

**Worcester Comprehensive
Child Care Services**

• **Administration:**

160 Tacoma Street
Worcester, MA 01605
Phone: (508) 852-3792
Fax: (508) 853-1520

• **Great Brook Valley Ctr.**

160 Tacoma Street
Worcester, MA 01605
(508) 852-3792 Ext. 17
Caring for Children:
4 Weeks to 6 Years

• **School Age**

117 Constitution Avenue
Worcester, MA 01605
(508) 852-3792 Ext. 15 or 23
Caring for Children:
5 Years to 13 Years

• **Home Based Child Care**

160 Tacoma Street
Worcester, MA 01605
(508) 852-3792 Ext. 18
Caring for Children:
4 Weeks to 12 Years

• **Lakeside Child Care**

54 So. Circuit Avenue
Worcester, MA 01603
(508) 752-5660

• **Main South Center**

875 Main Street (Rear)
Worcester, MA 01610
(508) 752-0675
Caring for Children:
4 Weeks to 7 Years

• **Teen Care I**

Burncoat High School

179 Burncoat Street
Worcester, MA 01605
(508) 799-3322
Caring for Children:
4 Weeks to 2 Years, 9 Months

• **Teen Care II**

South High Comm. School

170 Apricot Street
Worcester, MA 01603
(508) 792-5916
Caring for Children:
4 Weeks to 2 Years, 9 Months



**WORCESTER COMPREHENSIVE
CHILD CARE SERVICES, INC.**

**Parent
Handbook**

**June
2009**



Purpose of Parent Handbook

In This Handbook

The staff of Worcester Comprehensive Child Care Services, Inc. is proud that we will be providing child care services to you and your child. In order to help start this partnership, we have put a great deal of information in this handbook. We hope that you will use this as a resource to answer your questions and encourage you to call us if you can't find an answer or have additional questions.

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In 1971, concerned residents of Great Brook Valley, working with Worcester Housing Authority, established Great Brook Valley Child Care Services in answer to a need for after school programs. The agency has since added infant/toddler child care, preschools, and expanded home based child care. In addition, the agency also offers support services to teenage parents finishing high school. In 1987, the agency's name was changed to Worcester Comprehensive Child Care Services, Inc., (WCCCS) to reflect the numerous programs being offered to children and families at sites throughout Worcester.

History

WCCCS, Inc. provides quality child care and support services to families throughout the Worcester area as detailed below:

ADMINISTRATIVE OFFICES:

Worcester Comprehensive Child Care Services, Inc.'s administrative offices are located at our Great Brook Valley site.

SCHOOL AGE PROGRAM:

The School Age Program, located at our Great Brook Valley site, is an after school recreational program which emphasizes arts, crafts, athletics, music, science and a variety of educational games and activities. Tutoring in academic subjects and quiet areas for children doing homework are also provided. Most importantly, the School Age Program provides a safe place for older children, ages 5 to 13, to meet after school or when public schools are closed. The Program operates from 2:00 p.m. to 5:30 p.m. during the school year, and is open from 7:30 a.m. to 5:30 p.m. during the summer and school vacations. Special trips to amusement parks, zoos, museums, and state parks are highlights of the summer program.

HOME BASED CHILD CARE:

The Home Based Child Care system consists of Home Based Child Care Providers who are licensed by the Department of Early Education & Care (DEEC) to provide safe, nurturing care to small groups of infants and young children in their homes. Each home is monitored regularly by WCCCS, DEEC and a food sponsoring program. The children are fed according to the guidelines of the USDA and the Bureau of Nutrition. HBCC providers are trained in CPR, First Aid, and the development of individual curriculum for each child. They assure that each child is given individual attention daily, and encourage each child to develop their cognitive, language, social and motor skills at their own pace. The providers possess a knowledge of children's growth and development, and the ability to accept each child as a unique individual. The providers open their homes to children from 4 weeks old to 11 years old, and are supportive of each child as well as the whole family. Ongoing communication is an integral part of the relation between parent and provider. Each HBCC home is well equipped with supplies and materials that are age appropriate and multicultural, and are rotated on a regular basis. They have an extensive supply of books, puzzles, puppets, manipulative toys, and child-size furniture. The children are able to select the toys that they would like to use, are encouraged to share with others, and to pick up the toys when they are finished with them. Most of the HBCC staff and providers are bi-lingual, and all of the homes are located in the Greater Worcester area.

Services



*Services
Continued*

Parents are welcome to visit a HBCC home during the hours that their child is in care, and are encouraged to participate in planned field trips and other events. The program operates 5 days a week, from 7:30 a.m. to 5:30 p.m. but may vary according to need and availability.

INFANT/TODDLER PROGRAM:

The Infant/Toddler Program, for children 4 weeks to 2 years, 9 months, is offered at the Great Brook Valley and Main South Centers. Daily programming operates on a flexible timetable that is geared to meet the individual needs of each child. Infants nap and eat according to their own schedule and appropriate activities are provided for each child. A warm and secure environment is maintained, emphasizing close and trusting relationships among parents, children and staff members. The Centers also provide a well-rounded curriculum, designed to encourage the natural learning process of the young child. Toddler play includes a variety of activities such as painting, books/stories, songs, water, sand play, manipulative, and outdoor play. Throughout all programs, age appropriate equipment and educational toys are provided. The environment is stimulating and well equipped to foster the growth and development of all children. Nutritious meals (breakfast and lunch) are provided, as well as snacks. The bilingual and multicultural staff helps to create a child care setting that reflects the ethnic and cultural diversity of the families in the Worcester community.

PRESCHOOL PROGRAM:

The Preschool Program, for children from 2 years 9 months up to 6 years (7 years Main South Center), is offered at the Great Brook Valley and Main South Centers. All children grow and learn at their own pace. At these Centers, teams of well-trained and experienced Early Childhood Educators will help your child to develop to his or her fullest potential. Children learn to master new skills while growing in confidence and independence. An enriched environment and carefully planned activities encourage each child's physical, emotional, cognitive and social development. Nutritious meals (breakfast and lunch) are provided, as well as snacks. The Centers recognize the parents as the primary educator of the child. Parents are therefore encouraged to participate through parent/teacher conferences and classroom visits. A great deal of care is taken to communicate often, and to accomplish this we have a bilingual and multicultural staff.

SUPPORTS TO TEEN PARENTS—TEEN CARE I AND TEEN CARE II PROGRAM:

The Teen Care I Program at Burncoat High School and the Teen Care II Program at South High Community School are comprehensive school-based young parent programs for Worcester Public School students in grades 9 through 12. The programs operate in conjunction with the public school calendar and provides specialized support services to teenage parents and their children. Teen parent services include on site infant/toddler child care, counseling, case monitoring and social support services, health monitoring, parent education, and health and nutrition education. Both programs offer comprehensive support to teen parents, which lead to high school completion, improved parenting skills, and physically and emotionally healthier parents and babies.



GENERAL POLICIES

WCCCS, Inc. shall not discriminate in providing services to children and their families or in the hiring of staff on the basis of race, religion, creed, gender, national origin, cultural heritage, age, sexual orientation/preference, disability, marital status, or political affiliation.

“WCCCS, Inc. provides nurturing and stimulating child care that is responsive to the entire family, by offering programs and opportunities to those most in need.”

When using the term “parent”, we refer to the parent or guardian of a child. We define the word “family” inclusively since we recognize that children come from many different family configurations. WCCCS believes that parents, as well as children, are an important part of our program and that for most families quality child care has become a necessity.

We believe a child learns best in a stimulating environment. Each child is an individual with unique interests, likes and dislikes. He/she must have frequent opportunities for free choice and self expression.

Children are encouraged to participate in many play activities designed to develop their fine and gross motor, self-help, cognitive, emotional, and social skills. Many opportunities are provided for children to socialize with peers and adults.

As child care providers, we are professionals with a strong working knowledge of the developmental stages of children. We are here to work in partnership with each family as we provide care.

-
- A strong, stable leader in the education and development of children and their families;
 - A critical resource that enriches the whole community by educating, nurturing and successfully developing those families most in need;
 - A model child care organization, that attracts substantial private investments of volunteer time and financial contributions and public policy support.
-

**Our Work is Important
Because Your Child is Important!**

Non-Discrimination



Mission Statement/ Philosophy



Vision Statement





Board of Directors

WCCCS, Inc. is a non-profit, tax-exempt corporation under Section 501 (c) (3) of the Internal Revenue Code. The volunteer Board of Directors, which has overall responsibility for the direction of the agency, manages the business of the corporation. The Board meets monthly from September to June.



General Staffing

The Board of Directors regularly receives and reviews monthly financial reports. An independent, annual audit is conducted in accordance with generally accepted auditing standards.

All of the sites have a:

- ⇒ Program Director
- ⇒ Qualified Teachers
- ⇒ Teacher Assistants
- ⇒ Other Support Staff



Additional Staff

Billing and financial personnel will assist parents with information about child care fee payments. The Coordinator of Social Services is available to offer support with issues such as parenting, housing, and additional information about services available from other agencies in Worcester. For specific information at each site, please contact the site.



Licensing Agent

WCCCS, Inc. is licensed by the Department of Early Education and Care (DEEC). Each program is re-licensed every two years. Home Based Child Care providers are re-licensed every three years. DEEC also conducts unannounced health and safety inspections.

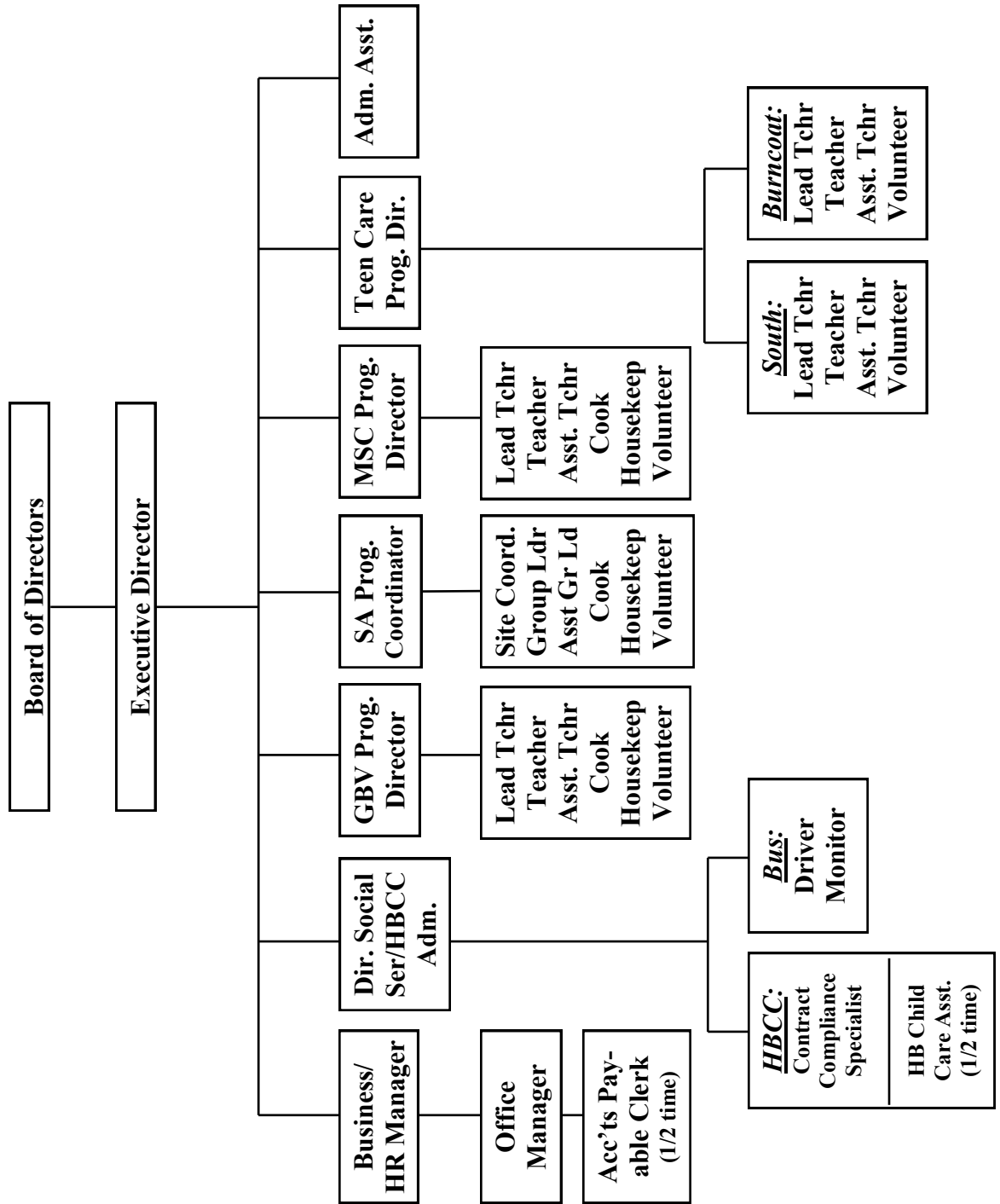


NAEYC

All of WCCCS's Centers are accredited or in the process of becoming accredited with The National Association for the Education of Young Children.

WORCESTER COMPREHENSIVE CHILD CARE SERVICES, INC.

Organizational Chart



Confidentiality

Confidentiality

WCCCS, Inc. has a strict policy regarding confidentiality with respect to all families. All information regarding children and families is treated in a professional and confidential manner. Please direct any concerns or questions to appropriate teachers, the Program Director or the Coordinator of Social Services and they will schedule an appointment with you in a timely manner. It is also the parent's responsibility to abide by this policy regarding other children, families and staff.

Children's Records

Information contained in a child's record is privileged and confidential. The child's parents/guardians shall, upon request, have access to these records within two business days. Parents/guardians have the right to request an addition or deletion of information from their child's record. Parents have the right to request, in writing, a copy of their records. See: DEEC Regulation 7.05, Section 17-24.

Release of Information

WCCCS, Inc. will not release any information to any person without your written permission. The only exception to this will be the exchange of information required by law to the Department of Children and Families and the Department of Early Education and Care.

Pictures and Public Relations

With your authorization, pictures and/or videos of your child may be taken for classroom use, parent functions, training or for public relations publicity purposes. Children's names will not be printed in the material without your authorization.

Admissions Procedure, Funding Sources and Fees

All parents must fill out an application and visit the center or home based child care home. The Program Director will determine your eligibility and inform you of the documentation required.

If child care is available, you will meet with the director of the program. The enrollment paperwork and explanation of policies will take about one hour. All children are required to have a recent physical examination, immunization record, social security cards and a copy of his/her birth certificate on file. Proof of eligibility will be required for families receiving subsidized child care. The Home Based Child Care enrollment is completed in the Home Based Child Care home with the provider and Home Based Child Care supervisory staff.

If child care is not immediately available, your child's name will be placed on a waiting list.

WCCCS, Inc. has a contract with the Department of Early Education and Care to provide Income Eligible (Basic Slots) and with the Department of Children & Families to provide Supportive Slots. A family is eligible for a Basic Slot if they meet the requirements of DEEC.

Eligibility for Supportive Slots requires the family to have an open case with DCF, and WCCCS may provide transportation. (See Transportation Policy).

Vouchers are issued through Child Care Resources. Funding is also available through the Worcester Community Partnership and United Way.

- Child Care Resources (508) 856-7930 is the voucher management agency for Worcester County.

Application

DEEC Contract

DCF Slots

Vouchers

Admissions Procedure, Funding Sources and Fees continued. . .

Service for Teen Parents & Their Children

This is a program for teen parents and their children which include the provision of social services, health and nutritional services, case management, advocacy, developmentally appropriate child care services, and transportation.

Private Enrollments

Families who enroll children privately will receive fee information upon request.

Reassessment

Each of the funding sources requires periodic reassessment of eligibility. Reassessment may include, but is not limited to, verification of income and documentation of service needs. Failure to comply will result in termination of services.

Fees

Some subsidized parent(s) pay a fee based on the DEEC sliding fee scale. Parent(s) paying fees will sign and receive a copy of the fee agreement. Payments are required for all holidays, sick days and vacation days.

Parents are required to pay an initial fee upon enrollment, and weekly fees are due on the Friday **before** the upcoming week. Failure to comply could result in termination of service.

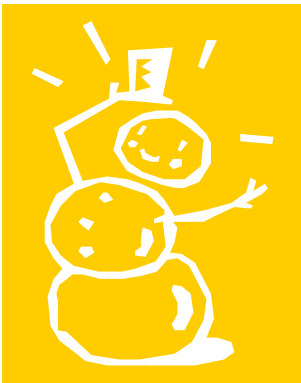
Late Fee

Any child present at the program after the 5:30 p.m. closing time will be assessed a late fee. The parent will be assessed late charges beginning at 5:31 p.m. The parent will sign the Late Pick-Up Charge Form at that time. The late fee must be paid at the office **before** the child returns to the program.

The late fee is \$10.00 per child for each staff person (maximum of 2 staff per program) for each 15 minutes, or fraction thereof.

Where Fees Are Paid

Payments may be made in person at the main office, or mailed to the main office of each site.



Hours & Holiday Closures

All programs are open Monday through Friday.

Program	Phone	Hours	Notes
Home Based Child Care	(508) 852-3792 Ext. 18	7:30 a.m. - 5:30 p.m. But may vary according to need and availability.	Year Round
Great Brook Valley	(508) 852-3792 Ext. 17	7:30 a.m. - 5:30 p.m.	Year Round
Main South Center	(508) 752-0675	7:30 a.m. - 5:30 p.m.	Year Round
School Age	(508) 852-3792 Ext. 15 or 23	2:00 p.m.* - 5:30 p.m. 7:30 a.m. - 5:30 p.m.	*Time varies on early release days. Summer and School Vacation Days
Teen Care I (Burncoat High)	(508) 799-3322	7:00 a.m. - 3:00 p.m.	Worcester Public School Schedule
Teen Care II (South High)	(508) 792-5916	7:00 a.m. - 3:00 p.m.	Worcester Public School Schedule

Hours of Operation

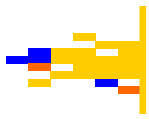


WCCCS, Inc. is usually closed on the following legal holidays:

- ◆ New Year's Day
- ◆ Martin Luther King, Jr. Day
- ◆ President's Day
- ◆ Patriot's Day
- ◆ (Staff Development Day to be Announced)
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Columbus Day
- ◆ Veteran's Day (Staff Development)
- ◆ Thanksgiving Day
- ◆ The Friday Following Thanksgiving Day
- ◆ Christmas Day

The Board of Directors sets the annual calendar which is subject to revision.

Center Closures



Arrival, Pick Up & Attendance

Arrival

Children are encouraged to arrive at the child care center or HBCC home by 9:30 a.m. Arriving late is discouraged since it is disruptive to your child's routine and the other children as well. Teen parent programs have a different policy; please check with your child care center.

Responsibility at Drop-Off & Pick-Up Times

Parents or authorized adults are responsible for bringing the child inside the center or HBCC home as well as picking the child up at the end of the day. The only exception is for children receiving WCCCS, Inc. transportation services.

WCCCS, Inc. maintains a sign-in and sign-out system to document your child's hours of care.

Late Pick-Up

If the child has not been picked up by the regular scheduled time and WCCCS, Inc. has not been notified:

1. It is the parent's responsibility to notify the program when they are not going to pick up their child at the regularly scheduled time.
2. Staff will make every effort to contact the parent from the Authorized Emergency Release Form
3. If WCCCS, Inc. staff are unable to contact the parent or a person from the Authorized Emergency Release Form, DCF may be contacted

Any child at the program after the closing time, 5:30 p.m., is subject to a late fee. Excessive late pick-up may result in termination of care for the child.

Emergency Pick-Up & Drop Off Authorization

If an adult arrives to pick up a child, and seems to be under the influence of drugs or alcohol, staff may not release the child and may contact an Authorized Emergency Person. The police and/or Department of Children & Families will be contacted, if necessary. Staff will use their best judgment, and need your cooperation to ensure the safety of your child.

Children can only be released from their school or from the bus to an **authorized** person. (See Transportation Policy). An **authorized** person is:

1. Parent or Guardian
 2. Person listed on the "Emergency Release Form"
 3. In an emergency, the authorized parent/guardian may inform the staff (either in writing or verbally) of the name and identification of a substitute person(s) that they give over the age of 16 permission to pick up or drop off the child for a stated period of time. Verbal permission will be verified by the staff.
-

Absentee Policy

Please notify the Program Director if your child is going to be absent. Unexplained absences of three (3) or more consecutive days may result in termination of child care services.

Inclement Weather

In the event that a decision is made to close early for your child's health and safety, it is imperative that the agency has accurate and complete information on file. It is your responsibility to keep WCCCS informed of any changes.


Worcester Comprehensive Child Care Services, Inc. (with the exception of the teen care programs) will be open on all scheduled days unless there is a declared state of emergency.

Days of inclement weather may cause the cancellation or delay of transportation, or of the late opening and early closure of all WCCCS, Inc.'s programs.

All programs will be open at the scheduled time unless there is a radio announcement of a delayed opening.

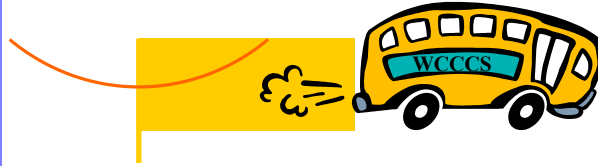
The School-Age Program will be open a full day schedule if the Worcester Public Schools are closed. The teen care programs will be closed.

Inclement Weather Days



**Announcements are on
Radio Stations
96.1 WSRS &
5.80 WTAG**

TRANSPORTATION



Who Gets Transportation?

The Program Director and the Coordinator of Social Services determines the need for transportation in each individual case at the time of enrollment. Should transportation be provided, the Transportation Policy will be reviewed and receive the required signature for authorization.

Vehicles

WCCCS, Inc.'s vehicles meet all DMV regulation and evidence of insurance is available upon request. If a WCCCS employee uses his/her own car to transport children, a permission form signed by the parent is required.

When transportation is cancelled for unforeseen reasons, parents/guardians will be contacted. It is their responsibility to pick up and transport their children. Under no circumstance is staff allowed to transport children during inclement weather.

Change of Information

All changes of times, pick up, and drop off must be made through the Transportation Coordinator with at least two days notice. WCCCS, Inc. must be notified of all changes.

Only a serious emergency will warrant the change of pick-up or drop-off locations.

Release at End of Day

When a parent/guardian or authorized alternate is not at the home to receive the child, the driver will return the child to the child care program or WCCCS office. Parents are then responsible to pick up their child **immediately**.

Parent Involvement



With your support, involvement and suggestions, we can meet your child's need. Your attendance at parent nights, parent/staff conferences, and other events is essential. Parents are always encouraged to bring suggestions to their child's child care center or HBCC home. Centers have a Suggestion Box for anonymous input. Parent surveys are distributed semi-annually. Your input helps our agency to improve the quality of care and education for your child.

Input

At the time of admission and at least once a year, a copy of the DEEC Parental Rights and Responsibility will be issued to each family.

Parent Rights

As the parent of an enrolled child, you are encouraged to visit your child's classroom while he/she is in care at the center or home based child care home.

Parent Visits

Communication between parents and staff member is an important part of effective child care.

Communication

During the enrollment process, the following information will be discussed:

- ◆ Educational Activities
- ◆ Behavior Management Practices
- ◆ Toileting Procedures
- ◆ Nutrition
- ◆ Individual Program Requirements
- ◆ Parent Rights and Responsibilities

Please take a few minutes each morning to talk with your child's teacher about:

- ◆ Your child's mood
- ◆ Any concerns you might have
- ◆ Anything unusual that happened prior to the child's arrival

Staff will keep the parents informed of the child's day. Written communication is a regular part of the infant/toddler program, and verbal communication is an important part of all our child care services.

Parent Involvement Continued...



Communication (Continued)

Parents whose children are transported by bus are asked to keep in contact with staff by writing notes and through phone calls.

Please check your parent mailbox for: notices, payment receipts, supplies needed, etc. Newsletters and other information of interest to parents will be distributed from time to time.

Concerns/ Complaints

1. If you have a concern or complaint, please talk with the teacher or HBCC provider.
 2. If his/her response is unsatisfactory, contact the Program Director.
 3. If the solution is unsatisfactory, ask the Program Director to set up a meeting with you and the Coordinator of Social Services.
 4. If solution remains unsolved, a meeting with the Executive Director may be arranged.
-

Celebration of Special Events

Please make arrangements with the teachers prior to the day of a special event, so the teachers can schedule the event into the curriculum. For health and safety reasons, please check with your child's teacher for appropriate items to bring.

Jewelry

WCCCS, Inc. strongly advises parents not to send their children to child care with jewelry. If you choose to send your child with jewelry, WCCCS, Inc. takes no responsibility in keeping track of it or replacing pieces that are lost, stolen, broken, or misplaced.

Clothing

Children need to come to child care dressed in a manner that is comfortable and appropriate to the weather. Many of the activities that your child will be involved with expose clothes to possible paint and dirt.

***Please do not send clothes with draw-strings. If you do, staff are instructed to remove or cut dangerous draw-strings.**



Behavior Management Policy

The goals of the Behavior Management Policy for Children of WCCCS, Inc. are to supervise, guide, encourage, and support each child to gain inner self-control. We encourage every child, within the classroom or home based, child care home, to respect themselves, the other children and adults in the environment.

- ◆ Each child is encouraged to understand fundamental concepts of self-respect, self-discipline and respect for other people.
- ◆ Each child is encouraged to understand how his/her behavior impacts on the functioning of the entire group.

Since children are at different developmental levels the following expectations are developmentally appropriate for each individual child.

- ◆ Infants and young toddlers have very little control over the things that they want or do.
- ◆ Older toddlers are beginning to explore their independence, learn how to control their behavior, how to share, and how to get along with others.
- ◆ Pre-schoolers often test limits and are learning the consequences of their behavior.
- ◆ School-age children often test limits and will learn the consequences of their actions and behaviors.

No child shall be subject to:

- ◆ Abuse or neglect
- ◆ Punishment that subjects the child to verbal abuse, ridicule, humiliation, cruel, unusual, severe handling, or corporal punishment
- ◆ Denial of food, rest or use of bathroom facilities
- ◆ Punishment for soiling, wetting or not using the toilet
- ◆ Punishment for eating or not eating food

To help children develop self-control teachers will:

- ◆ Encourage parents to work in partnership with the staff around behavior management policies
- ◆ Discuss rules and safety issues with children when they enter the program, and on a daily basis
- ◆ Follow a daily routine, and be consistent in setting limits
- ◆ Provide alternatives when possible that will meet both the child's and staff's needs

Goals

Age Appropriate Expectations

Inappropriate Responses

Setting a Positive Environment

Behavior Management Policy

Continued. . .

Minor Problems

In minor problems teachers will:

- ◆ Give the child choices
- ◆ Redirect the child to a different area
- ◆ Give the child a logical consequence
- ◆ Reflect the child's feelings, or if necessary
- ◆ Remove the child from the area

Example, "If you would like to play in that area again today, please pick up the toys."

"I can tell you really don't feel like picking up the blocks today, so I'll help you."

Removing a Child

When the child is engaged in a behavior that is a danger to himself/herself or others, the teacher will remove the child gently from the area. The teacher will explain to the child why the behavior was unacceptable, and help the child to regain self-control.

If removing the child is not a possibility, the child and teacher will quietly sit together away from the group and the teacher will explain the acceptable behavior to the child. This is meant to be a learning experience for the child.

Reflecting Time

Teachers seek alternative interventions to encourage the child's developing self-control for example:

- ◆ Play in a separate area, or
- ◆ Take a walking time away, or
- ◆ Hold the teacher's hand
- ◆ Offer alternative activity

If it becomes necessary, the child is asked to calm down, and to reflect on the behavior leading to a situation.

Behavior Management Policy

Continued. . .

If a child's action is of an extremely serious nature, it may be necessary for the teacher to refer the child to the Program Director. The Program Director and the Coordinator of Social Services will offer support for the child and parent as well as coordinate the supportive activities that may be needed.

Referral for Severe Aggressive Behavior

A child will be suspended from a program by the Program Director in certain situations, including the following circumstances:

- ◆ When the health or safety of the child and/or others cannot be assured
- ◆ Serious behaviors such as: excessive and unprovoked biting, hitting, kicking and object throwing
- ◆ Outbursts of anger and frequent temper tantrums
- ◆ Verbal abuse directed to other children and staff
- ◆ Persistent disregard for, or refusal to follow rules
- ◆ Intentional cruelty to others
- ◆ Possession of possible dangerous objects
- ◆ Violent behaviors or threatening violence to others
- ◆ Aggressive behaviors directed at the staff
- ◆ Running away from the group
- ◆ When the child's developmental needs are not being met

Suspension

Parents will be notified in writing, by phone and in some cases must contact the Program Director before the child re-enters the program. A plan for the child's re-entry will be discussed with the parents and documented by the Program Director. Failure to work in partnership with WCCCS may result in termination of child care service.

Child care services will be terminated only in extreme situations. WCCCS, Inc. will make every reasonable effort to work with the child, the parents, and outside support services to eliminate endangering behavior.

Termination

Behavior Management Policy

Continued. . .

Ending Child Care

WCCCS, Inc. believes that establishing a partnership with parents in the care and education of children is essential. This PARTNERSHIP relationship is the key to the growth and well being of the children in our care. In almost every situation, consistent and sincere cooperation of child care staff and parent(s)/guardian(s) with a mutual plan of action on behalf of the child can avert untimely termination of child care.

If there are concerns about the appropriateness of a child's placement, the classroom teacher and/or Program Director will call the parent(s)/guardian(s) for a mutually convenient conference. At this time, the Program Director will describe the child's behavior within the group setting, as well as any issues the parent(s)/guardian(s) wishes to discuss. If concerns about the child's behavior continue, the Program Director will then call another conference with the parent(s)/guardian(s). At this time, the parent(s)/guardian(s) and child care staff will develop a written plan together that will outline the clear expectations of the child, staff and parent(s)/guardian(s). If the parent(s)/guardian(s) refuses to follow through with the recommendations, then the program reserves the right to terminate child care. The Program Director will also assess the ability of both the classroom and the program in maintaining the child's enrollment. If, at the end of a specified time period the concerns still exist, the Program Director may have to give a reasonable notice of termination to the parent(s)/guardian(s). If at any time, it is determined that a child's behavior is deemed so dangerous as to pose a true physical threat to him/herself or others the Program Director retains the right to immediately terminate the child from the program. The parent(s)/guardian(s) will be given written documentation of the reasons for termination, and will have an opportunity to meet with the Program Director. A copy of the reasons for termination will be kept in the child's permanent record. During this time the Program Director will investigate, and discuss possibilities for a more appropriate child care placement as well as any additional services to which the child and family may be referred.

Other conditions for terminating child care services may include but are not limited to the following:

1. Failure to comply with agency policies as outlined in the Parent Handbook
2. Failure to provide appropriate health forms and emergency telephone contacts
3. Failure to renew voucher or other third party payments **(Two weeks before voucher end date is considered a two-week notice unless you confirm your appointment to renew.)**
4. Failure to meet the attendance policy and payment policy of the funding source
5. Failure to pay weekly tuition

Referrals



WCCCS, Inc. attempts to meet the needs of all children. The cooperation of parents is essential in order to provide child care. Please inform the staff if your child has any identified special needs. Written information may be requested from your child's physician or other professionals. Modifications will be made in the environment, staffing pattern, or scheduled activities as much as possible to accommodate your child.

Special Needs Plan:

WCCCS, Inc. believes that every child develops naturally in his/her own way, and that, from time to time, each may need added supports and services. Children are given a variety of developmentally appropriate assessment tools, including a Periodic Review Sheet and an Early Learning Accomplishment Profile (ELAP).

When a child enters the agency with an identified special need, WCCCS, Inc. staff will work individually with that child and his/her family. Depending on the need(s), we develop plans with classroom teachers and therapists to ensure the maximum developmental benefit from our programs.

Through the Coordinator of Social Services, we make referrals to outside agencies, such as Department of Children & Families, Early Intervention, public schools, family therapies, etc., as needed. The Coordinator of Social Services works directly with Program Directors and classroom staff to help determine appropriate referrals. We encourage outside agencies to work on site with the children and look to promote models that are inclusive, integrative therapies.

Children with severe special needs are reviewed on a case by case basis to determine if we can provide the necessary services. We examine staffing patterns to determine if one-on-one assistance can be done. We will also explore outside revenue and support services to help us service each child.

If your child is currently working with support professionals, it may be necessary and helpful for WCCCS, Inc. to be able to speak with these providers.

In these circumstances you will be asked to sign a **consent form** allowing us to speak with these professionals.

Meeting Child's Needs



Information Exchange

Referrals Continued...



Program Concerns

When a staff member is concerned about a child's development, behavior or hygiene, she/he must complete a **Concern Sheet** and submit it to the Program Director.

If further action needs to be taken, parents may need to be notified.

Meeting with Parents

The Program Director and/or Coordinator of Social Services will discuss any concerns they may have about your child. During the meeting, staff will offer you an opportunity to share your concerns or explanations. Please share with them any concerns that you might also have. The staff may recommend a referral for additional services, a brief summary of the staff observations related to the referral and any efforts made to accommodate the child's needs will be provided to the parent.

Plan of Action

The **plan of action** will include the referral agency, contact person and telephone number, and a completed **Referral Form** or any other required paperwork and suggestions for you to try at home. The plan of action will also include timelines and a proposed date for a follow-up meeting. You will be encouraged to call or request services when applicable. Otherwise, the Program Director will contact the referral agency and inform you of all known appropriate services applicable to your child's need. A specialist may be contacted to observe your child and report the findings to you and the staff. We request that you follow through with the recommendations of the specialist for the benefit of your child.

Parental signature is required for referral services. WCCCS, Inc. reserves the right to determine whether the program can meet the child's developmental needs.



Abuse & Neglect Policy

WCCCS, Inc. will protect children from abuse and neglect while in the program's care and custody.

Under Massachusetts General Law Chapter 119, Section 51-A, each staff member of WCCCS, Inc. is mandated to report any suspected incidents of child abuse or neglect.

A 51-A is filed when someone suspects a child is being abused or neglected.

If a staff suspects abuse or neglect of a child:

1. He/she will discuss his/her concerns with the Program Director
2. The Program Director will request an immediate meeting with the Coordinator of Social Services
3. The Coordinator of Social Services will attempt to reach the parent to discuss the situation before filing a 51-A
4. After discussion, if the decision is to file a report, the Coordinator of Social Services will telephone the Department of Children and Families (DCF) and file a written report within 48 hours
5. The Coordinator of Social Services will inform the Executive Director
6. If the Coordinator of Social Services decides not to file a 51-A and the employee does not agree with the decision, he/she has the right as a mandated reporter to make a report directly to DCF

While a child is attending a WCCCS, Inc. program, if institutional abuse or neglect is suspected or reported:

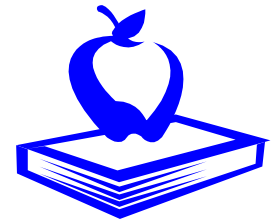
1. The Coordinator of Social Services and the Program Director will conduct an investigation and notify the Executive Director
2. If the decision is made to file, a 51-A will be filed with DCF by telephone as well as in writing within 48 hours and parents will be informed
3. The Program Director will notify the Department of Early Education and Care (DEEC) after filing a 51-A or learning that a 51-A has been reported
4. The staff named in the 51-A will not work unsupervised with children until the DCF investigation is complete and for such time as DEEC requires

Goal

Reporting

Institutional Abuse or Neglect

EDUCATION



Curriculum

Curriculum plans are developed to meet children's individual needs and interests. Activities are designed to be multicultural, open-ended, fun and developmentally appropriate. Curriculum for infants, toddlers, preschoolers and school-age children is designed on a bi-weekly or monthly basis. Teachers and Home Based Child Care Providers then implement weekly lesson plans for each group.

The staff, children, parents, equipment and planning reflect the diversity of our agency and community.

Sexual Education



Staff will help children develop clear, healthy gender identities and a positive self image by:

- ◆ Referring to all body parts by the real terms (penis, scrotum, breasts, vagina)
- ◆ Teaching children to take care of their bodies and not to allow others to hurt them
- ◆ Answering children's questions simply and honestly
- ◆ Contacting a parent when a child shows unusual interest in sexual issues

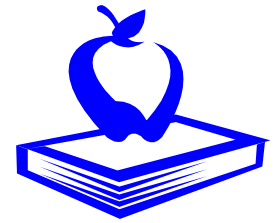
Each parent chooses to educate their child about sexual issues in their own way. We hope that you will:

- ◆ Discuss these issues with children at a young age
 - ◆ Use correct terms for body parts
 - ◆ Give them correct information at a level they can understand
 - ◆ Talk with your child honestly to help him or her to develop healthy and clear sexual attitudes
-

Environments

The child's environment and activities reflect our agency's philosophy and goals. Throughout all programs, children are provided age appropriate equipment and educational toys. The environment is stimulating and well equipped to foster the growth and development of all children.

EDUCATION CONTINUED...



Our programs encourage children to be actively involved with the learning process. **Children learn through play.** Alternating periods of quiet and active play are available. Play-time is designed to be non-gender biased.

Play

All age groups play outdoors daily, weather permitting. Children need to be dressed appropriately for the weather.

Outdoor Play

It is your responsibility to provide an extra set of clothing for your child in case of emergencies.

Children are asked not to bring toys from home into the center or Home Based Child Care home. Children have a greater difficulty sharing their own toys with other children. While it is difficult to set limits, please try a statement like: “ I know you would like to bring the toy to school, but that is not O.K. I’ll hold the toy for you and bring it with me when I pick you up.”

Toys

Infants, toddlers, preschoolers and school-age children will take age appropriate trips. WCCCS, Inc. will provide car seats. A trip permission slip, stating the date, time, and destination must be signed by a parent for the child to participate in the field trip.

Trips

WCCCS, Inc. provides field trips using its own school bus or by renting buses from local companies. If the bus does not stay on site during the field trip, a staff member will bring a second vehicle to be used in case of emergencies. If the rental bus breaks down during field trips, the bus company provides an alternate bus, which arrives at the breakdown location. Communication is done through the school bus telephone. In the case of the breakdown of the WCCCS, Inc.’s vehicle, the bus driver communicates with the main office using a cellular telephone. Alternative transportation will be arranged.





Nutrition

Nutrition

WCCCS, Inc. provides nutritious meals and snacks appropriate for toddlers, preschoolers and school-age children. Check individual programs for information regarding infant feeding. Menu plans meet USDA Food Program requirements and are posted in all programs or are available in all home based child care homes. Please do not send food into the child care center.

Please notify your teacher of any allergy your child may have to any food.

Breakfast

A sample of breakfast food served:

Eggs, French toast, pancakes, hot or cold cereals, fruits or juices, toast, and milk.

Lunch

A sample of lunches served:

Hamburger, chicken, ham, fish, tuna, cheese, rice, beans, breads, vegetables, milk, fruit, and desserts.

Snacks

A sample of snacks served:

Fresh fruit, canned fruit, crackers with cheese or peanut butter, various muffins, fresh vegetables, and juices or milk.





Required Medical Forms

Each child must have a complete medical exam:

- ◆ Prior to, or within one month of admission, and
- ◆ Annually

***Current medical examination and immunizations must be on file or your child will not be admitted to the program.**

Medical Examination

A copy of your child's immunization records is required prior to enrollment.

Parents are responsible to obtain and keep immunizations current and updated for your child to remain in care.

Immunization Record

If your child is the age indicated below, he/she should have received the following:

Age	Hep B	OPV	DTP	Hib	MMR	Varicella	Lead
2 Months	1	1	1	1			
4 Months	2	2	2	2			
6 Months		3	3	(3)			
9 Months							1*
12-15 Months	3		4	3 or 4	1		
19 Months						1	
4-6 Years		4	5		2		

Any child born January 1, 1997 or after and who is 19 months of age or older are required to get the Varicella immunization.

***Parents are required to submit proof of a recent lead screening test each year beginning at 9 months of age.**



Child Cannot Attend

A child cannot attend the program if any of the following symptoms appear:

a. Fever:

Under 2 Months

100.4 notify the parent, parent choice to pick up

101 child needs to be sent home

Over 2 Months

101 notify the parent, parent choice to pick up

102 child needs to be sent home

104 see doctor immediately

With fevers, teachers will monitor for other symptoms, i.e. vomiting. If other serious symptoms accompany fever, the child will need to leave child care.

b. Vomiting:

More than the usual “spitting up”

c. Diarrhea:

Watery or greenish bowel movements that look and smell different and are much more frequent than usual

d. Cold:

A bad cold with fever, sneezing and nose drainage

e. Unable to Participate in Activities of the Group:

If your child is:

- ◆ Unable to participate in the activities of the group even though his/her temperature is less than 100 degrees
- ◆ Unable to participate in outdoor activities
- ◆ An example might be ear infections or pneumonia

f. Contagious Condition or Disease:

See page 29.

If these symptoms occur, or your child becomes ill during the day:

1. Program will contact the parent to pick up the child, or
2. A person on the *Authorized Emergency Release Form* will be asked to pick up the child.
3. In some cases a *Wellness Verification Form* will be required to be filled out before returning.

Notices

Notices of some contagious diseases will be sent home with a child who has been exposed.

Contagious Diseases

If your child has a contagious condition or disease, you will need a *Wellness Verification Form* completed by the health care provider identifying the disease and date the child is able to return to child care.

Below is a partial listing of contagious conditions or diseases:

1. **Conjunctivitis** (pink eye) - an eye infection where the white of the eye is red with burning or itching. There may also be thick yellow or white drainage from the eye. A prescription from your doctor may be needed for it to go away. If your child has conjunctivitis, he/she can return with prescribed medication, or a note from the health care provider.
2. **Impetigo** - this starts with a very small blister on the skin that contains yellowish fluid or white pus and is usually surrounded by reddened skin. The blister is easily broken and leaves a raw spot. It is likely to start in a moist spot such as the edge of the diaper, in the groin, armpit or around the mouth. The sores should be kept lightly covered until they have dried up. A child can return with a note from the health care provider.
3. **Giardia** - a microscopic parasite that can affect the upper part of the intestines and is passed in stools. It must be diagnosed by stool tests by the health care provider. A child can return after a health care professional provides documentation of two consecutive negative stool samples.
4. **Strep Throat** - if your child has strep, he/she can return after receiving prescribed medication with no fever.
5. **Pediculosis** (head lice) and **Scabies** (body lice) - your child may return to child care after receiving treatment, and removing all nits from the hair. To prevent reinfection, your home environment also needs treatment.
6. For other contagious diseases such as: **measles, mumps, chicken pox, roseola, ringworm, pinworms**, etc. - you will need a note from your health care provider before your child can return to care.

Please report any contagious diseases or conditions within your household to the program staff. This information will help us observe all children to prevent the condition from spreading.

A Home Based Child Care home may be closed if the provider or a family member has any of the above diagnosed contagious conditions. Children will be cared for by a substitute provider.

***Contagious
Condition or
Disease***

AIDS Policy

AIDS Policy

Worcester Comprehensive Child Care Services, Inc. will practice Universal Health Care precautions.

Before enrolling any child, the parent/guardian, program director, and agency social worker will discuss the appropriateness of the child for the setting. The continued attendance of any child will consider the child's social, psychological and developmental status, current health status, including degree of immune functions and stamina, and the ability of the program to provide appropriate care.

Direct care staff will be informed of individual children who might be HIV infected, when special care is required on a need to know basis and then only with written parental consent.

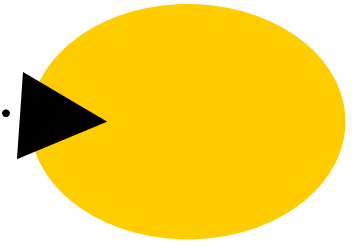
Notifying parents of other children and the caregivers about an HIV infected child is prohibited by law and could be cause for disciplinary action and/or dismissal.

The medical reports of all children are considered confidential information. No information will be shared without parental consent.

The direct care staff of Worcester Comprehensive Child Care Services, Inc. are responsible to observe the general health of all children daily and to report any deviation from the norm to their supervisor.

Worcester Comprehensive Child Care Services, Inc. will follow the Department of Public Health's Policies regarding diseases spread through blood contact as described in [A Guide for Child Care Providers in Massachusetts: Health and Safety in Child Care](#). A copy is on file and is available upon request.

Giving Medicines



Periodically your child may need medication while at the center or Home Based Child Care home. To administer medication three things are needed:

1. Parent/guardian's written permission
2. Health care provider written permission
3. Properly labeled medication

Written parental authorization for prescription and non-prescription medication is needed.

We cannot give non-prescription medications without written permission from the health care provider. (Tylenol, cough syrup, decongestant, etc.)

The original prescription bottle with the child's name will act as the doctor's permission for prescription medication. New prescriptions must be given each time a child has a new illness. Old medications will not be accepted and should be discarded.

The doctor can sign a permission slip for oral non-prescription medications. This permission is good for a period of one year.

Prescription medications must be in the original pharmacy packaging with the following:

- ◆ The child's name
- ◆ Name of medication
- ◆ Dosage
- ◆ Directions for use
- ◆ Date

The program will label non-prescription medications with the child's name and expiration date.

Sample			
2 Times a Day	12 - 12	8 - 8	6 - 6
3 Times a Day	6 a.m. Noon 6 p.m.	7 a.m. 1 p.m. 7 p.m.	8 a.m. 2 p.m. 8 p.m.
4 Times a Day	7 a.m. 11 a.m. 3 p.m. 7 p.m.	8 a.m. Noon 4 p.m. 8 p.m.	9 a.m. 1 p.m. 5 p.m. 9 p.m.
Every 6 Hours	8 a.m. 2 p.m. 8 p.m. 2 a.m.	7 a.m. 1 p.m. 7 p.m. 1 a.m.	6 a.m. Noon 6 p.m. Midnight

Medication

*Parent/Guardian's
Permission*

Doctor's Permission

*Labeling
Medications*

*Suggested Times to
Give Medications*



Emergency Care

Injuries or Medical Emergencies

Accident reports will be completed by your child's teacher/home based child care provider with information on:

- ◆ Time
- ◆ Place
- ◆ How the accident occurred
- ◆ Where your child was injured and
- ◆ Any first aid treatment administered

A copy of the report will be given to the parent for signature and the original will be placed in the child's file.

First Aid Training

All WCCCS, Inc. staff who work directly with children are trained in First Aid, CPR and Universal Precautions.

Safety

Staff practice monthly evacuation procedures with children. Staff also receive information about procedures during emergency situations. Smoke detectors and fire extinguishers are periodically checked. Emergency phone numbers and evacuation plans are posted in each program.

Emergency Care

In the event of a medical emergency that requires transporting the child, WCCCS, Inc. will first try to notify the parent so that he/she can transport the child. If you cannot be reached, an authorized emergency person will be contacted. However, if the situation warrants, a WCCCS, Inc. staff person will accompany your child to seek medical treatment, and we will call you or a person on your *Emergency Medical Authorization Form* to meet the staff person and your child at the medical facility.

Your signed *Emergency Medical Authorization Form* allows us the following:

1. If you cannot be reached to come to the hospital, the person on your emergency list will make medical decisions in your absence and will be responsible for your child until you arrive.
2. If no one on your emergency list can be reached, a WCCCS, Inc. staff person will assume this responsibility.

Emergency consent forms will be kept by the primary care provider as well as at WCCCS, Inc.'s offices.



Ending Child Care

We require **two weeks** notice when your child is leaving WCCCS, Inc. Since your child is an integral part of our community, it is important for the children and teachers to have the opportunity to say “good-bye”.

Parent Termination of Child Care

WCCCS, Inc. can terminate child care services under the following conditions:

1. WCCCS, Inc. is unable to meet the child’s developmental needs. Two weeks notice will be given.
2. Financial eligibility (with 2 weeks notice):
 - a. Failure to pay weekly tuition
 - b. Failure to meet the attendance policy of the funding source
 - c. Failure to renew voucher or other third party payments. (Two weeks before voucher end date is considered a two week notice unless you confirm your appointment to renew.)
3. Health and safety of the child or other children or staff at WCCCS, Inc. cannot be assured. (Two weeks notice may not be possible.)

Parents will be notified in writing of a termination and a meeting will be set to help find alternative services.

WCCCS, Inc. Termination of Child Care

WCCCS, Inc. Resources

Technical Assistance For Parents

Community Mental Health Centers

- ◆ **Ellsworth Child & Family Counseling Center**
20 & 21 Cedar Street
(508) 753-5425
- ◆ **Great Brook Valley Health Center**
19 Tacoma Street
(508) 852-1805
- ◆ **Mass. Society for Prevention of Cruelty to Children (MSPCC)**
286 Lincoln Street
(508) 753-2967
- ◆ **Worcester Youth Guidance Center**
275 Belmont Street
(508) 791-3261

Special Education

- ◆ **Worcester Public Schools**
20 Irving Street
(508) 799-3056

Early Intervention Programs

- ◆ **MSPCC**
286 Lincoln Street
(508) 753-2967
- ◆ **Pernet Family Health Service**
237 Millbury Street
(508) 755-1228
- ◆ **UMass Medical Center**
55 North Lake Avenue
(508) 856-4202

Social Services

- ◆ **Department of Children & Families**
340 Main Street, Suite 525
(508) 929-2000
- ◆ **Youth Opportunities Upheld (YOU, Inc.)**
81 Plantation Street
(508) 849-5600

Subsidized Child Care

- ◆ **Child Care Resources**
799 W. Boylston St.
(508) 856-7930
- ◆ **Dept. Early Education & Care (DEEC)**
340 Main St., Ste. 400
(508) 798-5180

Medical Services

- ◆ **Family Health Center**
26 Queen Street
(508) 860-7700
- ◆ **Great Brook Valley Health Center**
19 Tacoma Street
(508) 852-1805

Hearing Services

- ◆ **UMass Memorial Rehab Group**
15 Belmont Street
(508) 792-8700

Dental Services

- ◆ **Great Brook Valley Health Center**
19 Tacoma Street
(508) 852-1805
- ◆ **Quinsigamond Community College Dental Clinic**
670 W. Boylston Street
(508) 854-4306

Vision Services

- ◆ **Great Brook Valley Health Center**
19 Tacoma Street
(508) 852-1805

Information & Referral Services

- ◆ **Central Mass. Housing Alliance**
7-11 Bellevue Street
(508) 757-2150
- ◆ **Child Care Connection**
100 Grove Street, Suite 102
(508) 757-3880
- ◆ **First Call - United Way**
484 Main Street, Suite 300
(508) 755-1233
- ◆ **WIC Program**
19 Tacoma Street, 2nd. Floor
(508) 853-2904
- ◆ **Worcester Housing Authority**
40 Belmont Street
(508) 798-4500

Hotlines

- ◆ **Child at Risk - Department of Children & Families**
Hotline after 5:00 p.m.
1-800-792-5200
- ◆ **Day Break - Domestic Violence Hotline**
(508) 755-9030
- ◆ **Parents Helping Parents**
1-800-882-1250
- ◆ **Rape Crisis Center**
146 West Boylston Drive
(508) 799-5700
- ◆ **Teen Access Line**
Alliance for Young Families
1-800-645-3750

PARENT INFORMATION, RIGHTS, AND RESPONSIBILITIES

Chapter 28, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates to the Office for Children the legal responsibility of promulgating rules and regulations governing the operation of day care centers (including nursery schools).

The licensee (day care center owner) is required to inform all parents of specific information about their rights and responsibilities at the time of admission of their child to the center. Section 7.04 of 102 CMR 7.00, the regulations which govern day care centers, contains more information.

PARENT'S RIGHTS:

Right to Visit:

You have a right to make unannounced visits to your child's room while your child is present.

Parent Input:

The program must have a procedure for allowing your input in the development of center policy and procedure. The program must allow you to make suggestions, but it is up to the program to decide whether or not they will be implemented.

Conferences:

You have a right to request an individual conference with the program's staff. The licensee has the responsibility to make the staff available.

Meeting Prior to Admittance:

The licensee shall assure that the administrator or his designee meets with you prior to admitting your child to the center.

At the meeting, the licensee in addition to the information contained in this fact sheet, must provide you with:
(All of this information may be contained in the "Parent Handbook".)

- ◆ The center's written statements of purpose
- ◆ Types of services provided
- ◆ Referral policy
- ◆ Behavior management policy
- ◆ Termination and suspension policy
- ◆ A list of suggested nutritious foods you could send for snacks and meals, if it is your responsibility
- ◆ The policy for identifying and reporting child abuse and neglect
- ◆ The transportation plan
- ◆ A copy of the health care policy (if you request it)
- ◆ Procedure for administration of medication
- ◆ Procedures for providing emergency health care and the illness exclusion policy
- ◆ A copy of the fee schedule

You should also be given the opportunity to visit the center's classrooms either at the time of the meeting or prior to the enrollment of your child.

Progress Reports:

At least every six (6) months, you should either meet with the center's staff to discuss your child's progress, or receive a written progress report of your child's activities and participation in the center. This report must become part of your child's center record. If your child is an infant or is a child with disabilities, you should receive a written progress report every three (3) months. Center staff must bring any special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

Your Child's Records:

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

PARENT INFORMATION, RIGHTS, AND RESPONSIBILITIES Continued. . .

Access to the Record:

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

Amending the Record:

You have the right to add information, comments, on data, or any other relevant materials to your child's record; you also have the right to request deletion or amendments of any information contained in your child's record. Such request shall be made in accordance with the procedures described below:

1. If you are of the opinion that adding information is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to have a conference with the licensee to make your objections known.
2. The licensee shall, within one (1) week after the conference, give you a decision in writing stating the reason or reasons for the decision. If his decision is in your favor, he shall immediately take steps as may be necessary to put the decision into effect.

Charge for Copies:

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

Transfer of the Record:

Upon your written request, when your child is no longer in care, the licensee can give you your child's record or transfer them to any other person that you identify. The center should ask you to sign a form verifying that you have received the record.

RESPONSIBILITIES OF THE PROGRAM:

Providing Information to the Office for Children:

The licensee must make available to the Office for Children any information required to be kept and maintained under these regulations and any other information reasonably related to the requirements of these regulations. This includes information in your child's records. Authorized employees of the office are not to remove identifying case materials from the center premises and are required to maintain the confidentiality of individual records.

Reporting Abuse or Neglect:

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

Notification of Injury:

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

Availability of Regulations:

The center must have a copy of CMR 102 7.00, Standards for the Licensure or Approval of Group Day Care and School Age Child Care Programs, on the premises, available to any person upon request. If you have questions about any of the regulations, ask your center to show them to you.

*A signed copy of the
“Signature of Receipt” page
is on file.*

Signature of Receipt

Topics
Purpose of Parent Handbook and In This Handbook
History and Services
General Policies
WCCCS, Inc. Organization and Organizational Chart
Confidentiality
Admissions Procedure, Funding Sources and Fees
Hours and Holiday Closures
Arrival, Pick-Up and Attendance
Inclement Weather
Transportation
Parent Involvement
Behavior Management Policy
Referrals
Abuse and Neglect Policy
Education
Nutrition
Required Medical Forms
Illness
Contagious Diseases
AIDS Policy
Giving Medicines
Emergency Care
Ending Child Care
Community Resources and Parent Rights
Signature of Receipt

