

Lenox Children's Center

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Parent Handbook

October 18, 2002

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Statement Of Purpose

The Lenox Children's Center began in 1980 as the Bonnie Prudden Nursery School; in 1985 the Academy for Myotherapy and Physical Fitness, Inc. d/b/a Lenox Children's Center replaced The Bonnie Prudden School. We are a non-profit corporation, relying on tuition and donations; we are licensed by the Commonwealth of Massachusetts' Office of Child Care Services.

Our program operates on a year round basis designed to support children and their families by providing a safe, welcoming environment for our students. Flexible scheduling allows families to tailor a childcare/preschool program that meets their needs.

Children 1 month to 15 months are in our Infant Program; children 15 months to 2 years 9 months are in our Toddler programs; children ages 2.9 years to 5 are in the Preschool programs. The Center does not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political belief, marital status, national origin, disability or sexual orientation.

Each child at the Center is regarded as an individual and we strive to challenge every child on a level where she/he can experience success. The development of the whole child is our goal. Physical development, social relationships and creative experiences are the vehicles for reaching our goals. Our curriculum stimulates cognitive, social, emotional and physical development. We extend the classroom into the community through field trips and visits from community members.

Each day provides a balance of active and quiet times, small and large group activities, indoor and outdoor play, choice time among a variety of creative experiences in art, music, cooking, literature, science and more. Our teachers are professionals in early childhood education with years of experience and a sincere interest in the total growth of each child.

Parents are always welcome at LCC; we urge parents to visit, observe, participate and share special skill/interests or to volunteer as helpers. Conferences, Open House and on-going daily communications between parents and teachers are integral parts of our program. We welcome parental input and/or comment on program practices/policies, program suggestions/content, etc., and request that these recommendations be submitted in writing to the Director for consideration.

General Information

LCC is open from 7:30 a.m. to 5:30 p.m. The Infant Room, which opens later and closes earlier, operates from 8:00 a.m. to 5:00 p.m. In arranging **your arrival and pick-up times**, we would like to remind you that a child who arrives after 9:00 a.m. may feel left out of the group. Also, a child who is here after 5:30, for whatever reason, may experience some concern over his/her parent's lateness. Please consider your child's feelings and responses to situations when you plan your schedules.

Separation Anxiety: The first few days of school can be anxious ones for both children and their parents. We encourage you to spend as much time in the classroom as you need to help your child make a comfortable transition from home to school. We do have a few suggestions to share, which may make separation less stressful for everyone:

1. Before the first day, it is a good idea to prepare your child for his/her new experience by visiting the classroom once or twice and also talking honestly at home about what he/she can expect.
2. Through your confident attitude and relaxed manner it is important to show your child that school is a friendly, exciting, non-threatening place. When he/she sees you chatting with teachers, pointing out interesting play options, getting involved in games or reading stories, your child is receiving the message that you are comfortable in these new surroundings and is encouraged to place his/her trust in us as well.
3. We believe very strongly in the importance of being honest with children. Your child, as well as his/her teacher, needs to be informed directly when you are ready to leave. A good-buy kiss or hug lets the child know that his/her special time alone at school is beginning and gives you the opportunity to assure him/her of your return – a pattern which, when established, will strengthen your child's trust in both the school situation and your relationship.
4. Some children do cry when it is time for mom or dad to leave – a situation which can be quite painful for parents. We have found that the best way of handling such an occurrence is for parents, when ready, to quietly and firmly tell your child "It's time for me to leave now. I'll be back soon", to hand your child over to the care of the teacher, and then leave.

Clothing: Please dress children in sturdy, washable play clothes. We go outside almost every day, so dress for the weather. This includes boots and a raincoat for spring and fall, snow pants, boots, hat and mittens in winter, a bathing suit and towel in summer.

Each child needs a complete change of clothing that can be left in his/her cubby at all times. Children wearing diapers need diapers, wipes and if you desire, diaper rash ointment supplied as well. **Please label all your child's belongings.**

Cubbies: Please check your child's cubby daily. Art creations and personal belongings are kept there. Parents also have cubbies in their child's classrooms. Parent's cubbies are for all communications from the Center, such as notices, newsletters, monthly calendars, bills, etc.

Toys from home: The sharing of toys from home is difficult and toys are often misplaced or damaged. However, toys brought from home are often used as transitional objects and are an important tool to ease separation, particularly in the beginning of school. We will deal with each child's needs individually, In general, a child should be willing to share his toy or it should remain in the cubby. We cannot be responsible for items brought from home. Guns and weapons are not allowed in school. Books, tapes and CDs are always welcome.

Rest Time: There is a scheduled rest time each day. Some children sleep, while others rest, read or listen to music. All children need a time to be alone in the course of a day. We will provide a mat for your child; we ask that you send a sheet and/or blanket, and some small item/cuddly stuffed animal that will make your child comfortable. Quiet time is 2 hours, usually 1-3 p.m. **Please label all your child's belongings.**

Snacks and Lunch Box Suggestions: We serve a mid-morning and afternoon snack. Children bring lunch and a beverage from home. Families are asked to volunteer to bring snacks for the whole group on a rotating basis. There is a sign-up sheet in each classroom. Nutrition is an important part of our program. We use very little sugar in our cooking curriculum and ask that you do the same when providing snacks. Fresh fruits and vegetables, with juice and milk are always welcome. We encourage you to fill your child's lunch box with a variety of food from all the food groups (dairy, fruit/vegetable, grains, fish/meat) such as: yogurt, fresh or dried fruit, raw vegetables, macaroni salad, chicken, meat loaf sandwiches, hard-boiled egg, tuna fish, soup, quiche or pita bread with last night's leftovers. We would like to suggest fruit rather than cookies for dessert, and ask that children not bring candy at any time.

Birthdays: Simple parties of cupcakes from home and singing at snack time are anticipated for birthdays. Cupcakes may be brought in at arrival or just before the celebration, if the parents choose to join us. Please let us know if your child will be celebrating his/her birthday in class. If the actual birthday falls on the weekend, please choose a day that is close and convenient for you. Please refrain from giving candy as party favors.

Parent Visits, Volunteering and Input: Please feel free to visit the Center and/or take part in our activities at any time. We welcome your participation. Many parents enjoy planning an activity to do with their child's classmates; please speak with your child's teacher to arrange a time/date of mutual convenience. Parents who would like to make suggestions or recommendation about the programs; activities, etc are requested to provide the Director with a written proposal for review and consideration. The Director, or the classroom teacher if requested by the Director, will let the parent know the decision on incorporating his/her suggestion or recommendation. The Center is not obligated to include such proposals in the Center's program plan unless it chooses to do so.

Parent volunteers are needed throughout the year and LCC is very fortunate to have a talented and dedicated parent support group. PAC (Parent Advisory Committee) is the name of our volunteer group, headed by Ninette van Lingen and Tracy Reis. Look for notices and requests for help that they will be sending out for fundraisers and activities.

Parent Conferences: We plan to have at least two conferences each year with each child's parents. We encourage both parents to participate. Written progress reports are also done twice a year. We want to encourage home/school communication at all times. Please share your thoughts, concerns and questions with your child's teacher. Also, please inform the teachers of any major changes in your family, e.g. moving, birth of a sibling, separation/divorce, etc. Please understand that we do not wish to intrude on your privacy, but these kinds of situations can impact your child very seriously. Our concern is for his/her well-being.

Newsletters, Notices and Parent Information: Please keep your eye out for our monthly newsletters and other notices. They are put in your parent cubby and, when possible, on the Parent Bulletin Board which is located on the inside front door. We will post notices, articles and messages of interest here, also.

Procedure For Releasing A Child

The safety of our students is our utmost concern, and to ensure that, we will require very specific written authorizations to release your child to anyone other than a parent. The Lenox Children's Center will request the following information:

1. Written notification stating who is authorized to pickup your child. Please include the date and day, person's name and your signature. The person's relationship to your child (e.g. grandparent, babysitter) would also be helpful. EX: "Mary Jones will be picked up today, June 21, 1999, by her grandmother, Jan Brown." Susan Jones"
2. We will request to see proper identification from the person picking up your child. A valid driver's license is preferred. Please advise your relative/friend to have this identification available.
3. We will waive the verification process only if a teacher recognizes and acknowledges the person as that same person named in your authorization to release note.
4. **Long-term authorization:** If someone will routinely be picking up your child, you may provide us with this information, to be kept on file until you advise us in writing that these arrangements are no longer valid. The last date of authorization may be included in your original written notification. EX: "Our friend, Ann Hill, will be picking up Ted every Tuesday until the end of March. His father or I will pick him up the other days. Helen Miller, Sept. 8, 1999."
5. **Emergency or unexpected circumstances:** Each student is required to have on file the names and phone numbers of at least two persons who are authorized as emergency release people. These people may be contacted by LCC when we feel that your child should be sent home (due to illness or other situations) and we have been unsuccessful in reaching you, the parent. If an unexpected situation develops prohibiting you from picking up your child as planned, we will release your child to one of these preauthorized persons. Please call to advise us that this change in arrangements is happening, and, if you are able to, please send a written note with the person picking up your child. We may return a phone call to verify that it was, indeed, you who called. In an extreme emergency when you are unable to come or contact your emergency back-up, a phone call giving us verbal authorization to release your child to someone will be accepted, although this should be considered as a last resort. We will require very specific information on the person coming; name, address, physical description, and whether your child knows/will acknowledge this person. We will verify identification of your agent.

Discipline shall be employed in an understanding manner consistent with the needs of the individual children involved. We strive to stimulate learning and resolution of the issue involved to maximize the child's growth and development. The safety and protection of the group and individuals will be maintained at all times.

Under no circumstances will a child be subjected to corporal punishment (including spanking), or in fact, any cruel or severe punishment, humiliation, or verbal abuse. These forms of discipline are totally inconsistent with our purpose and, as well, staff shall not deny food as a form of punishment, or punish for soiling, wetting, or not using the toilet.

Staff are encouraged to verbalize issues with children; separate them from the group, if necessary, for their protection or the protection of the group; guide them through difficult times with calm voices and gentle assistance.

Center rules are constantly being discussed so the children remember them. When appropriate and feasible children will participate in the establishment of rules, policies and procedures. This is done by several group discussions, constant reminders and, often, children are asked to verbalize new rules to peers and parents.

Referral Plan

When parents bring a concern they have about their child needing special services to the teacher's attention, the teacher, parents and director will arrange a meeting. Any teacher who suspects that a child may be in need of special services shall bring the matter to the director's attention. The areas of concern may include, but not be limited to, social, mental health, educational and medical (including dental, vision and hearing). The director, or the teacher and the director's request, will arrange a meeting with the parents to discuss the situation.

The meeting will identify the parent's or teacher's area of concern. Information, ideas and observations relevant to the situation will be shared and a plan of response will be made. The plan may include, but will not be limited to, scheduling observations at varied times of the day, at school (by the teaching staff) and/or at home (by the parents). The plan will also assist in determining and arranging for accommodations to be made to meet the child's possible/apparent needs. A second meeting will be scheduled to review the findings. Documentation of the meeting, plans and observations will be recorded, with copies provided to all parties and a set placed in the child's file.

Through on-going discussion at subsequent meetings(s), all information will be reviewed, evaluated and a determination made if this matter requires further follow-up. The parents' preference for follow-up will be discussed, with the director and teacher providing referral information, which will include but not be limited to, a list of referral sources in the community, and where applicable, the pertinent c.766 and Early Intervention Program referrals. Again, all information discussed/exchanged will be documented in writing, with copies for the parents and the Center/child's file.

At the parents' request and with their written authorization the Center will assist the parents in making a referral and will maintain a written record of any referrals and the results of all referrals.

With parental permission the Center will follow-up the referral and contact the agency or service provider for consultation and assistance in meeting the child's needs at the center.

If it is determined that the child is not in need of services or is not eligible for services, the parents and the Center will review the child's progress every three (3) months to determine if another referral is appropriate. This review and determination will be documented in writing.

Termination/Suspension Policy

If at any time the Director and/or Staff Members feel they are unable to fulfill the needs of any child for the following reasons, the Director will call the Parent(s) for a conference:

1. Extreme separation difficulties
2. Extreme behavioral difficulties including extreme biting
3. Other difficult problems which may arise

During the conference, if the Director and/or Staff Members feel unable to accommodate the child/parent (s) needs, the following proceedings will begin:

4. Written documentation stating the reasons for termination will be provided to the child's parent(s).
5. Information and referral for other services will be provided upon the request of the parent(s).
6. The Director and/or Staff Member shall prepare the child for termination from the Center following the guidelines listed below:
 - a. Scheduling a "last day" of attendance
 - b. Assisting the child in gathering his/her belongings including artwork and personal items
 - c. Having the child present when the Director and/or Staff Members announce to the rest of the class that the child will no longer be attending their class. The explanation will be made in a manner consistent with the child's ability to understand.

Children will be terminated/asked not to return if the Parent(s) are behind in their tuition payments as agreed upon in their enrollment agreements. If the child is terminated the Director and/or Staff Members will follow the procedure above when preparing the child for termination.

THERE IS NO SUSPENSION FROM LENOX CHILDREN'S CENTER.

No form of child abuse and/or neglect will be allowed while a child is in the care of the Lenox Children's Center.

All employees who have unmonitored contact with children will be required to have a CORI (Criminal records check). If a CORI investigation finds a relevant CORI, the employee will be terminated.

A staff training meeting will be held in September of each year to review this policy and to review information on child abuse and neglect.

All day care staff are mandated reporters. As such, a staff member must report immediately any suspected case of abuse or neglect to the Lenox Children's Center director. Together (staff member and director) will make the report: 51A to the Department of Social Service. This report must be filed immediately.

The L.C.C. director will notify the Office for Children immediately after filing a 51A or learning that a 51A report has been filed, alleging abuse or neglect of a child while in the care of L.C.C.

The L.C.C. will cooperate in all investigations of abuse and neglect. Cooperation includes identifying parents of children currently or previously enrolled in the program; providing consent for disclosure to the Office for Children, and allowing the Office to disclose information to, any person and/or agency the Office may specify as necessary to the prompt investigation of allegations and the protection of children.

If a member of the L.C.C. is allegedly abusive or neglectful, the staff member will be immediately put on leave without pay until the D.S.S. investigation is completed and for such further time as the O.F.C. requires. If the investigation proves abuse and neglect, the staff member will be immediately terminated. If the investigation proves the staff member innocent, then the staff member will be returned to his/her position. The L.C.C. will not reimburse the staff member for wages lost during the investigation.

Health Care Policy Guidelines

These guidelines are to help parents decide when a child should stay home from preschool or daycare. Please look at your child's condition objectively, perhaps seeing her/him as another child in your child's class: would you want your healthy child exposed to the symptoms you are seeing?

In the best interest of all the children and faculty, an ill child should be kept home. A child should remain home until he/she is **free of symptoms for at least 24 hours**. Such symptoms are, but shall not be limited to: fever, vomiting, diarrhea, rash, lethargy, extreme agitation, nasal discharge (severe and/or green), sore throat or cough (dry/hacking or wet/phlegmy).

Information for specific illnesses or symptoms:

1. **Sore throat** with or without fever: the child stays home until a negative throat culture is obtained. In the case of strep throat, the child may return to class **24 hours after antibiotic treatment has begun**.
2. A child with **conjunctivitis (pink eye)** may return after the contagious period is over and at least **24 hours after the first antibiotic treatment**.
3. A child with a **contagious or serious illness** (such as pneumonia) may return after the contagious period is over and with a note from the doctor.
4. A **rash** of any nature should be evaluated by a physician, who should provide the center with a note stating that the child may return after any contagious period is over.
5. Children with **impetigo, scabies, head lice, childhood diseases** (measles, mumps, chicken pox etc.) must be kept home until the physician says the child is past the contagious period and may return.

A child taking antibiotics must have completed a full 24-hour cycle before returning to class.

If your child is not well enough to play outside and participate fully, she/he should not be at school.

If your child has been treated by a physician please provide us with a note stating he/she is ready to return to school.

IF YOUR CHILD BECOMES ILL AT SCHOOL:

We will notify the parent and we expect that you will be prompt (within 30 minutes) picking up your child. If a child is sent home ill, he/she may not return to the center the next day. Each parent must provide us with at least two people who are authorized to come for your child when you are unavailable.

A full copy of the Health Care Policy is available upon request.

Plan For Managing Infectious Diseases 7.05(8)

a) If a child is observed to be ill or unhealthy in any way, it will be brought to the director's attention, and it will be decided whether or not the child will remain in school.

b) A child should not attend school if any of the following symptoms are apparent:

- i) A fever above normal, or significantly below normal
- ii) Intestinal trouble accompanied by diarrhea and/or vomiting
- iii) Any undiagnosed rash

- iv). Severe cough and/or sore throat
- v). Discharge of the eyes, ear or extreme nasal discharge
- vi) Open or oozing sores on the face, hands or body
- vii). Lethargy or extreme agitation that prevents the child from functioning within the group.

c)The teacher, with the Director, will access the child's symptoms to determine whether the child should be excluded from the center. To minimize the spread of infection/germs the child will be placed on his/her own mat in a quiet part of the room or may rest in the office (supervised at all times) while waiting to go home. The parents are required to have two (2) emergency contacts. The director or the teacher will place the call to the parents.

d)A child who leaves the center with a question of a communicable disease must have a note from his/her doctor stating the child is non-infectious and may return to school.

e)The director will notify each parent of any communicable disease identified in the center. The director will provide information about symptoms, precautions, and treatment to the parents as well as to the staff. Notification can be in the form of a letter or posting.

f)All diseases listed as reportable by the Department of Public Health will be called immediately to that office by the director. This also includes human bites which break the skin.

g)Each child should be immunized in accordance with the Office of Child Care Services (OCCS) and the Department of Public Health regulations. Each child must have documentation of immunizations or exemptions on file.

Parents are encouraged to notify the doctor as soon as possible of any contagious diseases their child may have.

Plan For Administering Medication

1.The director/teacher shall not administer prescription or non-prescription medication to a child without the written order of a physician (which may be included on the label for prescription medication) and a written authorization.

For non-prescription medications the center may accept as the written order of a physician, a signed statement listing the medications, dosage, and criteria for its administration. This statement is valid for no more than one year from the date signed. Parental authorization is also needed and shall be valid for no more than one year from the date signed. Parents will be notified in writing each time a non-prescription medication is administered to a child and will be called prior to the administering of the medication.

2.Topical non-prescription medications such as sunscreen, petroleum jelly, or other ointments may be administered to a child only with parental authorization.

3.The director/teacher will keep all medication labeled and in its original container with the child's name, the name of the drug, and the directions for its administration and storage.

4.A written record will be maintained of the administration of any medication (prescription or non-prescription) of each child. The log will include the time and date, dosage, the name of the staff member administering the medication, and the name of the child. The log sheet will be put in the child's folder or office folder.

5.The medication will be stored in a secure manner. All prescription medications will be returned to the parent each day to take home.

Procedure For Emergencies and Illness

- a. Director/Teacher applies necessary First Aid
- b. Call ambulance if necessary
- c. Call parents or next emergency number in file

- d. Health Care Consultant or child's physician will be called for clarification of care needed
- e. Inform parents to meet us at the hospital, if necessary
- f. Transportation by ambulance to the hospital, if necessary
- g. Field Trips

The attendance book, emergency numbers and First Aid supplies will accompany the group. Staff and volunteer drivers will make a line of cars all staying in file, at all times.

Plan for Evacuation of Center In An Emergency

1. Each doorway is marked with an evacuation plan and route. The plan is practiced several times in the beginning of the school year. During the year the drill will be practiced every other month.
2. The teachers will bring the attendance book for each classroom out during the drills. Attendance is taken again outside once the director checks the building for stragglers.
3. The director will log the emergency evacuation drills including date, time, and effectiveness of the drill at least every other month.
4. In case of a tornado watch or warning, instructions will be given from the office. In case of no warning time, the children will move to the basement.
5. In case of a power outage the children will remain in the classrooms. In case of a long-term power outage, the children's parents will be called to pick-up their children.
6. In case of loss of heat and water, the parents will be notified to pick up their children.
7. If the children cannot return to the building due to a bomb threat, chemical spill, or fire damage, they will walk to the Community Center. Parents will then be notified by telephone or radio announcement.

Transportation Plan

The Lenox Children's Center does not own any vehicles; it does not transport any students at any time.

In a medical emergency an ambulance will be summoned to transport the child to an emergency care facility. The director or the teacher will accompany the child in the ambulance. Parents or their designated emergency persons will be contacted as per the Health Care Policy.

Transportation for field trips will be provided by parents/volunteers who are licensed in accordance with the state and whose vehicles are registered and inspected as required by law. Any staff member who drives students during a field trip must:

1. Be licensed in accordance with the state
2. Provide documentation showing their vehicle is registered and inspected as required by the state
3. Provide documentation of minimum insurance liability as stated in 102 CMR 7.12 (3)

All children being transported will be securely seated in suitable safety carriers, restraints or seat belts, as mandated by the state. Sharp, heavy or potentially dangerous objects shall be securely restrained when transporting children. LCC will identify and communicate to the driver any information that may assist him/her in transporting a child, including, but not limited to, any medical or behavioral problems. A first aid kit and emergency numbers for the children will be available in all vehicles.

The driver will **not release the child to anyone during the field trip**; the child will be picked up at LCC and returned to LCC after the field trip.

Current Tuition Rates

Infants

Ages 1 month to 15 months

Tuition:

Half Day (no lunch), 8:00 a.m. - 12:00 \$31.00
Full Day, 8:00 a.m. – 5:00 p.m. \$50.00

Toddlers

Ages 15 months to 2 years 9 months

Tuition:

Half Day (no lunch), 7:30 a.m. – 12:00 \$23.00
Full Day, 7:30 a.m. – 5:30 p.m. \$37.00

Preschool

Ages: 2 years 9 months to kindergarten

Tuition:

Half Day, 7:30 a.m. – 12:00 a.m.	\$20.00
Full Day, 7:30 a.m.5:30 p.m.	\$32.00

Billing Information:

Payment is due at the beginning of each month. Checks should be made payable to Lenox Children’s Center. There is a 10% reduction for full-time students (full days, M-F). When siblings attend the 10% tuition reduction is taken off the lower tuition charge. Only one discount per family is allowed.

We determine one monthly tuition rate for billing purposes. It is based on your child’s schedule and program rate structure. The following illustrates the monthly rate for a child attending the Toddler program for two full days per week

The number of days attended per week	x	The Daily Rate	x	The average number of weeks per month	=	Monthly Rate
2		\$37.00		4.3		\$318.20

Vacation Credit: 50% tuition credit is available for up to two weeks of vacation each year. In order to be eligible for the vacation tuition credit, the following criteria must be met:

- a) You must complete a “Vacation Credit Request” form and submit it to the bookkeeper two weeks prior to your vacation. Forms are available in each classroom.
- b) Requested vacation dates must equal an entire week of your child’s schedule. For instance, if a child attends LCC on Monday and Tuesday each week, a vacation credit will be issued when the child is away on Monday and Tuesday in the same week. If a credit request is made for that same child for Tuesday in one week, followed by a Monday in the next week, the request would not be honored. Please feel free to speak with the teaching or office staff if you have a question regarding Vacation Tuition Credits.

There is no credit or make-up for sick days or absences.

Snow Days & Delayed Openings: Announcements can be heard on WSBS, WUPE and WBEC. Listen for Lenox Children’s Center. There is no credit or make-up for snow days.

Late Pick-up Policy

Session Pick-up Times:

Morning Session: Twelve Noon

Grandfathered Morning
With Lunch Session: 12:45 p.m.

Full Day INFANT ROOM: 5:00 p.m.

Full Day OTHER ROOMS: 5:30 p.m.

Each time a child is picked up one (1) minute, or more, late from his scheduled pick-up time, a \$25.00 fee will be charged to your account.

Late pick-up policy:

As a licensed Child Care Provider, Lenox Children's Center (LCC) is in compliance with regulations set forth by the Massachusetts Office of Child Care Services (OCCS). It is the role of any approved teacher or assistant teacher LCC may employ to be a "mandated reporter." Because of this role, LCC staff is mandated to take the following steps when a parent is not present at the prearranged child pick-up time and has not contacted LCC to discuss any changes in the schedule. If such a situation reaches Step 2, as described below, the State of Massachusetts considers this the possibility of Child Abandonment.

1. Following a period of 15 minutes, LCC staff will contact persons who have been previously designated by the parent(s) as "Emergency Contact People." The contact person(s) will be asked to pick the child(ren) up immediately.
2. If, after a period of 1 hour, LCC staff is still unable to reach any of the emergency contacts, and the parent has made no attempt to notify LCC of any changes in their schedule, or of any other emergency; staff will notify the Department of Social Services (DSS) to file a report of Abuse and /or Neglect (51-A). Staff will also notify the local police department.
3. Once these steps have been taken, parents should contact the Department of Social Services in order to rectify the situation.
4. In addition, a fee of \$25.00 will be charged to the parent(s).

SEE UPDATED POLICY

Administrative Plan of the Lenox Children's Center

The Administration of the Lenox Children's Center is managed cooperatively between the Director, Bookkeeper, Administrative Assistant and key staff personnel.

The Director has primary responsibility for: selecting, supervising and overseeing the development of staff; planning and maintaining a quality program curriculum; staff meetings and other professional meetings; meeting with individual staff, classroom teams and the staff as a group; working with the volunteer parent community in fundraising, promotions, etc.; meeting with the Board of Directors; and filling in for staff in unexpected absences when substitute teachers are not available.

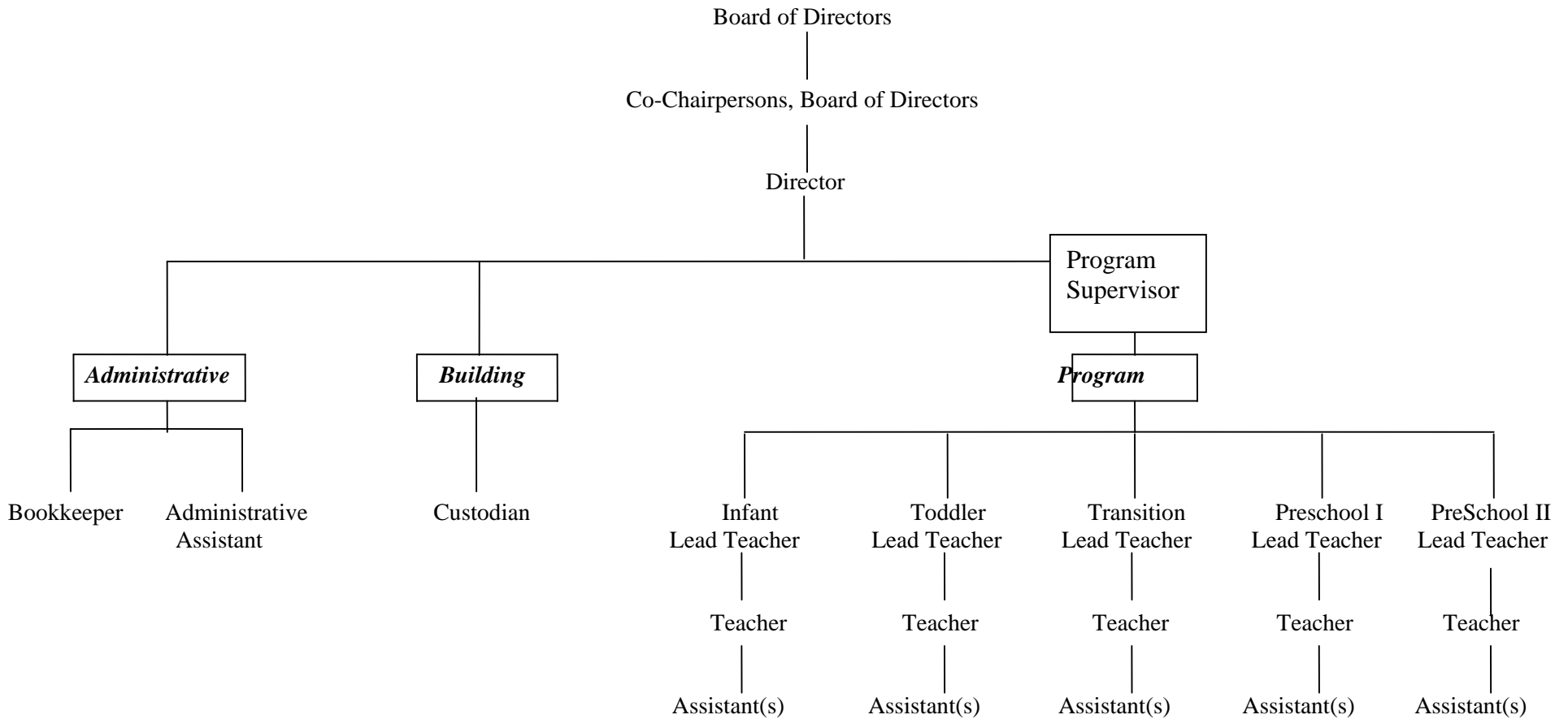
Key staff has primary responsibility for: maintaining a safe, healthy environment, according to OCCS regulations; communicating OCCS regulations, changes and/or clarifications to other staff; and attending Board meetings as needed.

The Director and key staff work together to: maintain communication with parents, through newsletters, updates, posted notices and meetings, etc.; maintain a current/complete set of licenses/permits pertaining to the Center; and interface with all state, local or other government agencies, managing the Center in compliance with their respective regulations; develop a budget; monitor/order classroom and maintenance supplies. In the absence of either, the other will fulfill any administrative tasks that must be managed at the time.

The Bookkeeper manages tuition billing, bank deposits and reconciliations, and donation receipts (Accounts receivable), payments and payroll (Accounts Payable), orders office supplies, equipment and services; and assists the Director with licensing/fees and as otherwise needed. The bookkeeper prepares a monthly financial report for the Board of Directors and routinely meets with/assists the Center's Accountant, and performs other duties as assigned by the Director.

The Administrative Assistant is responsible for answering telephones, routing messages, clerical duties, maintenance of agency records, children's records, the waiting list and staff schedules. The Administrative Assistant acts as the Secretary to the Director and clerks for Board of Director Meetings and performs other duties as assigned by the Director.

Organizational Information For The Lenox Children's Center



In the absence of the Director, the next Senior Teacher is to act in the Director's capacity. The order of teacher seniority is Maureen Polvolko, Jennifer MacCubbin and Pat Urban.

The Office of Child Care Services, Commonwealth of Massachusetts, is our licensing authority.

Parent Information, Rights, And Responsibilities

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

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

PARENT'S RIGHTS

Right to Visit

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

Parent input

Our 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 director to decide whether or not they will be implemented.

Conferences

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

Meeting prior to admittance

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

At the meeting, the licensee in addition to the information contained in this fact sheet, must provide you with: the center's written statements of purpose; types of services provided; referral policy; behavior management policy; termination and suspension policy; a list of suggested nutritious foods you could send for snacks and meals, if it is your responsibility; the policy for identifying and reporting child abuse and neglect; the transportation plan; a copy of the health care and the illness exclusion policy; and a copy of the fee schedule. All of this information may be contained in the "Parent Handbook".

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

Progress reports

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

YOUR CHILD'S RECORDS

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

Access to the Record

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

Amending the record

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

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

Charge for copies

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

Transfer of the record

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

RESPONSIBILITIES OF THE PROGRAM

Providing information to the Office for Children

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

Reporting abuse or neglect

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

Notification of injury

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

Availability of regulations

The center must have a copy of CMR 102 7.00, Standards for the Licensure of 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.

