about a child's development, behavior, physical or mental health and feels that further evaluation should be done, they will report it to the Educator and then the Educator will review it. The Educator will monitor and record observations of the child as well as review the child's records and progress reports prior to making a referral to the parent. The Educator will set up a conference with the child's parents to review their finding and/or concerns. The Educator will maintain a current list of referral resources in the community. For children in need of social, mental health, educational or medical services. This list shall include the contact person for Early Intervention program referrals. This information will be provided to the parent during the conference. The Educator or staff will attend, at the approval of the parents, follow up meetings with the Special Education Director and Liaison for the Department of Education. The Educator and Staff are both responsible for documenting all observations, evaluations, progress reports, referrals, and written statements provided to the parents and/or referral agencies as well as concerns, follow up and action taken on the child's behalf, in the child's individual file. Ongoing and additional information will be placed in the child's file per occurrence.

**Referral Meeting With Parent (s):** The Educator schedules a meeting with parent (s) to notify them of the Daycare's concern and prepares a current list of possible referral resources. At the meeting, the Educator will provide to the parent (s) a written statement including the reason for recommending a referral for additional services, a summary of the program's observations related to the referral and any efforts the school may have made to accommodate the child's needs.





**Follow-up To the Referral:** The Educator will (with the parent (s) permission) contact the agency or service provider who evaluated the child for consultation and assistance in meeting the child's needs at the daycare. If it is determined that the child is not in need of services from this agency, or is ineligible to receive services, the Educator shall review the child's progress at the program every three months and conduct a follow-up conference with the child's parents to determine if another referral is necessary.

### **Children's Records**

Your child's record typically contains the following items:

- Application/registration form
- Parents (or guardian) and emergency contact information
- Parent authorization/consent forms, such as a list of authorized people(s) allowed to pick up the child (with a copy of photo ID), and an authorization form for non-prescription medicine administration.
- Records of child's progress report for every six months or before each parent-teacher conference
- Child's annual physical exam results and immunization information
- Other child-specific information or documentation, such as allergies to medicine or food.

### **Confidentiality**

Highland Daycare will not release or distribute your child's information to any party or anyone outside of the program staff without the written consent of the parents (or guardian). The child's records may be made available to the Department of Children and Families (DCF) and the Department of Early Education and Care (EEC). If for any reason your child's record is subpoenaed, you will be notified. You will have access to your child's records. Typically, you should have access within two business days of your request. You have the right to add information/comments, or request deleting information in your child's record. You can also request copies of your child's records.



## **Emergency Evaluation**

**Emergency Drills:** To prepare for emergency response, the Daycare conducts fire/emergency drills periodically. All staff members and the children must participate in the drills. The objective of the drills is to train the children to listen to the instructions from the Daycare staff during emergency situations, to prevent or minimize accidents or injuries. The Daycare Educator and the staff are responsible for assuring that evacuation drills are held at different times of the program day and are practiced with all groups of children and staff at least every month. The educator maintains documentation of the date, time and effectiveness of each drill.

## **Fire Drills Procedures**

We have monthly fire drills. The children are instructed to go outside in front of the building up the street. If there is a fire the children will be moved to safety and the fire department will be called. During a tornado warning all children will be taken to the Pre-k room and they will be provided a blanket to cover with. We will all remain there until it is safe to return to the child care areas.

## **Evacuation Procedure**

Emergency due to fire, natural disaster or other reasons, Highland Daycare will follow these procedures:

- Call 911 and inform the authorities regarding the reason for evacuation and where the children will be gathered. We will obtain information from the local authorities to determine whether to evacuate or shelter in place in the event of a natural disaster.

The Educator and staff will escort the children to evacuate the building. The staff will also take the daily attendance sheet (to count for the children), parent contact information, and the parent sign-out clipboard during the evacuation. The Escape routes are located in the program.



All children will be gathered at the designated meeting area at either:

**Holy Name Roman Catholic Church    Spencer Borden Elementary School**

207 Hanover St.

1400 President Ave.

Fall River, MA 02720

Fall River, MA 02720

508-679-6732

508-675-8202

- One of the staff members or Educator will check the Daycare to make sure that no child has been left behind. Educator/Staff will make sure that number of evacuated children is the same as the number on the daily attendance sheet (i.e., everyone has evacuated).
- Our plan for evacuation will be kept current and will meet the needs of children in our care.
- Highland Daycare has two ways out, the front entrance and the emergency exit.

If the Daycare program is determined to be unsafe to reentry, the Educator will call the parents or the emergency contact persons to pick up their children at the gathering location.

**Missing Child Plan:** If any child is missing at center, the following procedures will be taken:

- The Educator/staff will immediately contact 911 and local police
- The Educator will immediately call parent to inform them of the situation.
- The Educator will also immediately call EEC and provide the information need to search for the child.
- The Educator will write a report on the situation. The report will be provided to the police, parents, EEC and the director.

In the event of losing power, heat, or water that would affect the health and safety of the children, the parents or emergency contacts will be notified to pick up their children, if the outage situation lasts for an extended period. The evacuation procedures will be posted at all exits. For more detailed emergency response plan (including each staff member's responsibility during an emergency), please contact the Program Educator.



## **Sids - Safe Sleep For Infants Procedures**

In compliance with EEC regulation and in order to provide the best quality care, attention, and safety for all children and reduce the risk of SIDS (Sudden Infant Death Syndrome).

- For Infants under 12 months, per EEC Safe Sleep policy, and as is required by Massachusetts State Regulation , “Programs serving infants must place infants on their backs for sleeping, unless the child’s health care professional orders otherwise in writing.”
- Each Infant nap in an individual crib with a firm, properly fitted mattress and a clean, fitted sheet with no potential for head entrapment areas. Car seats and other sitting devices are not allowed for sleep routine. Cribs meet CPSC and ASTM safety standards.
- Infants will nap in an individual crib, porta crib, playpen, or bassinet.
- We will ensure that slats on cribs are no more than 2- 3/8 inches apart Blankets, comforters, pillows, stuffed animals, wedges, positioners, bumper pads or other soft padded materials or toys may not be placed in the crib with the Infant.
- Sleep sacks are an acceptable alternative for blankets ensuring Infants’ heads remain uncovered during sleep. Only sleeps sacks and pacifiers without anything attached to them (such as loveys, clips, etc.) are permitted in cribs.
- The program will not swaddle Infants.
- Infants may not have bottles while in their crib.
- After being placed down for sleep on their backs, Infants may then assume any comfortable position they can roll into.

Please don’t hesitate to contact us with further questions.



## Preparing For Diapering

To minimize contamination outside of the diapering area, prepare for a diaper change before bringing the child to diapering area, for example, by having ready:

- Changing table paper is used once every time to cover the table from the child's shoulders to heels (in case it becomes soiled and must be folded over to give a clean surface during the change)
- Enough wipes for the diaper change including wiping the bottom and hands after taking the soiled diaper away from the child's skin)
- A clean diaper, plastic bag for soiled clothes, and clean clothes of soiled clothing is anticipated
- Non-latex gloves if they will be used, and a dab of diaper cream on a disposable piece of paper or tissue if cream is being used.

## Diapering Procedure

1. Prepare for diapering as indicated above.
2. Place child on diapering table. Remove clothing to access diaper. If soiled, place clothes into plastic bag.
3. Remove soiled diaper and place into lined, hands-free trash container used only for diaper waste. (To limit odor, seal in a plastic bag before placing into trash container.)
4. Use wipes to clean child's bottom from front to back.
5. Use a wipe to remove soil from adult's hands.
6. Use another wipe to remove soil from child's hands.
7. Throw soiled wipes into lined, hands-free trash container.
8. Put on clean diaper and redress child.
9. Place child at sink and wash hands following the "handwashing procedure."
10. Spray bleach solution in paper towel and wipe diapering area then allow to air dry. It should be noted that staff cannot spray the diaper area because the solution will be in the air, spraying into the paper towel is the safest. The surface cannot be sprayed.
11. Adult washes hands using the "handwashing procedure," without contaminating any other surfaces.



## Miscellaneous

1. Please make sure to send along extra clothes, to be kept here, in case their clothes soiled.
2. Please call the Daycare Program in the morning if your child will not be coming that day.
3. Please share information with the Daycare Program that will help us better care for your child. For example: child complaining of tummy ache, throwing up over the week-end, etc.

## Emergency Telephone Numbers:

- Fire Department: 911
- Police: 911
- Ambulance/Rescue: 911
- Poison Control Center: (800) 222-1222
- Department of Children and
- Families (DCF) (508) 235-9800

## Open Door Policy

At Highland Daycare, you can always be assured that the door is open to you. If the phone goes unanswered, please do not become alarmed, simply leave us a voice mail and we will call as soon as we are able. You may also communicate with us via text or email. (email: [highlanddcare1@yahoo.com](mailto:highlanddcare1@yahoo.com) )

## Background Record Check Policy

Upon an applicant's (staff) successful interview, the interviewer the Educator will have the applicant complete a BRC Consent Form. The licensee will provide the future employee with a copy of their finger print paper, once the person has completed their finger prints they will be able to move on with the interviewing process once everything comes back suitable. Employment is not officially offered until the BRC results are received. The appointed interview remains responsible for obtaining the BRC results. Discretionary reviews are conducted by the Department of Early Education and Care Background



Check Unit. The Director will ensure that all BRC are renewed annually (typically around the middle of the year.) If there are changes to the findings, the Educator will inform staff. The Educator will also complete a new BRC anytime the program receives information that may indicate that a new CORI or DCF Background Record Check review appropriate. A prospective employee cannot work with children until SORI, CORI, and DCF results are received and discretionary reviews. After the SORI report is received, the staff must make an appointment to be fingerprinted. The person will be considered a “temporary employee” until the final results of the fingerprinting are received. The Director is responsible for notifying EEC when a Reviewer leaves employment and will also seek approval for any possible Reviewer.

