

**MAGIC SEASONS at
MONUMENT SQUARE
SCHOOL AGE PROGRAM
PARENT HANDBOOK**



A Program of Child Care of the Berkshires

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Letter from the Director

On behalf of the staff and myself, I would like to welcome you to Magic Seasons at Monument Square School Age Program. Please be assured that we recognize the importance of this time for each of you and how difficult it is to find after school care. We will do all that is possible to help you enjoy your experience with us.

We are a high quality school age program, licensed by the Massachusetts Department of Early Education and Care (DEEC). Our teachers have been carefully chosen for their high standards and caring qualities. They are well trained in the areas of school aged development, certified in CPR and First Aid and are continuously involved in professional development training.

Child Care of the Berkshires, Inc. provides care for all members of the community. We welcome you to visit your child anytime during the afternoon. We also look forward to your opinions, feedback, and suggestions for our programs improvement and it is with your help and input that we can ensure your child has an enjoyable and enriched experience with us. If you would like to speak with me, I am usually available from 8:00am to 4:00pm each day at Monument Square Early Childhood Center or leave a message on my voice mail, 664-4657. Deb Pickering, the site coordinator, or Tiffany Hartlage, the group leader, are in charge in the afternoons and can be reached at 664-4657 ext. 14.

We also ask that you become involved as parents while your child is attending Magic Season at Monument Square, by participating in various planned functions, social events, or perhaps serving on the Board of Directors. Please read through your Parent Handbook carefully, as it contains important information regarding the center's policies, regulations, and procedures.

Lastly, we wish to thank you for the privilege of working with and caring for your school aged child. Should you have any questions or concerns at any time, please feel free to let us know.

Sincerely,

Kelly Phillips, Program Director
Deb Pickering, School Age Site Coordinator
Tiffany Hartlage, School Age Group Leader
Magic Season at Monument Square School Age Program

1. BACKGROUND INFORMATION AND ORGANIZATION

The Magic Seasons School-Age Program is licensed by the MA Department of Early Education and Care (EEC) for school age child care. The licensing process insures that we have met all of the requirements to operate this program including health and safety issues, staff/child ratios, Site Coordinator and group leader qualifications, appropriate equipment and materials, programming and policies. Much of the information in the handbook is required by EEC; a copy of the entire regulations is available in the Director's office for parents to review.

The Magic Seasons Program at Monument Square is licensed for 14 children, kindergarten age through 12 years. The center is staffed with a Site Coordinator and a Group Leader. College students and substitutes assist with occasional coverage. Some of our staff has been with Child Care of the Berkshires for many years; others are new and bring new ideas and



techniques that enrich the program. Staff is hired based on their educational qualifications, their experience and their ability to nurture children. Each staff member, student and substitute has completed a CORI (Criminal Offenders Background Check) and a DCF (Department of Children and Families) background check. Each staff member completes a minimum of 20 hours of professional training per year. A list of staff members is included in the Parent Handbook.

ADMINISTRATION AND STAFFING

The Executive Director of Child Care of the Berkshires hires the Program Director and Site Coordinator of the Center. The Program Director and Site Coordinator are responsible for the overall management of the Magic Seasons Program. The Program Director is supervised by the Program Manager of Child Care Services. There is a group leader that works under the supervision of the Program Director and the Site Coordinator. The Program Director is assisted by an Invoice Clerk located in the Main Office (located on the second floor of the Haskins Community Center) who is responsible for parent fees.

HISTORY

The Magic Seasons Center first opened in 1980 on-site at the North Adams State College Campus, with one preschool and one school-age classroom. As the College became crunched for space, the Center moved off campus to an independent site located on Curran Highway in 1996. Ten years later, the Magic Seasons preschool classroom merged with Monument Square Early

Childcare Center and the school-age program re-located to Brayton Elementary School. Today Magic Seasons is located in Adams at the CW Construction Building and North Adams at Monument Square.

2. ENROLLMENT

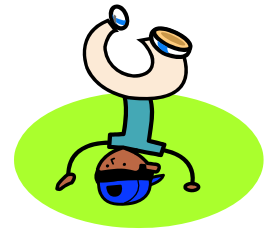
NON-DISCRIMINATION

The Magic Seasons School-Age Program and Child Care of the Berkshires, Inc. complies with Title VI of the Civil Rights Act of 1965 (PL 88352) to the end that no person will, on the grounds of race, color, sex, religion, marital status, national origin, disability, political beliefs, sexual preference, or cultural heritage be excluded or subjected to discrimination in the enrolling of children or as adult users of this service.

ENROLLMENT GUIDELINES

In cases where the demand for child care exceeds the number of children that may be served, the following priorities serve as enrollment guidelines.

- a. Full time enrollments(5 days)
- b. Full time enrollments (2 or 3 day combinations)



Parents who wish to enroll their child(ren) in the Magic Seasons After- School Program are guided through a series of steps to ensure that Magic Seasons is able to meet the needs of both the child and the family. Parents and children visit the program, meet the teachers, and discuss the daily schedule and activities, as well as accommodations for children with special needs. Each family receives an enrollment package and Parent Handbook.

ENROLLMENT OF CHILDREN WITH SPECIAL DISABILITIES

In determining whether to admit or serve a child with a disability, the Magic Seasons School Age Program, with parental consent, will request information related to the child's participation in the center's program from the public school and other health or service providers.

The Center will, with the parent's input, identify in writing the specific accommodations, if any, required to meet the needs of the child while in attendance at the program, including any change or modifications in the child's participation in regular program activities, the appropriate staff/ child ratio and any special equipment, materials , or aids.

The program will, with parental permission, participate in the development and review of the child's program plan and IEP (Individualized Education plan) in cooperation with the public school and / or the child's health and service provider.

3. OPERATING SCHEDULE

HOURS OF OPERATION

During the school year when school is in session, Magic Seasons is open at 2:30 pm and closes at 5:30 pm in the afternoon.

On early release days, Magic Seasons is open from 11:30 am until 5:30 pm.

When the North Adams Public Schools are on vacation, Magic Seasons will be open 7:30 am until 5:30 pm.

During summer vacation Magic Seasons will open at 7:30am and close at 5:30 pm.

Children must be picked up **BEFORE** 5:30 pm so that there is enough time to gather their possessions and talk briefly with the closing staff members. There is a late fee of \$5.00 per 10 minutes (or any portion there of). This fee is to be paid directly to the closing staff member, if a parent is late.

Children will need to bring a lunch from home on all days when they do not eat at the public school.

During the school year, one of the school-age teachers greets the children who walk to the classroom while the other greets the children who are bused from other community schools. Our program is structured to allow children down time to make the transition from school to afterschool care. Teachers plan free choice activities, independent snack time, computer time and outdoor activities in order to assist with this transition.

The school-age teachers strive to keep all communications open and forthcoming with classroom teachers, special education staff and transporting personnel, via phone calls and face-to-face conversations.

CALENDAR AND HOLIDAYS

Magic Seasons School Age Program will be closed on the following days:

New Year's Day
Martin Luther King Holiday
Presidents Day
Patriot's Day
Memorial Day

Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving

Independence Day
Christmas Day

Christmas Eve Day

The Magic Seasons Program will designate two additional days, one day in March and Veteran's Day, as professional development days.

SNOW DAYS AND OTHER EMERGENCY CLOSINGS

The Magic Seasons will be open on the days that the NAPS/APS close for snow days, except under extreme circumstances. If the decision to close is made, it will be announced over radio stations WMNB 100.1 FM and WNAW 1230 AM. Remember on days when the North Adams Public Schools close Magic Seasons will still be open. However the hours of operation will be from 8:00 until 4:30.



If there is an emergency situation, which necessitates the closing of the public school (bomb threat, chemical spill etc.) the North Adams public school protocols will be followed.

4. PROGRAM AND CURRICULUM

PHILOSOPHY

It is our purpose to provide a safe, secure, academically enriched after-school program that supports the physical and social emotional development of the child while responding to the various needs of the family. We will strive to challenge, inspire and engage your child through after school curriculum that provides homework support, physical activities, arts and crafts, and a range of other activities that reward the uniqueness of each individual child.

CURRICULUM

The Magic Seasons School-Age Program follows a curriculum developed in-house by the teaching staff with ongoing input from the children, their interests and experiences, developmental levels and the Massachusetts Curriculum Frameworks. This curriculum is very similar to the Teaching



Strategies' Creative Curriculum used by CCB's other child care programs. It is the goal of the Magic Seasons After-School Program to expand and enrich each child's physical, social, emotional, and cognitive development through art projects, science activities, math, games, field trips, problem-solving exercises, group discussions, and other open-ended experiences. The structure of our curriculum is guided by the understanding that school

age children often spend a majority of their school day at desks and need both structured and unstructured choices in our after school program To aid in giving the children a sense of ownership and empowerment, they help to develop the weekly activity choices, learning themes, field trips, art projects etc. based on their interests and developmental levels. Children are offered a

wide variety of activities which include socialization, movement, outdoor and indoor games, creative expression, science, math, etc. We also structure some time for homework support and other quieter activities for those children who do not wish to participate in the more active choices.

During the school year, teachers develop a monthly activity calendar which reflects a theme for activities, voted on by the children. During a daily group meeting, children and teachers discuss the day's activities, any behavior concerns, and any other topics brought up by the children.

During the summers, an expanded curriculum is implemented which incorporates field trips, a swimming program, indoor and outdoor activities and child-chosen themes of study, guided by the Massachusetts Curriculum Frameworks. Children visit museums, ponds and community recreational locations. During the summer children continue to have opportunities to participate in small and large group activities, individual child-initiated activities and group discussions. If they choose, children can participate in a summer reading program, organized by the teaching staff which includes regular trips to the library.

The teachers are familiarized with the curriculum as part of their orientation. The After-School Director works with teachers to help them implement the philosophy, goals and objectives of the curriculum. CCB supports on-going training for teachers through conferences, a variety of training opportunities geared to school age children and through mentoring from the School-age Director, who has more than 20 years of experience in the field.

The Magic Seasons Program uses the School Age Center Rating Scale as a guideline for ongoing assessment of the program and goal setting. After review, the Director and the teachers may modify the classroom or outdoor environment, educational materials, field trips, themes, or target specific areas for further training.

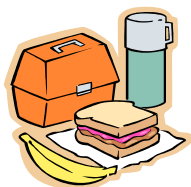
OUTDOOR PLAY

Outdoor play is scheduled on a daily basis weather permitting. We use the fenced playground on the side of the Haskins building and the playground located by the track at Joe Wolf Field. We also may take walks around the school grounds and surrounding areas.



SNACKS AND LUNCHES

Your child will be provided with an afternoon snack while at the program and a morning snack during school vacation days. A monthly snack menu is posted in the classroom. This menu conforms to the established guidelines of the Bureau of Nutrition Child Care Food Program.



It is the parent's responsibility to provide lunch for their child on school vacation and early release days. The program is equipped with a refrigerator to keep lunches cool and a microwave oven to heat food items if required.

Food may not be used as a punishment and therefore, snack will not be withheld from any child for any reason. Likewise children will not be forced to eat or drink. Parents are asked not to send in substitute foods unless medically necessary.

FIELD TRIPS

The Magic Seasons School-age Program takes several field trips during the school and summer vacations. We often go bowling, see movies, visit local museums, swim and hike around the school etc. You will be notified in advance and asked to sign a permission slip. Appropriate teacher/child ratios will be maintained on all field trips and staff will bring a first aid kit and cell phone. No child will be denied the privilege of a field trip unless the safety of the child or the group may be jeopardized. The Program Director will talk the situation over with the parents if this were the case.

SPECIAL EVENTS AND CELEBRATIONS

We are a diverse multi-cultural program and do not practice customs of any specific group or religion. We do try to expose children to different celebrations, especially associated with their families currently enrolled. For example, teachers may plan activities around Hanukkah, Thanksgiving, and Ground Hog Day. We opt for simplicity and ask parents to share any customs with the class or staff so they might. We also encourage parents to talk with staff before bringing in costumes or valentines etc.



We welcome parent participation to celebrate a child's birthday. If you would like to send in cupcakes, cake, cookies or whole fruits for the celebration, we ask that they are store prepared and not homemade. This is a recommendation by the Center for Disease Control because of the risk in maintaining food safety especially during transportation and potential allergic reactions to ingredients that may not be identified. We do ask that you consider the nutritional needs of the children and try to make the treat as nutritious and healthy as possible. You are also welcome to join the celebration. Please discuss such plans with your child's teacher so that they can be incorporated into the daily schedule for that day. We also ask that you please don't send in gifts for teacher or other staff members for birthdays, holidays, ect. A suggestion is to bring in an age appropriate toy, games or book for the classroom that all children can benefit from.

ASSESSMENTS

The children in the After-School program are not given a formal assessment, although through observations of individual children teachers can make adjustments to their teaching strategies, set up parent conferences to discuss concerns and make any referrals. Parent involvement is strongly encouraged via daily communications, special events, field trips, fund raisers, etc.

ATTENDANCE

Consistent attendance is necessary for your child to benefit fully from the program: however, we recognize and appreciate the need for parents and children to spend quality time together when possible. If your child is going to be absent from the program, please call and leave a message for the site coordinator. It is helpful for us to know how many children to expect from the various schools from which children attend.

LATE PICK UP AND FEES

When picking up children, we ask that the child does not leave without the Site Coordinator's or Group Leader's knowledge. This applies both in the classroom and when on the playground. If you are unable to pick your child up at the prearranged time, please call the center staff as soon as possible. If no one comes to pick your child up and we have not received a phone call, we will call the person listed on your enrollment sheet as your authorized emergency contact and ask that they pick up your child immediately. There will be a late fee for children picked up after 5:30 of \$5.00 for each ten minutes or increment of that you are late. If none of the emergency contacts are available, and after an extended waiting period (6:30-7:00 pm) we may call the Department for Children and Families Services Hotline and/or file a report or contact the North Adams Police Department for assistance.

RELEASE OF CHILDREN

If there is a change in the regular pick up plans, the staff must be notified on or before that day. We will not release a child to any one who is not listed as an authorized person in the child's file. You must update or fill out a new authorization for release form if your plans change. We will ask all persons that are unknown to us to provide picture identification. Please do not ask other people to pick up your child with out first informing the program.

COMMUNICATING PERTINENT INFORMATION & TELEPHONE CONTACT

Please inform the teacher of events which have happened that may excite or worry your child, such as a bad morning, an absent parent, new pet, loss of a loved one, etc. By communicating pertinent information, the teacher has a better understanding of your child's behavior and will be better equipped, if necessary, to help him/her cope with the problem. The teacher/site coordinator arrives at 2:30 everyday and checks messages or returns calls if you need to speak with her.



If you expect to be away from your regular phone number on specific days, please be sure the staff knows where you will be or leave a back up number. **It is imperative that the staff knows the whereabouts of parents at all times in case of emergencies.** If your schedule or your child care needs change, please notify the director or site coordinator at once. If your home number, place of employment or address changes, or other emergency numbers change, please update this information immediately for your child's file.

GUIDANCE AND DISCIPLINE

It is our belief that guidance and good discipline involve compassion, caring, and sensitivity while helping children understand that mistakes are a natural part of growing up. A child builds trust through consistency, a calm and reassuring manner and voice, close body and eye contact, respect, and realistic expectations. The teachers have established developmentally appropriate classroom routines and rules in an environment which nurtures and encourages the children to mature at their own pace.

The Magic Season staff will help children learn positive social behavior. The staff is patient, understanding and speaks in kind yet firm voices when disciplining children. Teachers model appropriate behaviors for the children. A teacher will try to allow children to work out problems or redirect a child's behavior before resorting to a "cool down time".

A cool down time is defined as a time for the child to come under self-control, not a time of humiliation or punishment. When this method is used the child is asked to go to one of the spaces designed to be alone in the room. When the student is calmed and ready to rejoin the group he/she will let the teacher know. After some discussion between the child and teacher takes place concerning the problem the child will then rejoin the group.

Physical punishment is not used, including spanking. No child will be subject to cruel or severe punishment, humiliation or verbal abuse. The site coordinator will consult with the program director if a child's behavior is sexually explicit, inappropriate, problematic, disruptive, or harmful to other children in order to affect an individualized discipline plan. Teachers document all such incidents and the program director will intervene.

CCB helps to retain children with behavioral challenges by implementing behavioral management plans in collaboration with the teachers, administrators, mental health specialists, social workers and families. Parents are always involved in decisions. If it is deemed that a child must be terminated, staff meet with the parent to provide other options where the child might be better



supported.

CCB offers **mental health services** through the EEC Comprehensive Mental Health Program, in operation since 2001. A clinical social worker is housed at the Monument Square Center to address s mental health issues of children whose behaviors are challenging/disruptive. The clinicians are staff of the Brien Center and provide observations, consultations, treatment on-site or in-homes, and staff training.

5. FINANCIAL MATTERS

FEES AND BILLING

Fees are established based on a parent's requests for after school care and according to our published scale that is updated annually. Copies are available through the director and are discussed and distributed to parents at the time of enrollment in the program. Each family must sign a fee agreement, which details the payment schedule and the fee. Fees must be paid one week in advance or if the parents prefer, they may pay one month in advance. Fees are charged to each account on a monthly basis at the beginning of the month. A statement is then sent out by the Main Office. If parents have questions on their fees, they should call the Main Office at 663-6593 and ask for the billing clerk, for clarification. Failure to adhere to the payment schedule may result in termination. Accounts, which are in arrears more than one month, will be subject to a \$10.00 late penalty. Problems with adhering to the weekly payment schedule should be discussed with the Program Director.



FEES FOR ABSENCES, HOLIDAYS, SNOW DAYS AND VACATIONS

Fees will be charged for absences, holidays, snow or other related emergencies. For private consumers, two weeks of half –fee vacations will be allowed during each year. Six months of continuous enrollment must be completed before the half –fee for vacation time is credited to the account.

SIBLING DISCOUNTS

There are several reductions for families with two children in care, dependant on the source of the subsidy. Families with two or more children enrolled in a Child Care of the Berkshires program on a full time basis may receive a reduction of up to one third of the fee for the second child. The reduction is based on the following schedule:

<u>FAMILY INCOME</u>	<u>REDUCTION</u>
\$ 0-15,000	33%
\$15,000-19,999	25%
\$20,000-29,999	15%
\$30,000-39,999	10%

WITHDRAWAL AND NOTICE

We ask that parents give the Program Director two weeks advance notification of withdrawal of a child from the program; otherwise, fees will be charged for two weeks after termination.



6. PARENT INVOLVEMENT AND COMMUNICATION

PARENT VISITS AND COMMUNICATION

We provide a wide range of support services and means of communications to parents. First, we are sensitive to the parents' busy schedules and their parent/ child relationship. Our open door policy for the program encourages parents to visit the class room any time which helps foster positive parent / teacher relations. Parents are encouraged to phone the site coordinator or director with any questions or concerns regarding their children.

We also believe in the importance of on-going communication between staff and parents. Staff is always willing to meet and talk with parents and we value your input regarding any suggestions or ideas that you might have. In order to allow staff to give you their undivided attention, however, we ask that you set up a specific time away from the classroom. Since the children's safety is one of our primary concerns, it is often difficult and distracting to discuss issues in the classroom or on the playground while teachers are supervising children. Any important information that would help us to better serve your child's needs should be put into writing in order for appropriate staff to be aware of it. Also, please check the parent board and your child's mailbox for important messages or paperwork.

Parents are encouraged and afforded opportunities to participate in the classroom and assist on field trips. To promote further parent involvement, other opportunities are offered such as parent meetings, social events and fundraising activities, representation on the parent's advisory committee or on various ad hoc subcommittees to work on specific tasks or issues. Center-based programs link parents to other programs that provide parent education, home visiting, parent workshops, support/play groups, consultations, and speakers. Topic focus on the most compelling challenges for school-age children: discipline, communication, literacy, success in school programs. Please let the program director know if you have interest in serving on any committees or assisting in any other way.

PARENT SATISFACTION SURVEY



As part of our licensing requirements, we ask that parents complete a program evaluation on an annual basis to assist us in assessing and revising the program and for setting future goals. We appreciate positive comments as well as constructive feedback.

PARENT CONCERNS AND COMPLAINTS

If a parent has a concern or a complaint, we encourage him/her to speak directly to a member of the staff, depending on the nature of the complaint. If the concern is something that happened in the classroom (i.e. a child hit another child, missing belongings, minor complaints of the child), it is advised to talk with the site-coordinator. If the concern is of a more serious nature or the parent feels uncomfortable talking it over with the Site-coordinator, the parent should voice his/her concerns to the Program Director.

We take parents' concerns seriously and want to be responsive. The Program Director will listen to the concern, may schedule a time to talk over the situation, gather information and if necessary, will implement corrective action as appropriate. The Program Director, in conjunction with the Program Manager of Child Care Services, will take follow up action and meet again with the parent to discuss the resolution of the complaint. The Program Director may also document the resolution of the complaint in writing to the parent, dependent on the seriousness of the situation.

All complaints will be recorded and a copy will be sent to both the Program Manager and Executive Director for review. If the complaint is not resolved to the parent's satisfaction, the parent may contact the Executive Director for further resolution.

Parents should make complaints of a most serious nature (physical or verbal abuse of a child, over-enrollment, or serious safety issues) directly to the Program Manager or the Executive Director. The Program Manager (or Executive Director) will follow the above process (i.e. listen, gather information, meet with the teachers, the parent(s) and Program Director) and will try to resolve the situation. If indicated a report will be made to the Department of Early Education and Care and/or the Department of Children and Families. The Executive Director will communicate concerning complaints of the most serious nature with the Board of Directors.

CONFERENCES AND REFERRALS

In an attempt to better serve the children and families, staff may identify a child or parent in need of additional services, be it social, mental health, education or medical. A list of local referral resources and telephone numbers are available.

Referrals are based on the observations of the child's behavior by the classroom teacher and may include observations by the program director. Other CCB staff may also be consulted when appropriate, to help formulate written service plans and assist parents and staff with their implementation. Staff will meet with the parents and discuss the observations and the referral; no referral will be made without written parental consent. If it is determined that the child is not in need of



services, staff will review the child's progress every three months there after. A written record of referrals for the child is maintained in the child's folder. We are familiar with the people to contact and we will assist with the referrals.

VOLUNTARY PARTICIPATION IN COLLEGE RELATED STUDIES

Occasionally, the Center is asked to serve as a site for general observation and the collection of data by local college and high school students. While we support providing opportunities to others which enhance education and a more comprehensive understanding of child development, as child advocates we are also committed to safeguarding children's health, safety and welfare relative to physical, cognitive and psychosocial growth and parent and child's right to privacy. Any such observations are therefore carefully monitored for their appropriateness. Requests for such observations/data collection must be made in writing clearly outlining the goals/objectives and procedures to be used and are subject to the approval of the Program Director and Program Manager or Executive Director. In connection with the collection of data for research purposes, written, informed parental consent will also be requested before a child is allowed to participate in any study and for each occurrence. The parent has the option of seeking additional information concerning the study and may or may not give his/her consent. Under no circumstances will students or observers be left alone or unsupervised with the children. The students will be informed of the requirements of confidentiality based on their observations and their collection of data.

7. HEALTH POLICIES

It is one of our goals to provide a healthy and safe environment for your child. The following policies attempt to ensure procedures to obtain that goal.



WHEN YOUR CHILD BECOMES SICK

Staff will take extra special precautions when children who are ill are diagnosed at the program and when children who are mildly ill remain at the center.

Children who exhibit symptoms of the following types of infectious diseases, such as gastrointestinal, respiratory and skin or direct contact infections may be excluded from attending the program, if it is determined that any of the following exist:

- the illness prevents the child from participating in the program activities or from resting comfortably.
- The illness results in a greater need care than the staff can provide without compromising the health and safety of the other children.

- The child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing and other signs of serious illness.
- diarrhea
- Vomiting two or more times in the previous twenty four hours at home or once at the center.
- Mouth sores, unless the physician states that the child is non infectious.
- Rash with or without a fever or a behavior change until the physician has determined that the illness is not a communicable disease.
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for readmission, with or without treatment.
- impetigo, until 24 hours after treatment has started or all the sores are covered;
- head lice, 24 hours after treatment;
- scabies, 24 hours after treatment, and free of all mites;
- strep infection, 24 hours after treatment and 24 hours without fever;
- hepatitis A, unless treated by a physician;
- Chicken pox until the last blister has healed over.



A child who has been excluded from child care may return after being evaluated by a physician, physician's assistant or nurse practitioner, and it had been determined that he/she is considered to pose no serious health risk to himself/herself or to the other children. **Nevertheless, the Magic Season Program may make the final decision concerning the inclusion or exclusion of the child.**

If a child comes from school to the program and shows equal to or greater than 100.5 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc), he or she will be offered a comfortable spot in which to lie down. If the child manifests any of the symptoms requiring exclusion (as listed above) or it is determined that it is in the best interest of the child that he or she be taken home, his/her parents will be contacted immediately and asked to pick up the child as soon as possible.

The Program Director will notify parents immediately in writing when a communicable disease had been introduced into the Center using information from the Day Care Health Manual.

MILDLY ILL CHILDREN IN CARE

Mildly ill children (children with colds, low fevers (under 100.5 degrees, headaches, etc) will be allowed to rest quietly, with books or games if they desire, and remain somewhat separated from the other children) until they feel well enough to join the group.

ADMINISTERING PRESCRIPTION AND NON-PRESCRIPTION MEDICATION

The staff of Magic Seasons can only administer medication, prescription or non-prescription, to a child with written parental permission and written order of a physician. For prescription medication, the written order of the physicians may be the label on the medication that includes the child's name, the dosage, and the name of the physician. Parents may ask the pharmacy to have the medicine in two bottles, so that they may leave one at the Center. Staff will not administer any such medication contrary to the directions of the original container unless so authorized by a written order of the child's physician. Staff will keep a written record of when the medication was given and place it in the child's file. Prescription medication must be kept in its original container with the child's name, name of drug, directions for administering, proper storage procedure, and expiration date recorded on it. We will store all medications in a safe and secure location, and return the unused portion to the parent.

For non-prescription medications (such as Tylenol, aspirin), we can accept as the written order of the physician a signed statement by the physician listing the medication(s), dosage, and criteria for its administration. This statement is valid for one year from the date that it was signed. The staff can accept as written parental authorization the signed statement authorizing the Center to administer non-prescription medication in accordance with the written order of the physician. This statement will be valid for one year from the date on which it was signed. Parents will be notified each time a non-prescription medication is administered to a child.



Topical non-prescription medications such as sunscreen, petroleum jelly or other ointments can be administered to a child with written parental authorization. A signed statement by the parent listing the specific topical non-prescription medications(s) and the criteria for administration is valid for one year from the date of signature.

ALLERGIES

If your child has an allergy, please let us know. Also please inform us should there be a history of allergies in the family (i.e. parent allergic to insect stings). To safeguard the health of all children, notices concerning children's allergies are posted for staff and substitutes.

PROCEDURES FOR ILLNESS AND EMERGENCIES

In the case of an emergency or illness (such as seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while another staff member takes other children to another area or room. It is expected that all staff members will respond in a calm and reasonable manner. Other staff will be alerted to send for assistance, be it the Program Director or another person in the Center.

One of the supervisory staff will contact the parent to come and pick up the child or, if response time is a factor, to have the parent meet the child and accompanying staff at the emergency room of the North Adams Regional Hospital.



In the event that a child needs to be transported to the hospital, an ambulance will be called immediately and 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.

When parents cannot be reached, we will call the persons listed as emergency contacts. The child's whole file will be taken, including permission forms.

In case of an accident on field trips, the parents will be contacted as soon as possible and informed of the nature and extent of the injury and the proposed plan of action. If necessary, an ambulance will be called to transport the child to the hospital.

If the parent comes to pick up the child and needs assistance, the teacher or Program Director may offer to drive to the hospital or to accompany the child.
Delete

SUSPECTED ABUSE AND NEGLECT

All staff at the Magic Seasons School Age Program are mandated reporters; that means that if they suspect a person of abuse or neglect of a child as defined by the Massachusetts General Laws, they are mandated to report it to the Department of Children and Families. A complete copy of our Child Abuse and Neglect Policy is available to parents in the office upon request.

HEALTH CONSULTANT

Dr. Michael Gerrity of North Adams is the Health Consultant for the Magic Seasons School Age Program. He has reviewed our health policies and is available for consultation. Please note that our Health Policies reflect certain state mandated standards.

8. CHILDREN'S RECORDS

RECORDS

The Center maintains a written record for each child that includes

- an application form
- prescribed medications administered to child
- all necessary authorizations and consent forms
- all pertinent correspondence
- referrals to other community agencies and services
- progress reports, IEPs and other assessments.

The Department of Early Education and Care requires that these records be legible, dated and signed by the individual making the entry. Records are maintained for at least five years unless it transferred to the parent(s). Periodically, you will be asked to update various forms required by EEC. It is imperative that all forms be filled out completely and that the information is accurate. Please do not merely refer us back to the old forms indication that nothing as changed since you last filled them out. In addition, please note that on some forms there may be more that one location for your signature.

CONFIDENTIALITY

Information in the child's record is privileged and confidential. We will not distribute or release information in a child's record to anyone not directly related to implementing the program plans for a child without written consent of the child's parent(s). We will notify the parent(s) if a child's record is subpoenaed.



The child's parent(s) upon request, has/have access to his/her child(ren)'s records at reasonable times. In no event will access be delayed more than two business days after which the initial request for access was made; the child's entire record, regardless of the physical location of its parts, will be made available. The center will have these records duplicated and will maintain in each child's record a written log indicating any persons to whom information in a child's file has been released. Each person releasing information contained in a child's record, in whole or in part, upon each instance of release would enter into the log the following: his/her name, signature, position, the date, the portions of the record which were released, the purpose of such dissemination or release, and the signature of the person to whom the information is released. Such a log will only be available to the child's parent(s) and the Magic Seasons School Age personnel responsible for record maintenance. There is no charge for copies of the information in the child's record.

TRANSFER OF RECORDS

Upon written request of the parent(s), the program will transfer the child's records to the parent's or any other person the parent(s) identifies, when the child is no longer in care.

9. TERMINATION/ SUSPENSION POLICY

On occasion we may find it necessary to terminate or temporarily suspend child care services if such situations were to arise that were not in the best interests of the child, family and/or program. As these situations occur, we will attempt to work together with parents and supportive agencies as appropriate, toward a resolution whenever possible. Examples of possible situations (inclusive of but not limited to) are as follows:

- a. Failure to adhere to the payment schedule
- b. Behavior that jeopardizes or threatens the health, safety and or welfare of staff, the individual child or other children.
- c. Noncompliance with CCB/Magic Seasons Center's policies or procedures
- d. Noncompliance with EEC policies or procedures, including a lack of service need.
- e. Consistent under-utilization of slot; CCB reserves the right to give that slot to a family with a greater service need.



When a Program Director determines that a problematic situation exists which might warrant termination/suspension of childcare services, the Program Director will notify the Program Manager/ Executive Director and will apprise her/him of the situation. The Program Director will notify the parent/guardian of the problem as soon as possible and will schedule a meeting to determine what options exist, if any, which might rectify the problem. Supportive agencies/persons may be involved, as appropriate, to assist in the process of developing a corrective plan of action.

Prior to termination, families who are enrolled on a State subsidized slot will be apprised to their right to a review process. A record of this meeting and the resolution of the meeting, including reasons for termination, will be made and placed in the child's file. Child Care of the Berkshires is a large agency that offers a number of childcare options; if appropriate, the family may be referred to another day care program or to the Resources for Child Care Program for information and referral.

When a child is leaving the Center, the classroom teacher will make an attempt to prepare the child and the other children for the departure of the child. It is suggested that there be a farewell snack or a group art project for the child.

10. SOCIAL SERVICE PLAN

In a situation where Child Care of the Berkshires' teaching staff have a concern for a child's social, emotional, cognitive or physical well being, they are to discuss the concern with the Program Director of the respective child care center. All concerns will be documented in writing, whether or not a referral is made, and placed in the child's file, by the Program Director of his/her designee. If it is determined by the Program Director (possibly in consultations with other available resources people i.e. the resource teacher, mental health consultant, etc), that a child or a family is in need of additional educational, medical or other family support services, the Director (or his/her additional designee) will contact the parent and discuss the situation. In addition, and when appropriate, with the parents permission, the Direction (or his/her designee) will make a referral an appropriate agency.



Community Agencies

The following is a listing of agencies in the community to which a family might be referred but the referrals will not be limited to the agencies in the following listing.

Child Abuse and Neglect

Department of Social Services 499-7370

Alcoholism and Addiction

Brien Center
North Adams 664-4511
Pittsfield 499-0337

AIDS

AIDS Action Center 1-800-235-2331
American Red Cross 1-800-332-2030

Domestic Violence

Elizabeth Freeman Center 499-2425

Counseling

Brien Center
North Adams 664-4541
Pittsfield 499-0412

Employment/Training

Mass. Division of Employment Security
North Adams 663-3748

Pittsfield	447-7324
Berkshire Training and Employment North Adams Pittsfield	664-8742 499-2220
<u>Financial Assistance</u>	
Department of Transitional Assistance Vermont Social Welfare	499-3250 1-800-442-8541
<u>Food</u>	
Women and Infants Feeding Program North Adams Pittsfield Great Barrington	663-3012 443-4866 528-0457
Northern Berkshire Community Action	663-9807
Food Stamps (DTA) Pittsfield North Adams	499-3250 664-9951
Salvation Army North Adams Pittsfield	663-7987 422-0624
Berkshire Food Project North Adams	664-7378
Healthy Families- No. Adams Healthy Families- Pittsfield	664-6104 445-4324
<u>Health Services</u>	
Visiting Nurses Association North Adams Pittsfield	664-4536 447-2862
<u>Parent Skill Building</u>	
Parenting Partnership McInerney Center Family Net/Children's Health Program	664-4725 448-2997 528-0721
<u>Child Care Information and Referral Services</u>	
Resources for Child Care	443-7830

Special Education Services

Adams/Cheshire Schools/Special Education	743-5202
Berkshire Hills Regional Schools	298-3711
North Adams Public Schools	662-3232
Pittsfield Public Schools/Special Education	499-9515
Williamstown Public Schools	458-5707

<u>Department of Early Education and Care</u>	1-413-788-8401
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<u>Western Mass. Legal Services</u>	499-1950
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Youth Services

Adams Youth Center	743-3550
Williamstown Youth Center	458-5925
Northern Berkshire YMCA	663-6529
COTY Center	663-3133

Housing Support

Family Life Support Center	664-8279
Berkshire Housing Services- Pittsfield	499-1630

Education

Berkshire Training Employment Program	663-7563
Massachusetts College of Liberal Arts (MCLA)	662-5000
Berkshire Community Center/Pittsfield Campus	499-4660
Great Barrington Center	528-4521

11. CHILD CARE OF THE BERKSHIRES, INC.

Child Care of the Berkshires, Inc. is a non-profit organization that was established in 1969 and which operates a number of childcare and family support services programs throughout Berkshire County. The Main Office is located in the Sarah Haskins Community Center at 210 State Street, North Adams. Inquires may be made by calling (413) 663-6593 or (413) 447-7554. A Board of Directors made up of parent representatives and members from the community at large, oversees the operations of the agency, reviews policies and procedures, monitors the finances of the agency and supervises the Executive Director. Please check with your child's teacher of stop by the office at the center for an updated list of additional programs that are offered.



12. PARENT INFORMATION, RIGHTS, AND RESPONSIBILITIES

Chapter 28, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates the Office of Child Care Services the legal

responsibility of promulgating rules and regulations governing the operation of day care centers (including nursery schools).

Child Care of the Berkshires Inc. 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 that govern day care centers contains more information.

PARENT'S RIGHTS

Visits: 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 programs staff and Magic Seasons School Age Program has the responsibility to make the staff available.

Meeting Prior to Admittance: The Program Director of Magic Seasons (or designee) will meet with you prior to admitting your child to the program.

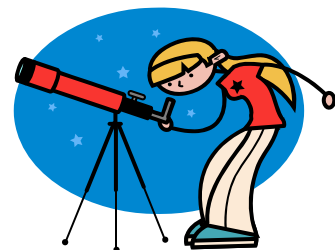
At the meeting, the Program Director in addition to the information contained in this fact sheet, must provide you with: the center's written statements of purpose; types of service provided; referral policy; behavior management policy; termination and suspension policy; the policy for identifying and reporting child abuse and neglect; the transportation plan; a copy of the procedures for providing emergency health care and the illness exclusion policy; and a copy of the fee schedule. **All of this information is contained in the parent handbook.**

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

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.

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, dissemination of children's record. They must maintain a written log, which identifies any one 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. You have the right to add information, comments, on date, or any other relevant materials to your child's record and you also have the right to request deletion or amendments of any information contained in your child's record, but 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 Magic Seasons Center will, 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 might be necessary to put the decision into effect.

The licensee shall not charge an unreasonable fee for copies of any information contained in your child's record. Upon your written request, when your child is no longer in care, the licensee can give you your child's record to 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 Department of Early Education and Care

Magic Seasons School Age Program must make available to the Department of Early Education and Care 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 any information in your child's records. Authorized employees of the office are not to remove identifying materials from the center premises and are required to maintain the confidentiality of individual records.

Reporting Abuse of Neglect

All center staff are mandated reporters. They are required by law to report suspected abuse and neglect to either Department of Social Services or to the licensee's program administrator. Magic Seasons School Age Program must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

Notification of Injury

Magic Seasons School Age Program must notify you immediately of any injury that 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

Magic Seasons School Age Program must have a copy of CMR 102 7.00, Standards for the Licensor 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.

MAGIC SEASONS SCHOOL AGE PROGRAM STAFF

Program director	Kelly Phillips	664-4675
Site Coordinator	Deb Pickering	664-4657/743-2905
Group Leader	Tiffany Hartlage	664-4657
Group Leader	Freda Nielsen	743-2905
Child Development Specialist	Tammy Hoag	663-6593

PARENT EMERGENCY EVACUATION INFORMATION

Monument Square Early childhood center, 210 State Street, North Adams, MA
01247

Emergency Contact Person: Kelly Phillips, Program Director
Deb Pickering, Cite Coordinator
Tiffany Hartlage, Group Leader
Telephone: (413) 664-4657

Cellular Phones:

Please do not call cell phone during non-emergencies as it is not turned on, will not be answered, and messages cannot be left.

The Massachusetts Office of Child Services requires that we provide this emergency evacuation information to parents of all enrolled students. Please save this form in a safe place for reference. We suggest you store it with your Parent Handbook.

In the event of a Confined Environmental Emergency, (e.g. fire, toxic fumes, chemical spill, etc.), during which this facility must be evacuated, in accordance with Public Safety officials, staff and children will leave the building and gather in the IMMEDIANT AREA at Joe Wolfe Baseball Field located behind the Haskins Community Center.

In the event staff and children are required to leave the immediate area due to a non-confined Environmental Emergency, (e.g. chemical spill, flood waters, e.) all children and staff will be transported by walking in an orderly fashion to the following NON-IMMEDIATE AREA:

- American Legion, American Legion Drive, North Adams, MA 01247
Telephone: (413) 664-9004

If necessary, children will be transported to the following Health Care Facility:

- North Adams Regional Hospital, 71 Hospital Avenue, North Adams 01247
Telephone: (413) 663-3701

In the event of a Major Environmental Non-Confined Emergency that necessitates the evacuation of a large area, children will be transported by school bus to one of the following Red Cross designated mass shelters (as advised by Public Safety officials):

- A: Drury High School, South Church St, North Adams, MA 01247
Telephone: (413) 662-3240

There, they will be cared for while parents/emergency contacts are notified and arrangements are made for their pick up. At all times during the crisis, staff will remain with and care for all children in care. Staff will check attendance

whenever children are moved. Staff will maintain accurate attendance lists, and bring any necessary medications/supplies and emergency records. All parents will be notified of the situation and where to pick up children as soon as possible.