

Discovery Village



Child Care Center, Inc  
*"A place to learn, grow and be loved"*

# Parent Handbook

Revised 10/2017

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# Welcome!

We are delighted you have chosen Discovery Village Child Care Center, Inc. (Discovery Village) to fulfill your child care needs. You and your family are encouraged to visit our center prior to the first day of enrollment to give our teachers, and your child(ren) an opportunity to meet and become better acquainted. This will make separating on the first day a bit easier.

Our center is located at 295 Weston Street in Waltham. We employ Department of Early Education and Care (EEC) qualified teachers, staff and assistants who are dedicated to providing quality child care and education for all children in our care.

Please read over the following policies and procedures. The last page has Acknowledgement, please sign and date the Acknowledgement and return it to Mikayla Rice, our Director, or Laura Harrington, our owner, on or before your child(ren)'s first day.

Our Parent Handbook has been written to describe the details of our program, such as philosophy, policies, and practical details that make each day as happy and successful as possible. Please read this handbook and keep it for future reference.

## Our Philosophy

Discovery Village is a place to learn, grow and be loved! We believe that children bloom and flourish in a setting that is educational, nurturing, safe and positively challenging. Our curriculum combines structure with encouragement that fosters each child's awareness of his/her individual control and choices - a practice which enhances a child's self-image and self-esteem.

Parents are their child's first and best teacher. We value that, and believe in maintaining an ongoing relationship with parents that is open and free. The communication between parents and staff is an essential aspect of a growth-providing environment for the children. Discovery Village welcomes parental involvement at all of its program levels: Administration, Educational and Recreational.

## Our Mission

Our mission is to create that setting where your child has **“a place to learn, grow and be loved.”** We welcome children ages 1 month to 7 years, promoting a sense of security and safety for families, while focusing on developmentally-appropriate social / emotional skills and school readiness using play, age-appropriate curriculum, structured activities, and nurturing interpersonal interactions.

To provide safe, cherishing, and encouraging child care, it is at the heart of our vision to offer an environment that addresses the whole child, both academic and developmental. It is our mission to instill confidence, self-worth, and good citizenship in every child.

## **Owner's Statement of Goals**

I want to personally welcome you and your family to Discovery Village! I invite everyone to feel at home and at ease that your children will receive the best quality education and care from our dedicated and passionate staff. Below are my personal goals for both your children and yourselves. It is my intention to meet these goals, with the support of each and every one of our wonderful staff members, along with collaboration from you our children's parents and guardians. Please feel free to reach out to me at any time, as I believe an open communication policy is vital to the success of our program.



### **A. For the Children**

- a. To provide appropriate play and learning experiences that contribute to the developmental needs of the children.
- b. To provide a nurturing, loving and caring environment that promotes positive social interactions and relationship development with both peers and staff.
- c. To provide opportunities for development of social, emotional and physical skills through meaningful hands-on experiences, music, movement, listening activities, story time, independent and group play.
- d. To provide opportunities for the growth of language skills, development of a lifetime love of learning and school readiness through developmentally appropriate curriculum, listening experiences, structure and consistency.

### **B. For Parents and Caregivers**

- a. To provide quality, loving care for their child while parents and caregivers pursue their own work and other interests.
- b. To provide opportunities to meet other parents and caregivers through an inviting and all inclusive community.
- c. To provide a setting where people of various religious and ethnic backgrounds can come together for a common interest.
- d. To provide a sense of confidence as we contribute to the wholesome growth and development of the future citizens of our community.

## **Staff Qualifications**

The staff at Discovery Village consists of a Owner, Director, Assistant Director, Teachers and Assistant Teachers. All staff meet the Department of Early Education and Care requirements for formal education, professional development and experience working with young children and their families for their respective positions. All staff is certified in First Aid and CPR. A Massachusetts Criminal Offense Record Information (CORI) check, a Department of Children and Families (DCF) check, Sexual Offender Record Information (SORI) check and a state and national fingerprint-based criminal information (fingerprint) check is performed on all staff applicants prior to employment.

## **Enrollment Policy**

Admission to Discovery Village Child Care Center, Inc. is open to all children aged one month to 7 years regardless of race, gender, age, color, religion, political beliefs, national origin, ancestry, handicap, sexual orientation, marital or military status, except that as to the age of children, the provisions of any license issued to Discovery Village by any municipality of the Commonwealth of Massachusetts shall govern the policy of Discovery Village. Toilet training is not an eligibility requirement for enrollment.

Hours of operation are as follows:

Monday - Friday; 7:30am-6:00pm

PLEASE DO NOT BRING YOUR CHILD TO THE CENTER BEFORE 7:30am AND DO NOT PICK UP AFTER 6:00pm.

***Enrollment Procedure:*** Parents interested in enrolling their child(ren) should follow these steps:

**Step 1:** Call the Director of Discovery Village and arrange for a tour of our classrooms and facility.

**Step 2:** If there are not openings available, you can secure a spot on our waitlist by submitting an Application for Enrollment with a \$25 ***non-refundable application fee*** to cover record keeping costs and to maintain the application on our waitlist. Checks for the application fee should be made payable to Discovery Village Child Care Center.

**Step 3:** If there is availability for your requested start date we can begin the enrollment process:

- A. Submit an Application for Enrollment with intent to enroll along with a \$25 non-refundable application fee and a two-week ***non-refundable deposit*** to guarantee enrollment spot. At this time, the Parent Handbook will be given to the parent(s)/guardian(s). It is extremely important to take the time to read through and become familiar with our program's policies contained within.
- B. Prior to the first day of enrollment the following documents must be completed:
  1. Child Enrollment Package
  2. Photograph and Publicity Agreement
  3. Topical Ointment Permission
  4. Proof of up to date immunizations according to the Massachusetts Department of Public Health's recommended schedule signed by a physician, nurse practitioner or physician's assistant
  5. Documentation of annual physical exam (within one year prior to enrollment – due within one month of enrollment)
  6. Documentation of Lead Screening (when child is over 9 months old)
  7. Copy of child's individual health care plan, if applicable
  8. Parent Handbook Acknowledgement and Agreement
  9. Behavior Management Policy Agreement
  10. Tuition Agreement

## ***Enrollment Procedure (cont.):***

**Step 4:** We request that a parent visit with their child in the classroom prior to the child's actual start date. In most cases, one or two visits are best – please speak with the Director about your child's pre-start visit(s). A pre-start visit is defined as: A parent/guardian and child visit to assigned classroom for up to two hours.

If you wish to leave your child with our teachers without a parent/guardian present you will be charged a cost of \$20 per hour. This option is based upon availability.

## **Group Sizes and Ratios**

Discovery Village Child Care Center adheres to the group size and ratios as set forth by the Massachusetts Department of Early Education and Care (EEC) as well as by the standards set forth by the National Association for the Education of Young Children (NAEYC). In addition, Discovery Village makes every attempt to further group students closely by age within the below categories.

- ◆ Infants: 4 weeks up to 15 months
  - Maximum group size: 7
  - Educator/child ratio 1:3; 2:7
  
- ◆ Infant/Toddler: 4 weeks up to 33 months (2 years 9 months)
  - Maximum group size: 9, no more than 3 infants
  - Educator/child ratio 1:3, 2:9
  
- ◆ Toddlers: 15 months up to 33 months (2 years 9 months)
  - Maximum group size 9
  - Educator/child ratio 1:4, 2:9
  
- ◆ Preschoolers: 2 years 9 months to 5 years/entry to Kindergarten
  - Maximum group size 20
  - Educator/child ratio: 1:10, 2:20
  
- ◆ Toddler/Preschooler: 15 months up to 5 years/entry to Kindergarten
  - Maximum group size 9
  - Educator/child ratio 1:5, 2:9

## **Tuition and Financial Policies**

**Application/Enrollment Fee:** There is a \$25.00 Application Fee required when submitting an application for the waiting list and/or to hold a spot for enrollment (along with a two-week deposit); this fee is *non-refundable*.

**Enrollment Deposit:** A two-week *non-refundable deposit* is required to guarantee an enrollment spot. This deposit will be applied towards your child's last month with us.

**Tuition & Payment:** Tuition is billed out on a monthly basis on the 25th of each month (or the Friday before the 25th if the 25th of the month falls on a weekend or holiday) for the upcoming month. All tuition fees are due upon receipt, unless a prior agreement has been made with the Director and/or Owner. Payments not received by the 30th of each month (28th or 29th of February) will be considered delinquent. There will be a charge of \$10.00 per day for each day tuition remains unpaid. In the event you do submit your tuition late, please include your late fee with your tuition payment. Extraordinary circumstances should be discussed with your Director promptly. Several late payments may lead to the termination of your child's enrollment. To view our current tuition rates, please see the Tuition Fee Structure posted in the front office.

Tuition can be paid by credit card, personal check, money order or cash. There will be a \$37.00 fee for all returned checks.

The amount of tuition is based on your child's predetermined schedule and has no bearing on your child's actual attendance, (i.e. sick days, vacation days, holidays, weather closures, etc.)

If you would like to add days for "Drop in Care" on days your child is NOT scheduled to be at Discovery Village, you may schedule this with the Director and is based on availability. You will be billed \$20.00 per hour for 1-4 hours. If you request more than 4 hours you will be billed the full daily rate.

Tuition is charged based upon the group size and teacher to child ratio within a given group. Your child's group placement is generally matched to his/her chronological age, transitions of children from one group to another, or the programs' inability to transition children given the maximum EEC licensed group sizes may result in children transition to the next group beyond the chronological age as defined by EEC licensing (see above Group Sizes and Ratios).

For example, if a child turns 2 years 9 months (or older) within a Toddler group of 9 children and the transition to the Preschool group of 20 children cannot be made until a later date, the Toddler tuition rate will remain in effect. In these instances, Discovery Village will make every attempt to adjust the environmental and curricular experiences for children to ensure there continues to be a developmentally appropriate match for the child(ren).

**Discounts:** A 10% discount is given on the lowest tuition to one older sibling already enrolled with Discovery Village Child Care Center, when two or more children of the same family are enrolled. A 10% discount is given to children of public school teachers, police officers and fire fighters, paramedics and active duty and retired military personnel (proof of employment is required).

**Schedules & Early/Late Fee Policy:** Discovery Village asks you set a realistic schedule for your child's attendance, allowing for commuting delays, last minute work assignments, etc. We expect your child will be dropped off and picked up during the times indicated on your enrollment package. If drop-off and pick-up times need to be adjusted, you must request this change at least 24 hours in advance to be approved by our Director. This is necessary to ensure proper child to staff ratios.

Discovery Village Child Care Center's hours of operation are from 7:30am-6:00pm.

There will be a 30 minute grace period for actual drop-off and pick-up times vs. scheduled. If actual drop-off time is more than 30 minutes earlier than your scheduled drop-off time, as indicated on your enrollment package, an early fee of \$1.00 per minute per child will be charged unless advance notice of the change has been approved by the Director. If actual pick-up time is more than 30 minutes later than your scheduled pick-up time, as indicated on your enrollment package, a late fee of \$1.00 per minute per child will be charged unless advance notice of the change has been approved by the Director.

***At 6:00pm we expect all children will be picked up and OUTSIDE of the premises. Please allow at least 5-10 minutes to gather child(ren), bags and belongings during pick up.***

***Parents/authorized pick-up persons not outside of the premises by or arriving after 6:00pm will be charged a late fee of \$1.00 per minute, per child. \*\*\*This late fee also applies to any early release closings\*\*\****

**Sign-in/Sign-out Fee Policy:** As per state regulations it is imperative that Discovery Village have accurate daily attendance records indicating each child's attendance, including arrival and departure times. It will be the drop-off and authorized pick-up person's responsibility to electronically sign-in and sign-out their child(ren) when they arrive and when they leave the center using the designated laptops and biometric id pads in the front office. This log- in/out process is very important and must be done every day. This is our attendance sheet and is necessary in the event of an emergency. Failure to sign-in or sign-out your child will result in a \$5.00 fee per missed sign-in or -out.

## **Drop-Off and Pick-Up Policies**

**Drop-Off Policy:** Discovery Village hours of operation are 7:30am-6:00pm. Doors will unlock at 7:20am. Parents are expected to stay in their child's classroom until 7:30am when a staff member is present. ***For liability and safety reasons parents/drop-off persons are NOT allowed to stay in Discovery Village if there are no staff members in the building.*** Parents are expected to accompany their child into the center, sign their child in, using the designated computers in the front office and let the opening room teacher know you have arrived. This sign-in/out process is very important and must be done every day. This is our attendance sheet and is necessary in the event of an emergency. All bottles/cups and/or food that needs to be refrigerated should be placed in the designated refrigerator(s) in your child's classroom.

The teachers are glad to assist you and your child at drop off, when you are ready. You are welcome to stay and assist your child during this transition, and the teacher will gladly help if you let them know when you are ready to leave.

In order to provide structure, consistency and continuity of the children's daily schedule we request the children be dropped off at Discovery Village ***NO LATER THAN 10:00am*** and within 30 minutes of your scheduled drop-off time as indicated on your Enrollment Application and Enrollment Package, with the exception of doctor's appointments, occasional needs and emergencies. Discovery Village should be notified as soon as possible in advance of changes to drop off time. ***\*\*Please see Schedules and Late Fee Policy for information on fees associated with anticipated vs. actual drop-off times.\*\****

We ask that drop-off ***not*** occur during nap time for Toddlers and Preschoolers (12:00pm-2:00pm) as this may be disruptive to the group as well as possibly be difficult for your child.

***Pick-Up Policy:*** When picking up children please allow at least 10 minutes to gather your child(ren), their belongings and complete the sign-out process. Upon arrival at Discovery Village, parents/authorized pick-up person must sign their child(ren) out before picking up their child in their classroom. When leaving the classroom with your child and their belongings, be sure to notify a teacher that you are leaving. Please arrive within 30 minutes of your scheduled pick up time as indicated on your Enrollment Application and Enrollment Package. ***\*\*Please see Schedules and Late Fee Policy for information on fees associated with anticipated vs. actual pick-up times.\*\****

During pick-up time, parents are expected to assume full responsibility of their child once they enter the classroom. ***Please be sure that your child is with you at all times.***

***At 6:00pm we expect all children will be picked up and OUTSIDE of the premises. Parents/authorized pick-up person are NOT allowed to stay in Discovery Village if there are no staff members in the building. Failure to follow this policy may result in termination of your child's enrollment at Discovery Village. \*\*Please see Schedules and Late Fee Policy for information on fees associated with this policy.\*\****

Discovery Village closes at 6:00pm everyday. This means that your child must be totally ready to go home, with gear packed up, prior to that time. It means that all children, parents, and staff must be out the door by that time. Therefore, we require that all parents and authorized pick-up persons arrive at school by 5:50pm daily (at least 10 minutes BEFORE closing) so that your child has a few minutes to have a smooth transition.

While we understand that emergencies and unexpected situations do occur from time to time, we must be very strict about late pick-ups. This procedure is designed to take into account occasional problems but also addresses the situation. If there is some type of common problem, we will not put this policy into practice for that day. If a group of parents arrive late with the same explanation or we receive an official report of a traffic or emergency situation, we will not enforce the policy for that day.

We have had to establish this policy to address the people who repeatedly cannot seem to arrive on time. When you are late it affects everyone, Discovery Village staff and operations included, but it is especially difficult for your child who is tired and really ready to go home. It can mean we cannot meet safe teacher-child ratios, and personally affect the teachers and their families or plans for the evening. Therefore, we ask for your understanding and full cooperation regarding this policy. Offenses will be addressed as follows:

**FIRST TIME:** You will receive a written notice with our late pick up policy from the office. This is your first warning and must pay \$1.00 for each child per minute that you are late. This fee is paid directly to the office and must be paid within 48 hours for your child to attend. This payment is to cover the cost of time our school is paying our teachers for overtime or going over their scheduled hours.

**SECOND TIME:** You will receive a written notice from the office and must pay \$1.00 for each child per minute that you are late. This fee is paid directly to the office and must be paid within 48 hours for your child to attend. This payment is to cover the cost of time our school is paying our teachers for overtime or going over their scheduled hours. This is your second warning.

**THIRD TIME:** You will receive a written notice and must pay \$1.00 for each child per minute that you are late. Once again, this fee is paid directly to the office and must be paid within 48 hours in order for your child to attend. This payment is to cover the cost of time our school is paying our teachers for overtime or going over their scheduled hours. ***This is your last warning. If you are late one more time, your child will be dropped from Discovery Village.***

**FOURTH TIME:** Your child will no longer be permitted to attend Discovery Village. This is very sad, unfortunate, and difficult for all of us as the child is important to us and never responsible for the situation.

**Authorized Pick-Up Persons:** Only those people listed on the Child Enrollment Package or authorized **in writing** (via handwritten note, Authorized Pick-Up Persons Form, email to the Director or fax to the center) by the parent or guardian may pick-up a child from the center. Discovery Village must be notified in advance if someone other than a parent will be picking up the child and this person will be asked to present identification. Under no circumstances will a child be released to anyone without prior **written** permission. If there is any concern, the staff of Discovery Village reserves the right to deny a person's request to pick-up a child.

**Once again we stress Discovery Village must be informed in writing, regarding any changes in the person picking up your child.** You may add or delete names of authorized adults allowed to pick-up your child in the Child Enrollment Packet or Authorized Pick-Up Persons Form.

Only the individuals listed in the Child Enrollment Packet or Authorized Pick-Up Persons Form, or authorized in writing from the parent, will be allowed to leave with a child. Phone authorization will only be accepted in emergency cases. The staff is expected to request a picture ID from any unfamiliar person. If there is any concern, the staff of Discovery Village reserves the right to deny a person's request to pick-up a child.

**STEPS TAKEN WHEN A CHILD IS NOT PICKED UP:** If no authorized adult (those listed on the child's registration form) has come to pick up the child by 6:10 P.M., the following procedure will be followed:

**At 6:10 P.M.:** The Director or teacher in charge will attempt to contact the parent(s) and/or primary emergency contact persons listed on the child's registration form to determine why the child has not been picked up.

**At 6:20 P.M.:** The Director or teacher in charge will begin contacting the persons listed as secondary emergency contacts.

**At 6:30 P.M.:** If the Director or teacher in charge is still unable to establish contact with anyone listed as an alternate contact, she will contact the local authorities. Upon their arrival to the Center, the Director or person in charge will relinquish responsibility to the authorities. A copy of the Emergency Pick-up form and the child's Emergency Medical folder will be provided to the authorities. A note will be posted on the front double-door entrance so that a parent will know where his/her child can be found should he/she arrive after 6:30 P.M.

Due to the unknown factors involved in this type of circumstance, NO staff person, regardless of his/her position, may assume responsibility for the child, even at his/her own initiative.

To ensure the safety of all, Discovery Village **DOES NOT** allow for cars to be left on and running, unattended, in the parking lot during pick up or drop off. When leaving your car to drop-off or pick-up your child, remember to shut your car engine off. ***We also have a zero policy for leaving children in a unattended car.*** Failure to abide by these policies may result in termination of care.

## **General Information**

**Absences and Late Arrivals:** Please call Discovery Village as early as possible on a day your child will be absent or if your arrival will be delayed so we may better plan for the day.

**Allergies:** Discovery Village will do everything possible to ensure the safety and well-being of children at the center from allergies. We will do the following to safeguard all the children:

- A teacher will sit with all of the children during meal and snack times to monitor all children's intake of food and liquids
- All children's hands and faces will be thoroughly washed after all snacks and meals
- All tables and chairs will be thoroughly washed after meals
- Children with allergies to certain food will not sit next to a child eating those foods. They will also be closely monitored by a teacher
- All children's allergies will be posted and all teachers in the center will be made aware of such allergies

**Behavior Management Policy:** At Discovery Village we adopt a caring and positive approach regarding behavior management and discipline. We believe behavior management is based on the individual needs of the child, the ability of the child to understand what he/she is doing and the consequences of their actions.

**Please see Attachment A for our full Behavior Management Policy.**

**Birthdays and Other Special Celebration Days:** We would love to celebrate your child's birthday or another special event at school! Parents may bring in a special snack for the day and are invited to join us for the party. All snacks and/or treats must be ***peanut free***. Please do not bring in party favors, balloons, etc. as a low-key approach is best in group care.

**Biting Behavior in Young Children:** Discovery Village recognizes that biting is a normal stage of development that some children go through. It is something they will outgrow in time. Young children who bite, bite for reasons - all of which are normal and developmentally understood.

To minimize incidents of biting our staff will closely watch the child who has exhibited biting behavior. We do so to determine if there is a pattern of when biting behavior occurs. We comfort the child who has been bitten and firmly let the child who bit know that "biting hurts" and that we do not use our mouths for biting others.

**What happens when biting occurs?**

1. The child who is bitten is comforted.
2. The child who bit is firmly told "Stop biting. Biting hurts" while we continue to comfort and focus on the child who was bitten.
3. The bitten area is washed thoroughly with soap and water and inspected for broken skin.
4. If the skin is broken, the Director is immediately notified and parents will be contacted.
5. An Injury Report is written for the child who was bitten.
6. A Biting Report is written for the child who bit.

**Bottles, Blankets & Pacifiers:** Bottles should come to school with water in them, if they are to be used for formula. Staff will add the correct amount of formula when making them and will make them fresh. If you are using breastmilk, please send it in bottles, already thawed. ***All bottles must be labeled clearly with your child's first and last name.***

You may send extra pacifiers with your child to Discovery Village. Please make sure they are labeled with your child's name. Pacifiers with clips or "WubbaNub" pacifiers with plush animals attached are NOT allowed for children under 15 months of age when sleeping in cribs.

Blankets and "loveys" are NOT allowed in cribs for children under 15 month of age. Infant parents may provide a sleep sack, where the child's arms are unrestricted and free to move, if you choose.

**Center Happenings:** Discovery Village makes every attempt to keep you informed of events here at the center. Notices are sent out via email as well as printed and found in the front office and sent home in your child's bag. **Please Read Them.** It is a parent's responsibility to keep up to date by being aware of these notices and checking with Discovery Village staff for any clarifications.

**Changes in Policies:** Any and all fees, procedures, and policies stated in this handbook are subject to change at the discretion of the owner, Laura Harrington.

**Child Guidance:** The following is PROHIBITED at Discovery Village:

- Spanking or other corporal punishment.
- Subjecting children to cruel and severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks.
- Depriving children of outdoor time, meals, snacks.
- Force feeding children or otherwise making them eat against their will, or in any way using food as a consequence.
- Disciplining a child for soiling, wetting or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet or using any other excessive practices for toileting.
- Confining a child to a swing, highchair, crib, playpen, or any piece of equipment for an extended amount of time in lieu of supervision.
- Excessive time outs - time outs may not exceed one minute for each year of the child's age and must take place within an educator's view.

**Clothing:** The activities at Discovery Village can be messy! 😊 Please dress your child in play clothes that are washable and comfortable. Although we do use smocks and roll up sleeves, we cannot guarantee that children's clothes will not get stained or soiled. Water activities, art projects and occasional food and/or bathroom accidents necessitate an extra set of clothing be kept at the center at all times. We prefer that every child have at least TWO (three for infants and toddlers) extra sets at the center at all times - this includes shirts, pants, underwear, socks and shoes, if possible. **Please make sure all clothing is labeled with your child's FIRST and LAST name.** Discovery Village will not be responsible for any lost items.

Please be aware the following clothing/accessory items are prohibited per state guidelines:

- Drawstring clothing
- Loose fitting jewelry

Both of these items pose an entanglement hazard for children when playing.

Part of each day is spent outdoors, weather permitting. Please dress your child accordingly.

***Flip-flops are not safe for outdoor play and we HIGHLY recommend NOT sending your child to school wearing them. Sneakers, closed toed shoes and fully-closed water shoes with a rubber sole are great alternatives.***

During the cold weather, please make sure your child has boots that slip on and off easily, a warm coat, snow pants, a hat, mittens and slippers or shoes to wear indoors after snow play.

**All clothing brought to the center including jackets, boots, mittens, hats, etc. must be clearly labeled with your child's FIRST and LAST name. Discovery Village will not be responsible for any lost items.**

**Communication:** Proper communication between parents and the teachers and staff of Discovery Village is extremely important. Infant and Toddler parents will receive daily notes about their child's day and Preschool rooms will hang a write up of their day on the classroom door or bulletin board. Please be sure to check your child's cubby, folder and bag on a regular basis for any important handouts.

**Computers:** The use of Discovery Village computers for any other purpose than to sign-in or -out your child is strictly prohibited. Parents and authorized drop-off/pick-up persons are not allowed to use these computers for any other purpose (i.e. to check/send email, internet access, social media, etc.). Failure to abide by this policy may result in termination of enrollment of your child at Discovery Village.

**Diapers & Potty Training:** Parents must supply diapers, wipes and any diaper cream for their child.

Our teachers have plenty of experience in training children how to use the bathroom. Communication between teachers and parents is an essential part of this process. When potty training, please dress your child in "user friendly" clothing, Buttons, zippers, belts and overalls tend to be difficult for children. During potty training, we ask parents provide plenty of extra clothing, including socks and extra shoes if possible.

Children do not need to be toilet trained in order to be enrolled at Discovery Village, We will work with you and your child when they are ready to accomplish this milestone.

**Emergencies:** In the event of any emergency, staff and children will follow the evacuation plans that are posted in each classroom. Children will be led to the outdoor playground. If the playground is unsafe, or the wait is long, or if our location is entirely unsafe, we will follow our contingency plan. School buses would be rented from a nearby, reputable company and children will be bused to the Waltham Public Library for parental pick-up.

Should an emergency occur on or offsite, staff will immediately assess the situation and will call 911 whenever necessary. Should EMTs arrive and deem it necessary to transport a child to the hospital, a staff member will ride with them and stay with them until a parent arrives. All parents will be immediately notified if 911 needs to be called for any reason. Parent will be given the hospital location to which the child would be brought to. If a parent cannot be reached, we will notify those listed on the child's Emergency Contact List.

**See Attachment B for Complete Evacuation and Emergency Procedures**

**Emergency Closings:** Due to severe weather conditions or other emergency situations, there may be times when Discovery Village will need to close. Emergency closing is at the discretion of the Owner.

In the event of severe weather conditions, Discovery Village will generally follow the Waltham Public Schools in determining whether or not to close. Families are instructed to listen to local radio and television stations for emergency closing information in these circumstances. If Waltham Public Schools are closed due to severe weather Discovery Village will also be closed. However, Discovery Village may choose to close, even if Waltham Public Schools are in session, if the Owner feels the severe weather conditions in surrounding areas will negatively impact the safety of Discovery Village enrolled families and employees.

Families may also call the center and listen to the outgoing message. If the center is closing, a message announcing the closure will be recorded on Discovery Village voicemail by 6:00am.

Other situations, including but not limited to electrical power failure, lack of water, lack of heat or air conditioning, hazardous road conditions or other situations which could endanger the safety or health of children and employees, may result in Discovery Village being closed at the sole discretion of the Owner and Director. Families will be notified by phone and email in as far in advance as possible.

***Regular tuition is still due during emergency closings and refunds for these days will not occur.***

**Field Trips:** At Discovery Village we take occasional field trips during the year. Parents will be provided with as much notice (2-3+ weeks) as possible. You will be provided with a permission slip from Discovery Village that outlines the details of the trip and associated costs. If you would like your child to attend the field trip, you will be required to sign two permission slips: one from Discovery Village and the other which is required by the Department of Early Education and Care. Only children in our older Preschool and PreK classrooms participate in field trips. Discovery Village rents school buses to be used to transport your child to and from the field trip location. These buses are rented from local and reputable companies and must be supplied with seat belts.

**Food:** All children, including infants once they start eating solid foods, will be served lunch and two snacks each day. Discovery Village provides two snacks per day at no extra charge and offers a lunch program at an additional fee. ***Discovery Village is a peanut free facility.*** Both program snack and lunch are optional and we encourage parents to send in their own nutritious snacks and lunches for your child to enjoy. Parents are also welcome to provide breakfast for their child to enjoy during drop-off.

Parents must supply all drinks for their child in either “sippy” cups or bottles. Please do not send in soda or high sugar drinks to school with your child. **All food containers and cups MUST be clearly labeled with child’s FIRST and LAST name.** Drinks and food items that require refrigeration should be placed in the appropriate refrigerator in your child’s classroom upon drop-off. Empty containers and cups will be placed in the child’s bag - if the containers are not empty, they will remain in the refrigerator for parents to collect upon pick-up.

**Holidays:** Discovery Village will be closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Patriots Day
- Memorial Day
- Independence Day (July 4th)
- July 3rd **OR** July 5th
- Labor Day
- Columbus Day **OR** Veteran's Day
- Thanksgiving Eve - Early Closure at 1:00pm
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)
- Day after Christmas (December 26th)
- New Year's Eve - Early Closure at 1:00pm

If a holiday listed above falls on a weekend, it is at Discovery Village's discretion as to which day we will close to honor that holiday. **Regular tuition is still due during holiday weeks.**

**Immunizations & Physicals:** All children who attend Discovery Village are required to be fully vaccinated. A copy of your child's current physical and immunization record is required prior to their first day of enrollment. Documentation of a lead screening is also required for children over 9 months of age. Physicals and immunization documentation must be updated annually, as per our licensing agency the Massachusetts Department of Early Education and Care. It is the responsibility of the parent/guardian to maintain and update any and all required paperwork. We will send out reminders as needed.

**Illnesses:** Parents are the best judge of their child's health. Mildly ill children will be allowed to attend the center on their regularly scheduled days. For the protection of ALL children and staff, parents will be notified when their child presents with an undiagnosed condition or is too ill to remain at Discovery Village and they will be requested to pick up their child immediately. If a parent is unable to pick up their child within one hour, they are responsible for making arrangements for their child to be picked up by someone on their list of authorized pick-up persons or emergency contacts.

***Some common conditions for which a child will be sent home are as follows:***

- **Temperature:** A child will be sent home if he/she has a temperature of 100.4 degrees or higher (armpit). The child **MUST** be fever-free for at least 24 hours without the use of acetaminophen (Tylenol) or ibuprofen (Motrin or Advil) before returning to the center. His or her activity level and appetite should be back to normal as well. In cases of highly contagious illness associated with fever (such as the flu), return to Discovery Village timeframe may be extended to ensure the health and wellness of the Discovery Village community.

## Illnesses (cont.):

- **Diarrhea:** A child who has more than two instances of diarrhea (watery stools) will be sent home. The child must be diarrhea free for at least 24 hours before returning to Discovery Village. In cases of highly contagious stomach and intestinal illness (such as Norovirus) the return to Discovery Village timeframe may be extended to ensure the health and wellness of the Discovery Village community. If your child has an allergy or condition that regularly causes diarrhea please alert the Director and staff to this during orientation.
- **Vomiting:** A child who is vomiting will be sent home and should remain home until vomiting has stopped. The child must not have vomited for at least 24 hours before returning to Discovery Village. In cases of highly contagious stomach and intestinal illness (such as Norovirus) the return to Discovery Village timeframe may be extended to ensure the health and wellness of the Discovery Village community.
- **Highly Contagious Conditions:** Such conditions as impetigo, conjunctivitis, strep throat, scarlet fever, chicken pox, head lice, hand-foot-mouth disease, ringworm, etc. will require a child to be sent home. Return to Discovery Village will be contingent upon the condition and will require a doctor's note as to when return is appropriate.
- **Ear Infections:** Ear infections are extremely common. If your child is presenting symptoms of ear infection - ear pain, fever - your child will be sent home. When prescribed by a physician, children with this condition must have taken the prescribed antibiotics for at least 24 hours before returning to Discovery Village.
- **Unknown Rash:** If an unknown rash appears on your child during care at Discovery Village, he/she may be sent home.

Children may also be sent home if the following occurs:

- The illness prevents the child from participating in the program activities or from resting comfortably.
- The illness results in greater care need that the child care staff can provide without compromising the health and safety of the other children.
- The child has any of the following conditions: Prolonged, unusual lethargy, irritability and/or persistent crying, difficult breathing, or other signs of serious illness.

Medication such as Tylenol, Advil or Motrin CANNOT be given to mask or bring down a fever.

If your child is exhibiting a fever of 100.4 or higher, is too ill to play outside or with his/her classmates then they are too ill to attend Discovery Village and they must stay home.

## **Illnesses (cont):**

Your child may return to Discovery Village after:

- Obtaining a doctor's note stating your child is no longer contagious
- Fever-free for 24 hours WITHOUT the aid of fever reducers
- Vomit-free for 24 hours
- In the case of chicken pox, when all lesions are scabbed over
- In the case of head lice, after treatment with appropriate shampoo and a doctor's note.
- In the case of illness that requires antibiotics, your child should take the antibiotic for 24 hours before returning

**Individual Health Care Plans (IHCP):** Parents with children who require an IHCP due to medical allergies and/or conditions will be given paperwork to be filled out by both the child's primary care pediatrician and parents. A plan will be put in place to accommodate the child's need and all staff will be adequately trained on the child's IHCP.

## **Nap Needs:**

***Infants 1-15 months:*** Parents are responsible for providing 2 crib sheets for nap time. Discovery Village suggests all families use these recommended brands: Garanamals Playard Sheets 25.5"x38" or Parent's Choice Playard Crib Sheets 25.5"x38" for a proper fit with our cribs. These sheets can be found at Walmart and online retailers. Parents must label each sheet with child's first and last name and are responsible for laundering soiled sheets. Sheets will be sent home on the child's last day of the week to be laundered and returned the next week.

***Toddlers (15+ months) and Preschoolers:*** Parents are responsible for providing a nap blanket and a standard crib sheet to cover their rest mat (sheets with corner pockets, not elastic corners fit our mats best). Small pillows are welcomed, but optional. Blankets and sheets should be taken home on the child's last day of the week, laundered and returned the next week. A comfort toy, doll or stuffed animal is always welcomed for nap time and will be stored in your child's cubby before and after nap time.

**Parent Participation:** Parents are welcome and encouraged to spend time in the classroom, visit for lunch or share talents they have with the children. Parents are always welcome with no notice required, but may want to notify the teachers when they plan to visit so that the child and group can be prepared for the visit. If your child is having difficulty with separation, please discuss with the teachers ways to make parting easier. You may decide that extra visits during your child's first few weeks could make it more difficult for him/her to settle and adjust.

**Photographs and Publicity:** Photographs of children are taken from time to time for display in our centers, Facebook page, brochures or other publicity materials. We also will take a photograph of your child to store in their personal electronic file for safety purposes. Please see our Photograph and Publicity Agreement to provide or deny consent. The staff reserves the right to photograph the children for curriculum purposes without specific parental consent. Often parents will take pictures or videotaping of the children during special events (i.e. birthdays, graduation, on field trips, etc.). Please inform the Director if you do not want your child to be

**Photographs and Publicity (cont.):** photographed in these instances. We will host one “school picture day” a year in which a professional photographer will come to the center to take pictures of your child. We give advance notice of this day (3+ weeks). Participation in school picture day is voluntary and no purchase is required, but will be made available to those who wish to order school pictures.

**Referral Services Policy and Procedure:** When staff and parents are in agreement that a child may need to be supported by an outside agency, the Director and/or Owner will work with the family and staff to provide the family with a list of names and agencies that are appropriate to the child’s and/or family’s needs. A meeting with the parents will be held, during which a written statement will be provided that includes reasons for the referral, observations and efforts made to accommodate the child’s needs.

**Reporting of Child Abuse and Neglect:** Discovery Village is obligated by the state of Massachusetts, as well as by our moral code of ethics, to report all cases of abuse and suspected abuse incidents to both the Department of Children and Families(DCF) and the Department of Early Education and Care (EEC).

**Safe Sleep Policy:** In order to reduce the risk of SIDS, our licensing agency, EEC, has an established policy regarding infant sleep practices and Discovery Village Child Care Center adhere strictly to this policy for the health and safety of the infants in our care.

1. Children younger than six months of age at the time of enrollment must be under direct visual supervision at all times, including while napping, during the first six weeks they are in care.
2. As is required by Massachusetts State Regulation 606 CMR 7.11 (13) (e) “*Programs serving infants must place infants on their backs for sleeping, unless the child’s health care professional orders otherwise in writing.*” Blankets, “loveys” or any other items are not permitted in cribs. Only sleep sacks and pacifiers without anything attached to them (such as loveys, clips, etc.) are permitted in cribs. In keeping with best practice recommendations for infants in child care settings, Discovery Village will not swaddle infants.
3. After being placed on their back, an infant who can easily turn from back to front and front to back may remain in the position they are in once asleep.
4. Alternate infant sleep positions require a written and signed physician’s note explaining medical reason why an infant sleeps in a position other than unrestrained on his/her back. In this event, we will keep a note in the child’s file and post a notice by his/her crib.

**Security:** All the exterior doors to the center are locked with a security system. Anyone entering the center must have a unique code to enter. Any person not having a code will only be allowed into the center by the director, assistant director, or owner. All other staff members are not authorized to allow any unidentified persons into the facility. Parents are only permitted to share their code with persons that are listed on their child’s emergency pick-up form. Any parent giving their unique code to persons that are not list on their child’s emergency sheet or authorized pick-up persons form will be asked to find care elsewhere. Parents are also encouraged not to hold doors open for other people to enter the center, so that unidentified or unauthorized persons are kept out of the facility.

**Termination:** Discovery Village Child Care Center may terminate the enrollment of a child if the child's needs cannot be met, the safety/care of other children is in jeopardy, and/or accommodations for the child cause undue burden to Discovery Village. Parents will be notified of the reasons for termination and conditions for re-enrollment (if any), in writing, a minimum of one month prior to the termination date. However, if the reason for termination is serious, termination can be immediate. Before termination of a child due to challenging behavior, the staff will take the following steps:

1. Document behavior incidents
2. Meet with parents to discuss options
3. Provide referrals for evaluation and services

Discovery Village Child Care Center reserves the right to terminate services to children and families for the following reasons:

- \* If tuition payment is not received on or before the 30th of the month prior to service
  - Extraordinary circumstances, which make it impossible to keep payment current, should be discussed with the Director promptly
- \* If a child's individual developmental needs cannot be met by the staff or within the daily program, then parents will be referred to appropriate services. This would include conditions or behaviors which cannot be managed effectively by the staff or which pose a potential threat to the safety and well being of his/her self, the other children or staff
- \* If a parent or family member displays inappropriate behavior, physically, verbally or sexually, toward any staff member, child or parent, then termination procedures will be initiated
- \* If a parent, family member or child does not observe the rules and policies of Discovery Village as outlined in this Parent Handbook
- \* Expired immunizations and/or physical

Parents will be notified in writing and with a face-to-face meeting when possible, indicating reasons for termination. A copy of this letter will be kept in the child's record.

When a child's enrollment is terminated from Discovery Village, whether initiated by Discovery Village or the parents, the child's teacher will prepare the child and family for their departure in a professional, respectful and developmentally appropriate manner, unless termination is immediate and a proper "goodbye" is unfeasible.

**Transitions:** When a child will be moving from one classroom to a different area (outdoors, indoor play space, bathroom, different classroom, etc.) children will be given ample amounts of “warnings” starting at 5 minutes about any changes/transitions that will occur. After that the teacher will continue to give warnings every minute until it is time to line up. Children will be counted once in line and teachers will perform a name to face check to ensure that all children are accounted for. Children will then proceed to their location either holding hands with a partner or utilizing a safety walking rope. This procedure will take place each time they reach their new location, as well as when they return to their original point (i.e. classroom to playground, playground to classroom).

When a child will be aging out of one classroom and moving to another, we will do our best to make that transition as easy as possible. We may start with moving the child in to the new classroom for only a few hours a day, leading up to whole day transition. Discovery Village will communicate with parents when their child will be aging out of a classroom and transferring to another one month before transfer is to take place.

**Transportation:** Discovery Village Child Care Center does NOT provide transportation. Parents are responsible for arranging for daily transportation and for bringing children in to and out of the program.

**Treasures and Possessions from Home:** Past experience shows that toys from home often cause problems at school. We encourage you to please leave personal belongings at home unless your child’s teacher has scheduled a “Show-n-Tell” day. Toddlers and Preschoolers are allowed to bring in a comfort toy, doll, stuffed animal or pillow to be used during nap time only. During other parts of the day this will be stored in their cubby. If a child does come to school with a treasure or possession from home, we will store it in the child’s cubby until pick up, however, as stated earlier, it is best if these items are left at home.

Discovery Village will not be responsible for any lost or broken items.

**Tooth Brushing:** Per state licensing regulation, staff members must assist children in brushing their teeth if they are in care for more than four hours per day. This practice is intended to increase awareness of the importance of good oral health practices and to assist children in establishing good oral hygiene practices from an early age. Tooth brushing takes place once a day. Individually labeled pediatric tooth brushes are provided by Discovery Village. Water only, not toothpaste, is used for children to brush their teeth. If you prefer NOT to have your child participate in tooth brushing while at Discovery Village, please complete and sign the Oral Health Non-Participation Form found in Attachment C of this handbook.

**Withdrawal:** Parents must provide a *minimum* of 30 days *written* notice for the withdrawal of a child for any reason. The two-week deposit collected upon enrollment will be applied to the final month’s tuition. Should you not give a 30 day notice, parents will be responsible for a full month’s tuition and will be subject to loss of deposit.



## Behavior Management Policy

A very important part of the child care experience is helping children learn how to get along in the world, enjoy being with other children, and follow the direction of an adult other than their parent. A caring and positive approach will be taken regarding behavior management and discipline. Discovery Village's teachers will focus on the positive behaviors of the children and reinforce those behaviors as often as possible. Our goal is to help the children develop self-control and responsibility for their actions.

Disruptive behavior distracts from the full benefit of the child care program and will result in consequences. The following behaviors are considered disruptive:

- ◆ Requires constant attention from the staff
- ◆ Inflicts physical or emotional harm on other children, adults, or self
- ◆ Disrespects people and materials provided in the program
- ◆ Consistently disobeys the rules of the classroom
- ◆ Verbally threatens other students and/or staff
- ◆ Uses verbal or physical activity that diverts attention away from the group of children.

***Our behavior management procedures will consist of the following strategies:***

1. Encouraging children to use their words when having a disagreement with another child. Facilitating children in their attempts to settle their own disputes
2. Redirecting behavior when this seems potentially effective
3. Counseling children individually about their behaviors
4. When appropriate, removal from an activity for a short period of time is used only if it has determined that other responses have failed or if the child is at risk of hurting him/herself or others in the group
5. Calling the child's parents or guardians if the above procedures have not been successful

Disruptive behavior will be addressed in a Behavior Incident Report. This will be completed to document any inappropriate behaviors that directly impact other children, staff members, or the group as a whole. This report will be shared with the parent and will explain the behavior and how the behavior has affected others. It will also explain how the situation was resolved. The incident report will be shared with the parents at pick-up, will be signed by parents and placed in the student's file.

When any staff member feels that he/she is unable to manage a situation with a child in an effective manner, he/she will direct the child to another staff member and take a break. Staff members assist one another in creating a positive, relaxed and safe atmosphere for all.

**The following are prohibited at Discovery Village:**

- ◆ Corporal punishment, including spanking
- ◆ Verbal or physical abuse, humiliation, neglect or abusive treatment
- ◆ Speaking to a child in a manner or tone that is disrespectful, sarcastic, demeaning or threatening
- ◆ Withholding food, drink or sleep
- ◆ Force feeding children
- ◆ Disciplining a child for soiling, wetting or not using the toilet, forcing a child to remain in soiled clothing or forcing a child to remain on the toilet or using any other unusual or excessive practices for toileting

If a child has difficulty managing his/her behavior on a recurring basis, parents will be asked to meet with the child's teacher and Director.

If the child's behavior continues to be inappropriate, consistently disruptive, and/or dangerous, it may be necessary for the child to be sent home for a time to be determined, or terminated from the program altogether.

Children cannot become self-disciplined unless adults teach them right from wrong. At Discovery Village children will be taught the expectations for correct behavior and encouraged to live and act accordingly. When children know something is wrong, and choose to do it anyway, consequences will follow to communicate that the behavior is not acceptable and will not be tolerated in our school.

## Evacuation and Emergency Procedures



### EVACUATION PROCEDURE

#### *Emergency Evacuation Plans will be posted at all exits*

- 1) During an emergency evacuation, Staff will remove the children for whom they are responsible from the building. The designated staff member will be responsible for taking the attendance list and clip board. Floor plans indicating the evacuation route are posted by the doorway in each room. Sign in/out sheets will be taken. Infants are placed in the evacuation cribs with the sturdy, large casters and wheeled to the top of the stairs. Each infant will be transferred one by one, by a teacher to the waiting Evacuation Crib and teacher at the bottom of the stairs and wheeled out of the building.
- 2) They will go to the evacuation site: the outdoor play space
- 3) Director/Person In Charge will make a visual inspection of all rooms including bathrooms for stragglers or sleeping children, taking sign in/out sheets that may be left behind, the office Red Emergency Binder for phone numbers and the daily attendance sheet.
- 4) At the evacuation site, attendance of children and staff is taken.
- 5) A final decision to evacuate the area and/or to re-enter the building will be the responsibility of the commander on the scene of the Waltham Fire Department and/or the Director/Person in Charge.
- 7) Parents will be contacted if circumstances warrant.
- 8) Emergency evacuation drills are conducted monthly. The Waltham Fire Department, may schedule evacuation drills outside of Discovery Village's monthly drill process. Advance notice of a few hours is given on some drills, while others are unannounced.
- 9) The Director will maintain documentation of the date, time and effectiveness of each drill in the Fire Drill Log. This documentation will be maintained for five years.

## **PROCEDURES FOR EMERGENCIES AND ILLNESS**

### **First Aid and Transportation to the Hospital**

- (1) In the case of an emergency or illness (such as a seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while the assistant teacher or second teacher takes other children to another area or room. Both staff members should respond in a calm and reasonable manner.
- (2) Other staff will be alerted to send for assistance, be it the director or another person in the center.
- (3) One of the supervisory staff will contact the parent to come and pick up child or, if response time is a factor, or the situation is life threatening, an ambulance will be called immediately. The parent will be called to meet the child and staff at the hospital. The teacher or other designated staff will go with the child in the ambulance. The child's file will be taken, including permission forms and pertinent insurance information if the center has it.
- (4) If the parent comes to pick up the child and needs assistance, the teacher or director may offer to drive to the hospital or to accompany the child
- (5) When parents cannot be reached, those listed, as emergency contacts will be called as a further attempt to reach parents. In the event a parent cannot be reached immediately, a designated staff person will continue to attempt to reach parents. If necessary, the child will be transported to the hospital by ambulance and the child's whole file will be taken, including permission forms.

**The program will immediately report to the Department of Early Education and Care any injury to, or illness of, any child which occurs during the hours while the child is enrolled in care and which requires hospitalization or emergency medical treatment.**

### **Emergencies While on a Field Trip**

If an accident or acute illness occurs while on a field trip, the lead teacher will take charge of the emergency, assess the situation, and give first aid as needed. The method and urgency of transportation for the child to receive medical treatment will be determined by the lead teacher based on the severity of the emergency or illness. If necessary, an ambulance will be called.

The Director, or other designated adult, will be contacted by the head teacher as soon as possible and informed of the nature and extent of the injury and the proposed plan of action.

As a preventive measure, prior to departure from the center, the program director and/or lead teacher will determine appropriate guidelines to be followed during the field trip to insure continuity and safety of the children including:

- (1) A first aid kit will be taken in all buses on all field trips.
- (2) Emergency information, including contacts and telephone numbers, will be taken on all field trips.
- (3) On a field trip, staff must know the location of a telephone and have appropriate change to be able to use it or have a working cell phone available.

### **Fire Procedures**

The center's fire alarm procedure is to provide for the safe and speedy evacuation of the building during an actual or suspected fire. Employees are aware of the closest fire alarm pull station and fire extinguisher in their work area as well as with the following fire rules.

#### ***If you discover fire or smoke:***

- 1) Pull fire alarm
- 2) Dial 911 and give the location of the fire
- 3) Evacuate the building (see evacuation procedures)

#### ***If you hear the fire alarm:***

- 1) Evacuate the building (see evacuation procedures)

### **Natural Disasters – Hurricane, Tornado, Flood, Blizzard, Earthquake**

- 1) If a natural disaster is forecasted in advance, Discovery Village will close, open late, or close early based on the recommendations of the Governor, i.e. a State of Emergency.
- 2) If, during the day, the potential of a natural disaster were predicted with limited notice, the director/person in charge would contact the Waltham Fire and/or Police Department regarding the best place to keep the children and staff safe.

3) If a natural disaster occurs unpredictably, the director/person in charge would call for an evacuation (see above procedure); however, instead of bringing the children outside, the director should consider the safest alternative, i.e. the middle room of the building, bottom floor, etc.

- a) If possible, the Waltham Fire and/or Police Department would be notified of the situation.
- b) Proximity of kitchen and bathrooms would be considered.
- c) Windows would be avoided.

### **Loss of Power, Heat, Water**

- 1) The facilities management company, AM-PM Facilities Management, will be contacted to report the situation and request immediate assistance. The loss of power would affect heat, hot water and light.
- 2) An estimate will be given of when the power, heat or water will return.
- 3) Based on the above estimate and weather conditions, the Director and/or Laura Harrington will determine whether to close Discovery Village. If Discovery Village does need to close, the Director will call the parents as soon as possible.

### **Lockdown Procedure**

In the event a lockdown or shelter-in-place order is determined the following procedure will occur:

- 1) Everyone is to stay where they are.
- 2) Classroom teachers are to:
  - a. Quickly glance outside the room to direct any students or staff members in the hall into your room immediately.
  - b. Lock your door.
  - c. Lower or close any blinds.
  - d. Place students against the wall, so that the intruder cannot see them looking in the door.
  - e. Look for the **'Safe Corner'**.
  - f. Turn out lights.
  - g. Keep students quiet.

Note: All staff members should locate and hold on to their clip-board prior to turning out the lights. This will aid in accounting for all students should an evacuation be necessary.

- 3) If students and teachers are outside the school building, in the outdoor play space, they should stop, drop, and remain still. You will be directed where to relocate depending on the situation.
- 4) If teachers and students are in the bathrooms, they should move to a stall, lock it and stand on the toilet.
- 5) Anyone in the hallway should move to the closest classroom immediately.
- 6) Students and teachers in the indoor play space should remain in the place space and:
  - a. Lock the door.
  - b. Lower or close the blinds.
  - c. Place students against the wall, so that the intruder cannot see them looking in the door.
  - d. Look for the **'Safe Corner'**.
  - e. Turn out lights.
  - f. Keep students quiet.

Stay in safe areas until directed by law enforcement officers, the Director or person in charge to move or evacuate. Never open doors during a lockdown, even in the event of a fire alarm.

The Director, Law enforcement officers or the person in charge will signal all staff if the lockdown has been lifted.

If an evacuation occurs, all staff/classrooms will be directed by a law enforcement officer, the Director or person in charge to a safe location. Once evacuated from the building, teachers should take roll to account for all students present in class.

Director will take the Red Emergency Binder if evacuation is necessary and parents will be notified as soon as safely possible.

Reasons for a lockdown to be initiated:

- An out of control student who is a threat to the safety of our students, staff, or himself/herself
- Someone who has a gun or weapon
- An intruder
- Hazardous chemical outside the building
- A weather related event

Persons who can call a lockdown:

- The Director
- Law enforcement
- The Owner

## **Bomb Threat Procedure**

In the event of a bomb threat, teachers are to:

1. Quickly scan your immediate area of building prior to evacuation or lock down. (Devices are more likely to be outside or in a common area.)
2. Follow '**Emergency Evacuation Procedure**' or '**Lockdown Procedure**' as determined by the Director, Law enforcement or the Owner.

Radios/cell phones/pagers should be turned off during a bomb threat. Electronic communication signals could trigger certain types of bombs.

Parents will be notified as soon as safely possible.

## **Missing Child Procedure**

It is our intent that no staff person ever be alone supervising a group of children, whether on or off center grounds/premises or on a field trip. Staff and children review the expectations for supervision and the physical boundaries of our indoor classrooms and spaces, our outdoor play yard and when traveling off site for a field trip; in this regard, our aim is to prevent a child ever going missing. As it is important, however, to have a procedure regarding our response should a child go missing, we adhere to the following, outlined below:

If a child is not accounted for at any time, the staff member responsible for the child will search the premises for the child; any area that a child could potentially hide will be searched, in both the indoor and outdoor premises of Discovery Village and the surrounding area of the field trip. If it is determined that a child is missing, the following steps are taken:

- 1) Immediate notification to 911, followed by;
- 2) Immediate notification to the Center Director, who will take responsibility for;
- 3) Immediate notification the child's parent
- 4) Immediate notification of Laura Harrington

A missing child "Command Center" will be established at the child care center where the child is enrolled and all concerned parties will be directed to meet in this location where a land line phone and fax, as well as drinking water and restrooms, will be available.

When the police arrive, the Center Director or her designee assumes all responsibility for communication with police and security, such as the child's full name, detailed physical description, where and at what time they were last seen.

If an electronically transmittable photo of the missing child is available, the Center Director or her designee shall furnish police and security with, or with access to, the photo. The Center Director or her designee stays with the police and security for the remainder of the search.

**Additional notes for missing child if group is off site on a field trip:**

The appropriate notifications steps (listed above) are followed; when notifying each party listed above, the exact field trip location is provided and the staff and group of children will remain together in one location until the police arrive.

When police arrive to the field trip location, one staff member assumes all responsibility for communication with the police, providing information such as the child's full name, detailed physical description and where they were last seen. If an electronically transmittable photo of the missing child is available, the staff member shall furnish police with access to the photo via a telephone call to the Center Director or her designee.

The staff member responsible for communication with the police will consult with the police on the approach for the remaining children and staff (e.g. do they remain at the field trip site or do they go back to Discovery Village and if so, when and by what method) and will then notify the Center Director of the plan. The staff member who has assumed communications responsibility with the police then remains with the police for the remainder of the search or until dismissed by the police to return to Discovery Village.

**Following a missing child incident:**

Discovery Village Child Care Center will follow notification procedures as outlined by State licensing regulation 606 CMR 7.04 (15) [i] and will conduct an investigation with appropriate authorities to determine what course of action will be necessary to minimize the possibility of a child going missing in the future.



## Oral Health Non-Participation Form

In January 2010, EEC issued new regulations for child care programs that include a requirement that educators assist children with brushing their teeth if children are in care for more than four hours or if children have a meal while in care [606 CMR 7.11(11)(d)]. This regulation is intended to:

- Help children learn about the importance of good oral health
- Provide information and resources regarding good oral health to child care programs and families
- Help address the high incidence of tooth decay among young children in Massachusetts, which is associated with numerous health risks.

EEC licensed programs must comply with this regulation. However, parents may choose that their child (ren) not participate in tooth brushing while present at the child care program.

You do not need to fill out this form to have your child(ren) participate in tooth brushing while they are in child care. However, ***if you do not want your child to brush his or her teeth while he/she is attending the child care program, please fill out the information found below.***

A separate form must be filled out for each child in care. This form must be renewed annually and will be kept in your child's record at the program. Should you change your mind and wish for your child to participate in tooth brushing, this form may be withdrawn at any time by requesting in writing that it be removed from your child's file. Thank you.

I do not wish to have my child participate in tooth brushing while in care at Discovery Village Child Care Center.

Child's Name: \_\_\_\_\_

Parent/Guardian's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Parent Handbook Acknowledgment and Agreement

Please carefully read, sign, and return the following form to the center Director on or before your child's first day of enrollment.

I/We, \_\_\_\_\_ the parents of \_\_\_\_\_, have received, read, had the opportunity to ask questions about, understand and agree to abide by the policies set forth in the Discovery Village's parent handbook. I/We understand that it contains important information on policies and procedures. I/We realize the handbook is not intended to cover every situation which may arise, but is simply a general guide to refer to.

I/We understand that it is my responsibility to familiarize myself with the materials and that I/we agree to follow the provisions and other policies/rules of the center.

Furthermore, I/We agree to abide by the policies set forth in the manual. I/We understand that the policies described in the Parent Handbook are not conditions of enrollment, and the language does not create a contract between Discovery Village and the parents. Discovery Village reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

I/We also understand that future questions regarding policies in the parent handbook may be directed to the center Director or Owner.

By initialing next to each of the bulleted points below, you signify that you have specifically paid close attention to the following sections of the Parent Handbook that are of particular importance:

- \* Tuition and Financial Policies (pg. 7-8) \_\_\_\_\_ (Initial)
- \* Drop-Off and Pick-Up Policies (pg. 8-11) \_\_\_\_\_ (Initial)
- \* Clothing (pg. 13) \_\_\_\_\_ (Initial)
- \* Food (pg. 15) \_\_\_\_\_ (Initial)
- \* Illnesses (pg. 16) \_\_\_\_\_ (Initial)
- \* Nap Needs (pg. 18) \_\_\_\_\_ (Initial)
- \* Termination (pg. 19) \_\_\_\_\_ (Initial)
- \* Withdrawal (pg. 21) \_\_\_\_\_ (Initial)

Child's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Weekly Schedule: \_\_\_\_\_ Start Date: \_\_\_\_\_

Drop-Off Time: \_\_\_\_\_ Pick-Up Time: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_ Parent Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_ Parent Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_