



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Parent Handbook

2018/2019

Dear Parents/Guardians:

Welcome to the Old Colony Y Child Care/School Age. We value the trust you've placed in us by giving us your child to care for and we want to build a relationship with your family through communication and involvement in program activities. It's a given that our programs are affordable, convenient, safe and fun but we want you to know that we strive to be much more than what you expect from a childcare provider.

As the nation's leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility, we look forward to working with you to ensure that all families have a positive experience in our programs. The Y is also expanding its longtime commitment to children and youth by adopting a set of Healthy Eating and Physical Activity Standards (HEPA). These standards will build a healthier future for our nation's children by providing healthy environments rich in opportunities for healthy eating and physical activity. The Y is one of the nation's largest providers of childcare and afterschool programs. We now we want to be the healthiest.

This handbook is designed to assist you in better understanding our philosophies, policies, goals and procedures. We value and take seriously our role as a resource and partner to you and your child. Please review this booklet with your child and keep it as a handy reference. The Old Colony Y's programs are all licensed by the Department of Early Education and Care (EEC) located at 1 Washington St. Suite 20 Taunton, MA 02780 508-828-5025. At any time, you may contact EEC to obtain information regarding the regulatory compliance history of any of our licensed site. Our staff meets all EEC requirements with ongoing child care and YMCA trainings, as well as First Aid and CPR certifications.

Please feel free to call the Y staff with any questions and/or concerns that you may have about the program.

Text Alerts now available

Text the keyword "OCYCHILDCARE" to 55678 and opt-in to receive alerts, news and promotions in the subject areas that matter to you most: Program Updates, Special Events, Weather Alerts and Association News. By signing up, you agree to receive alerts from Old Colony YMCA, Consent not required for purchase. Up to 15 messages per month. Reply STOP to cancel, Reply HELP for help. Message and data rates may apply.

Online Payments now available

Online payments can be done by going to our website, www.oldcoloniyyymca.org then click on the register tab on the top of the page...on the next screen click set up online account then on the next page click find me. On this page you will enter your information on the first 3 lines, on the 4th line (PERSON ID) you will enter your Spirit ID # (your director will have this number upon request for you).

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ABOUT US

Statement of Purpose: The Old Colony Y's Child Care programs are designed around the organization's mission statement that the Old Colony Y is committed to the development of strong spirit, mind and body, guided by Judeo-Christian principles to enrich the quality of life for all in our communities. The Y is for youth development, healthy living and social responsibility.

Belief Statement/Goals: We believe that our Mission is to assist all people (members, clients, employees, volunteers, contributors, and partnerships) to develop to their fullest potential through programs and practices. The Old Colony Y program philosophy is to provide high quality care for children in a safe setting with opportunities for physical, academic, social, and emotional development. Our vision is to assist all children to develop to their fullest potential through programs and practices that develop character and leadership skills, instill a strong sense of positive values, enhance and promote healthy life styles, strengthen family life, support academic performance and encourage peace through cultural and international diversity.

A strong emphasis is placed on the Developmental Assets and the Y core values of caring, honesty, respect, and responsibility, with activities planned to help children grow personally, develop skills, appreciate diversity, become leaders, and develop character. The Y seeks to develop the child as a whole while creating experience and instilling values that will last a lifetime.

Our Y remains responsive to community needs The Old Colony Y does not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation or disability. Toilet training status is not an eligibility requirement for enrollment.

Strengthening Families and Asset Development: The Old Colony Y has adopted the Strengthening Families framework as a means to provide greater support for families. Through this framework and our Developmental Asset Model (developed by the Search Institute), we hope to promote healthy parenting, youth development and strong families. Here at the Old Colony Y it is our intention to help your child develop the values that promote a sense of positive self-worth and positive relationships. We are committed to helping children learn values that will enable them to build strong moral character and to become the best that they can be in spirit, mind, and body. These four values: HONESTY, CARING, RESPONSIBILITY and RESPECT will be reinforced throughout your child's experience.

PARENT/GUARDIAN INFORMATION, RIGHTS, AND RESPONSIBILITIES

Chapter 28, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates to the Department of Early Education and Care the legal responsibility of rules and regulations governing the operation of child care programs. The licensee (child care program) is required to inform all parents of specific information about their rights and responsibilities at the time of admission of their child to the center. Section 7.04 of 102 CMR 7.00, the regulations which govern day care centers, contains more information.

Parent/Guardian Input: The program encourages your input in the development of program policy and procedure, but it is up to the program to decide whether or not they will be implemented. You are always welcome to meet with staff and become active members of the Parent Advisory Board.

Meeting Prior to Admittance: The licensee shall assure that the administrator or his designee meets with you or discusses any pertinent issues or concerns to ensure all documentation and paperwork is completed prior to admitting your child to the program and that you receive a copy of the Parent Handbook.

Parent Conferences/Progress Reports: Staff must bring any special problems or significant developments to your attention as soon as they arise. Likewise, please inform the staff of any developments with or surrounding your child so they may better care for your child. Upon request, staff are available for parent conferences. Parents will be kept informed through incident reporting and verbal communication at each site. A progress report will be prepared every 3 months for infants and children identified with special needs, every 6 months for both toddlers and preschoolers annually for school age children. It will be based on observations and documentation of the child's activities over time within the parameters of cognitive, social, emotional, language, fine and gross motor skills and life skills.

Developmental Screenings for Child Care: Developmental screenings will be done within three months of program enrollment and on a yearly basis for all children.

Off-hours contact with Y staff: In order to protect the children and the Y, we have a policy, PROHIBITING staff members from having contact with program participants outside of working hours and outside of approved Y programs except in limited circumstances (a release signed by parent/guardian and prior approval of an Executive Director). Under this policy, staff may not be alone with children they meet in Y programs outside of the Y. This policy prohibits staff from engaging in babysitting, sleepovers, attending b-day parties, etc.

Program Staff/Parental Involvement: Through the Y's many years of experience with parent-child, and family programs, it has

proven that shared experiences between children and parents at a very young age build a foundation for positive relationships and communication in the years to come. Without parental involvement in child care programs, raising successful children is endangered. Parents and other family members are an important part of Y's leadership. There is never any attempt to exclude parents/or legal guardians from the program. The Y welcomes volunteers in our programs and if you wish to become a volunteer please speak to your site coordinator. Y child care works at specific ways to include parents and achieve family goals. Children are encouraged to share their emotions, both positive and negative, with their parents at the end of the program day. We recognize the diverse needs of all families. Support systems such as Parent Cafes and referral networks are offered and activities that involve total family participation are planned.

Recommended Service Need: The Department of Children and Families and the Old Colony Y highly recommend that your child be in child care no longer than one (1) hour before or after your daily employment or training begins and ends. This is recommended for the benefit of your child in order to maintain a proper balance between home care and child care, and for your child to be nurtured by you their primary care giver, as much as possible.

Full Day/Summer Programs: We recommend that children are signed into the program by 8:30am to allow the program to break into groups/classrooms and begin our day. Staff hours are determined for the day according to enrollment and ratios, late arrivals may require you to wait for additional staff to return to the program to meet ratios. Summer field trips will have notices posted about early departure times which might be prior to 8:30am....Once the group leaves for a field trip, care cannot be provided at the site as all staff attend the field trips.

Parents Communications: Communication with parents is achieved through personal contact, email, phone conversations, parent newsletters, information boards, text messaging and parent mailboxes.

CHILD'S RECORDS

Information contained in your child's record is privileged and confidential. The program'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 will be notified if your child's record is subpoenaed.

Maintenance of Record: Children's records will be legible, dated and signed by the individual making an entry. The record will be continually updated as needed, minimally done yearly. Any changes to child's record must be submitted in writing immediately to ensure the child's record has current information at all times. All files will be retained after the child leaves the program. If the files are transferred per parent request, a copy of the request will be kept on file.

Required Information in the File: All required information obtained when the child was enrolled, including any medical records, where applicable, will be present in the file. A record of any prescribed medications administered to the child or referrals made will also be included. Any records of unusual or serious incidents such as behavioral incidents, accidents, property destruction or emergencies will be included.

Access to the Record: You will be able, upon request, to have access to your child's records at reasonable times. The program 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 program 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 program's records.

Amending the Record: You have the right to add information, comment on data, or any other relevant materials to your child's record. You also have the right to request deletion or add amendments to 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, immediate steps will be taken to put the decision into effect.

Charge for Copies: You will not be charged 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 you identify.

RESPONSIBILITIES OF THE PROGRAM

Availability of Regulations: The program must have a copy of 102 CMR 7.00, Standards for the Licenser or Approval of Group Day Care and School Age Child Care Programs, on the premises, available to any person upon request. You can also find the regulations at the following web address: www.mass.gov/eec-laws-and-regulations

Notification of Injury/Illness: The licensee must notify you immediately of any injury/illness which requires emergency care beyond minor first aid as well as any type of head injury. They must also notify you, in writing, within 24 hours, if any first

aid is administered to your child.

IEP/IFSP: For any child enrolled in our program who is simultaneously receiving additional, external services (e.g., Early Intervention, ABA, public schools), we **must** have a copy of the following on record:

- For children receiving Early Intervention:
 - Individual Family Service Plan (IFSP) and copies of each visit summary sheet
- For children receiving services at the Public schools:
 - Individualized Education Plan (IEP)
- For children receiving ABA (Applied Behavior Analysis) services:
 - ABA plan and copies of each visit summary sheet

Plan for Meeting Individual Child "Specific Health Care Needs": Prior to the child's admission to the program, an enrollment packet indicating that your child has a chronic medical condition or special limitation, must be noted on the child's physical. You must also submit an *Individual Health Care Plan*, signed by a physician, describing the chronic condition, its symptoms any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment and the potential consequences to the child's health if the treatment is not administered. This will serve to assist us in working more effectively with your child. A meeting must be set up to review paperwork and to discuss your child's special needs prior to attending to ensure our program can meet their needs.

Program Activities:

Children will have the following incorporated into their plan:

- Reasonable regularity in routine, with sufficient flexibility for unscheduled learning opportunities.
- Free choice in a variety of alone time or with peers in a variety of creative activities for exploration, experimentation and discovery.
- Indoor and outdoor play including large and small muscle groups and 60 minutes for physical activity in full day programs, 30 minutes for afterschool programs.
- Opportunities to interact with peers and adults and learn age appropriate self-help skills.
- Opportunities to explore diversity and experiences that support problem solving and critical thinking.
- Opportunities to learn about nutrition, social skills, communication, language and literacy development.
- Reasonable accommodations to allow children with disabilities to participate whenever possible.
- Tummy time/free activity for infants, less than 6 months of age on a daily basis, will interact with staff on the child's level. This includes sitting and interacting with children while on the floor, sitting eye level when feeding and allowing children to sit on their lap.

HEPA (Healthy Eating and Physical Activity) Standards

Provide all children with at least 30 minutes of moderate to vigorous physical activity every day. The program insures that all child care participants get a minimum of 30 minutes of physical activity a day and take advantage of outdoor activities weather permitting. Free activity, tummy time for infants is scheduled every day. Outdoor play for infants may include a stroller ride.

Do not serve sugary drinks and do not allow sugary drinks to be brought in during program time. Sugar sweetened beverages are not served by the program and should not be brought to or consumed in the program by staff or by children. Milk is always unflavored and 1% for children over 2 years of age.

Water is our drink of choice. Water is available at all meals and snacks and during program hours.

Offer a fruit or vegetable at every meal and snack. All foods meet USDA guidelines and are served family style. Fruits can be fresh, frozen, canned or dried, without any added salt or sweetener.

Serve only whole grains.

Do not serve foods with trans-fat. We ask all parents to refrain from packing fried foods, and foods high in sugar and saturated fats, such as chips, cookies, gummies, fried chicken nuggets, etc.

Meals are served family style. Teaching children to pass food will help enhance self-help skills along with social skills.

- We encourage parents to have their children participate in our food program. A weekly menu is posted at all of our sites for your viewing.
- Our Y will provide family/parent engagement activities at least once per quarter during the year that include a physical activity and healthy eating component.
- In the event that you do send in foods that do not meet the guidelines, we will ask your child to put the food/drink back in their bag and we will provide them with our snack. We ask that you do not send in chips, candy, cookies or any "junk" food. Sugar sweetened drinks are not allowed to be brought in to the program and children will be asked to put them away if they are. Remember, water is our beverage of choice.

Screen time. Programs are free from use of television or movies. Computer use is restricted to educational purposes only.

Celebrations/Holidays

With the many food allergies/sensitivities, we also have a no sharing of outside food policy for the safety of all children enrolled in our Y programs. (This includes birthday, holiday celebration treats such as cupcakes/cakes, platters, etc.). Check with your director or site coordinator for acceptable alternatives or how your child's specific program celebrates.

The OCY follows the HEPA, EEC and USDA guidelines for storing, serving and purchasing of foods.

USDA Non-Discrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider

ADMISSION

Intake: An orientation meeting either in person or by phone with Y staff and the parents is required prior to enrollment. This will ensure all paperwork is complete and address any special concerns or needs that will help us provide quality care for your child. Any child on an IEP or IFSP or 504b will need to be discussed with the director as well as a copy of all paperwork submitted before enrollment. Toilet training is not an eligibility requirement.

Enrollment: Paperwork is valid for only one year. It must be completed or updated annually in accordance with the EEC regulations. Parent and child are able to view the program upon request. During this time, the Old Colony Y services and programs are explained. This process helps familiarize both the parent and child with the nature of the center and how care is given. Enrollment decisions are made between the Program Director or Site Coordinator, and parents in accordance with the EEC regulations.

Loss of Placement: A loss of placement will occur if the parent:

1. fails to meet eligibility requirements for any subsidized slot
2. fails to complete paperwork
3. lack or falsification of information
4. non-payment of fees
5. missed interviews/ appointments
6. programs inability to meet the child's needs
7. late pick up
8. inability to contact parent
9. failure to update in writing any changes
10. Inability of parents to deal in a professional manner with program personnel or other parents at the center.

TUITION

Payment Process: *Payments are due a week in advance of your child's care.* **PAYMENTS MUST BE MADE ON OR BEFORE THE THURSDAY PRIOR TO THE WEEK OF SERVICE.** Checks should be made payable to the "Old Colony Y." Failure to pay according to this schedule may result in immediate termination from child care services as well as future enrollment in other Old Colony

Y programs. **YOU ARE REQUIRED TO PAY YOUR WEEKLY FEE THROUGHOUT THE YEAR. NO DEDUCTIONS FOR CHILD ABSENCES, EXTRA DAYS ADDED (extra days cannot be swapped for registered days), SNOW DAYS OR LEGAL HOLIDAYS (check the holiday schedule for closings). Y Bucks cannot be redeemed as a form of payment for childcare**

Online Payments: Online payments can be done by going to our website, www.oldcolonymca.org then click on the register tab on the top of the page...on the next screen click set up online account then on the next page click find me. On this page you will enter your information on the first 3 lines, on the 4th line (PERSON ID) you will enter your Spirit ID # (your director will have this number upon request for you).

Subsidized Care (BASIC SLOT AND VOUCHER CLIENT): It is your responsibility to renew vouchers/basic slots before the end date or you will be charged a private full rate for the days not covered by the subsidized slot. All children who receive EEC child care subsidies are expected to attend the program. We are required to make every effort to ensure that each child care slot is filled or each voucher is used at ALL times. **EXCESSIVE ABSENCES MAY RESULT IN THE TERMINATION OF YOUR SUBSIDY:** More than 30 absence days in a 6 month period or more than 3 consecutive unexplained absence days (explained are due to illness or medical condition, death in family, emergency circumstances, religious holidays and up to 10 vacation days in a 12 month period. All other absences are considered unexplained) Families experiencing excessive absences will be issued a Notice of Termination. Your child care will end on the date listed on the Notice. At that time, you will need to have your service need reassessed.

The Old Colony Ys tax identification number is 042125014. Please keep all receipts/cancelled checks received from payments to child care for your tax purposes.

Insufficient funds: In the event two (2) checks are returned for insufficient funds, only Money Orders will be accepted. If a check is returned for insufficient funds, a twenty dollar processing fee will be charged to your account, in addition to the original payment amount. We do not redeposit checks.

Delinquent Payments: Timely payments are required. Late fees will be assessed, for payments received after Monday (fees vary by site). Payments must be made on or before the Thursday prior to the week of your child's service. Failure to pay according to this schedule may result in immediate termination from child care services as well as future enrollment in other OCY programs. If your payment is late, you will receive a letter of termination. If you do not comply by the date given in the letter, your child's care will be terminated. Once your child is terminated due to nonpayment, to reenroll your balance must be paid in full and you will be charged a \$25 registration fee. Space in the program is not guaranteed and your child may be waitlisted. You will also be unable to sign up or return to any OCY programs until your balance is paid in full.

Registered Days: Payments are based on the days contracted upon enrollment in the program and/or based on the specific days marked on your voucher agreement. Therefore, if a child is registered for four (4) days per week, your weekly payment will be charged for 4 days. Any changes to your child's contracted days must be submitted 2 weeks in advance of change in writing to the Y staff for approval.

Sick Policy: If a child is sick and cannot attend child care, full payment is still expected for those days. If your child is absent please call the program and report the absence.

Late Pick up Fees: All sites close at 6:00pm. Each day a parent is late picking up a child, a late fee will be assessed as follows: Within the first ten (10) minutes after the center's closing time of 6pm, the fee will be \$20.00 per child. If the child is still not picked up by 6:10pm there will be an additional fee of \$1.00 per minute/per child. If a child is not picked up within one hour after the center's closing time and we are unable to reach a parent/guardian or emergency contact person, we are mandated to call the Child-at-Risk Hotline, as is required by the Department of Children and Families. Please leave ample time for traffic and weather delays. Please contact the program immediately if you will be late for pick-up. *** LATE PICKUPS WILL RESULT IN TERMINATION.***

Withdrawal from Program: A two-week advance written notice is required if you plan on withdrawing your child from the program. Payment is still required whether or not your child attends during the final 2 weeks.

Snow Day Policy: Care is provided at specified locations on snow days for the offsite school age programs (please send a lunch with your child). Please ask your site coordinator for the closest facility in the event of a school closure due to snow. Childcare Centers will be open. In the event of extreme weather, the programs may delay openings or close early. Your daily rate will be assessed whether the child attends or not.

School Delay Policy: If public school is delayed, School Age programs will follow the delay schedule (except for Easton/Avon programs)

School Early Closing: If public schools are closing early and have requested the Y not to be in the schools for the afternoon, parents will be notified as soon as possible. Y staff will be at the school to ensure every child either is picked up by a parent in a timely manner or has taken a bus home.

If a situation is extremely hazardous, the Y Chief Operating Officer will determine whether the programs will be opened or closed which will be posted on twitter and Facebook as well as text messaged and a message on the branch voicemail.

Field Trips: Many school age sites go on field trips during both vacation weeks and summer. The departure time for these

trips vary and are posted at the site as well as on the registration forms. Children need to be signed in prior to the designated departure time (groups are assigned according to attendance/staffing). If children arrive after this designated time, alternate care will not be available (designated time is typically 30-45 min. prior to boarding the buses).

Release from YMCA program: Any time children are released to a non YMCA program and/or activity, an updated off-site consent form must be on file. YMCA staff will not be responsible for your child during this program/activity time.

Fee Schedule (daily rate)

Infants: \$300 weekly
Toddlers: \$280 weekly
Preschoolers: \$230 weekly
School Age:
Am care: \$13 per day
Pm care: \$19 per day
Full day: \$46 per day

Holiday Closures

Labor Day – Monday 9/3/18	Martin Luther King Day – Monday, 1/21/19
Veteran’s Day – Monday 11/12/18	President’s Day – Monday 2/18/19
Thanksgiving Day – Thursday 11/22/18	Patriot’s Day – Monday 4/15/19
Day after Thanksgiving – Friday 11/23/18	Memorial Day – Monday 5/27/19
Christmas Eve – Monday 12/24/18	Independence Day – Thursday 7/4/19
Christmas – Tuesday 12/25/18	
New Year’s Eve – Monday 12/31/18	
New Year’s Day – Tuesday 1/1/19	

TRANSPORTATION PLAN

Transportation logs will also be used to verify attendance in Y sponsored vehicles, as well as a checklist to ensure that all children have exited the vehicle

Child Care Center: Upon arrival to the program each day, a parent or authorized person must accompany your child, sign your child in, and be sure a staff person acknowledges his/her arrival. Your child must be picked up by a parent or authorized person by closing time. Your child must be signed out each day by an adult 18 years old. If someone other than the parent or authorized individuals are to pick up your child, the parent must notify, in writing, the child care program either that day, or prior to, and inform them of who will be picking up the child. Parents should inform anyone who is picking up their child that he/she will need a photo id.

Before-school Arrival: In the morning, children will be signed into the program by a parent/guardian. Once in our program, the Y assumes responsibility of the children. Absent children’s whereabouts will be tracked. A call will be made to the parents if a child is unaccounted for at the program. Further calls to authorized individuals will be made until the child’s whereabouts are determined.

After-school Arrival: In the afternoon, children will be dismissed from their classrooms to the program under the supervision of school personnel. Once in our program, the Y assumes responsibility of the children. If a scheduled child is absent, a call will be made to the school office. A call will be made to the parents if a child is unaccounted for at the program. Further calls to authorized individuals will be made until the child’s whereabouts are determined.

Off Site school age program: Children are dismissed from their classroom to a designated space in the school building. The Y bus monitor enters the school, takes attendance and walks the children to the Y vehicle. If a child is not present and has not been reported absent to the program, the Y staff will inquire with the school office. The Y vehicle will not leave the school until all children are accounted for.

Absence: Parents are required to notify the Y of any change in their child’s scheduled service days including transportation. If your child is sick or unable to attend, please notify the staff prior to the scheduled arrival time or Y staff will be contacting you to verify your child’s absence from the program.

Field Trips: Children participating in field trips will be transported in Y vehicles, public transportation, and rented vehicles or by foot. In the event a vehicle should break down, alternative transportation will be secured by the Y. All groups will be responsible for travel First Aid and emergency procedures. At least one person on the trip will be certified in First Aid and CPR.

WHAT TO BRING

Children should come prepared with weather appropriate clothing due to some outdoor activities. We suggest comfortable play clothes (or a change of clothes) and sneakers. Shoes need to provide adequate protection for the feet during outdoor play. Flip flops, slip-on shoes, open-toed sandals, crocs, jelly shoes and any shoes with heels are not recommended and are a safety hazard for the child. The Y provides a snack which is USDA and HEPA approved. We encourage children to eat a well-balanced, healthy diet therefore discourage any fast food items be brought in from home for breakfast or lunch. In the event that your child doesn’t have a lunch we will provide one for them; abuse of this service may result in termination and notification to the Department of Children and Families.

WHAT NOT TO BRING:

No electronics, iPads, iPods or kindles. No games or toys from home are allowed at the site. No Flip flops. No cell phones. (If a child needs to contact parents they will be permitted to use the site phone). Abuse of this policy, will lead to suspension and/or termination.

The Y is not responsible for lost, stolen or broken items

EARRING-JEWELRY/HAIR ACCESSORIES POLICY: Parents are strongly encouraged to avoid using studs with slides in their children's ears and small hair accessories (barrettes). They are potential choke hazards for other children. Instead please use studs with locks or self-locking one piece earrings. If children attend with jewelry - earrings and/or hair accessories that pose a hazard, the Y will make an effort to protect them (band aids for earrings) temporarily for the day and/or will contact parent/guardian for immediate pick-up.

INFANT CARE

Safe Sleep policy (available at centers serving infants):

- All children 12 months of age or younger will be placed on their backs for sleeping unless directed otherwise in writing by a health care professional.
- Children will be supervised at all times.
- All staff will receive staff orientation pertaining to infant safe sleep prior to being solely responsible for children in care
- Blankets, comforters, pillows, wedges, positioners, bumper pads or other soft padded materials will not be allowed
- Crib sheets must be tight-fitting and may be provided by the center
- All cribs used in our centers are approved for use according to the U.S. Consumer Product Safety Commission guidelines

Formula/Breast Milk:

- Bottle Warming: Bottles will be served either cold, at room temperature or warm (by a container of warm tap water).
- All bottles must be labeled with the infants full name and the date
- Breast milk sent in bottles must be labeled with the infants full name and labeled with time and date it was collected
- Ready to use formula must be sent in the original container
- Powdered formula must be sent in original container
- Parents may choose to send spring water otherwise Y staff will use tap water to mix powdered formula bottles
- A clean bottle and nipples must be provided for each feeding
- All bottles will be sent home daily to be washed
- Any formula the infant hasn't finished in a bottle after a feeding will be discarded. It will not be placed back in the refrigerator for another feeding.

CHILD GUIDANCE

Behavior management is accomplished through a positive approach which respects the child as an individual. Setting reasonable and positive expectations, offering choices, and having an opportunity to verbalize feelings, encourages children to develop self-control through understanding.

"Site Rules", are set with the involvement of the children. The rules are stated in a positive and pro-active tone. This sets the expectations for behavior with the children.

Steps in Modifying Behavior:

1. Children are reminded of the expectations.
2. Transition time and redirection are used.
3. If the unacceptable behavior continues, the problem is discussed with the child, who is encouraged to offer solutions.
4. A short break (no longer than 5 minutes), away from the activity may be implemented. During this time, staff will talk with child and when ready, may return to activity.
5. If the unacceptable behavior continues, staff will write a Behavioral Incident Report, which will be shared with and signed by the parents/guardian. If needed, a parent conference will be requested. At that time parents and staff will discuss behavior management options.
6. Three Incident Reports will result in a one day immediate suspension.
7. Prior to the child returning to the program a meeting will be set up with the parents and child to discuss a behavior management plan, as well as referrals for evaluation, diagnostic or therapeutic services.
8. If a child's behavior, at any time, causes physical injuries or places another child or/and staff member at risk, immediate suspension and/or termination will result and a Parent Conference will be required. Continued enrollment in the program will be at the discretion of the Y directors.

We allow/encourage breaks for a child who may need some time...breaks can be in the classroom or in the child care office. Children are not to be disciplined for soiling, wetting, or not using the toilet.

Corporal punishment, including spanking, and restraints on children by staff (staff are not restraint trained) shall not be used. No child shall be subjected to cruel or severe punishment, humiliation, verbal or physical abuse, neglect or abusive treatment. No child will be force fed or denied food as a form of punishment.

Parents may view our Child Care Policy, Health Care Policy, Transition policy and Child Guidance Policy upon request

Termination and Suspension: It is our goal to ensure the safety of everyone in the program. Therefore, a child may be suspended and/or child care services may be terminated from the Old Colony Y Child Care Program for the following circumstances:

- Inability to meet child's needs.
- Lack or falsification of information for child's enrollment file
- Excessive bad language/swearing.
- Disrespect for Y and/or other's personal property.
- Failure to abide by Association Policies.
- Non-payment of child care services.
- Non-compliance with required parental paperwork (complete enrollment packet).
- If a child's behavior poses a risk to themselves, other children, and/or staff immediate suspension and/or termination will result.
- If a child brings in a hazardous item or illegal drug/tobacco or drug paraphernalia.
- Inability of parents to deal in a professional manner with program personnel or other parents at the center.
- Persons in our programs that are involved in possible litigation against the Old Colony Y will not be permitted to participate in our programs until a settlement is resolved and approval from the Executive Director has been received.
- Bullying other children or making other children feel uncomfortable to attend the program.
- Leaving the Program Area.
- Stealing.

Suspension Procedure: In addition to the above, a child will be immediately suspended from the program if he/she receives 3 Behavioral Incident Reports.

If a child is to be **SUSPENDED** from the program, the following actions will take place:

1. Parents are informed in person or by telephone of the suspension.
2. A parent conference either by phone or in person with Y staff will be held to discuss the consequences of the suspension, as well as further behavioral issues and when the child will be permitted to return to the program. A Behavior Management plan will be developed for intervention at home and at the program. Staff will offer referrals to parents for evaluation, diagnostic or therapeutic services if necessary.
3. Written documentation of the conference is recorded and filed in the child's file.

IF A CHILD IS SUSPENDED FROM PUBLIC SCHOOL (in-house or out of school); HE/SHE WILL NOT BE ABLE TO ATTEND THE Y SCHOOL AGE PROGRAM DURING THIS SUSPENSION.

Termination Procedure: If a child is to be **TERMINATED** from the program, the following actions will take place:

1. Parent conference with Y staff.
2. A copy of the written incident report (s) is given to parent/guardian upon request.
3. Written letter of the reasons for termination is given to the parents\guardian.
4. A list of referrals of local child care programs is made available upon request.

Plan to avoid suspension/termination: Every effort will be made to avoid suspension/termination of a child from a Y program due to challenging behaviors. To meet the needs of the child, an opportunity to meet with the parents to discuss options other than suspension or termination will be scheduled. At this meeting, referrals will be made to the parents for evaluation, diagnostic or therapeutic services. Other options will be discussed with parents such as supportive services, educator training, etc. A plan for behavioral intervention both at home and in the program will be developed.

REFERRALS AND RESOURCES

The Department of Children and Families and EEC, provide us with information regarding social, mental health, educational and medical services including, but not limited to dental check-up, and hearing or vision screening for families. Inquiries about referral services should be made through the Y staff. If staff have concerns about a child, the behavior will be observed, recorded and reviewed before a referral is recommended.

A parent meeting will be set up to discuss the concerns and referrals. The program will provide a list of agencies in the community for children in need of social, mental health, educational, and/or medical services, as well as, the contact person for Chapter 766 and Early Intervention Programs. The program shall offer assistance to the parents in making the referral and shall have written consent before any referral is made. The program shall maintain a written record of any referrals, including the conferences with parents and the result.

If discussions do not resolve the concerns, the parent will fill out an incident report. If a child upon inspection/observation needs help, the Old Colony Y will take additional action by referring the child/parents to one of the following agencies or other

suitable agencies:

RESOURCE DIRECTORY

Early Education and Care 508-828-5025
Dept. of Children & Families Hotline 1-800-792-5200
Mass Bay Counseling 1-781-834-0747
Department of Mental Health 1-800-221-0053
Fuel Assistance Program 1-800-632-8175
WIC 1-800-942-1007
ASK A Nurse 1-800-326-8080
Massachusetts Dental Society 1-800-342-8747
Health Safety Net 1-877-910-2100
MA Child Support Enforcement 774-299-6400
Local Public Schools

BAMSI 508-580-8700
South Bay Early Childhood Learning Center 508-559-0473
Mass Health 1-888-665-9993
Federation for Children with Special Needs 1-800-331-0688
Hearing Evaluation/ Hearing Aid Programs 1-866-536-4327
Post Eye Center 1-508-746-8600
Hunger and Food Stamp 1-800-249-2007
Section 8 Tenant-based Vouchers 1-800-224-5124
Big Brother/Big Sister 1-508-580-7786

YOUR CHILD'S HEALTH

PLAN FOR MANAGEMENT OF INFECTIOUS DISEASE

Sick Child Policy: The Y directs its sick care policy toward three concerns; children's well-being, parent's schedules, and the well-being of the child care program. The following guidelines will assist you in helping your children participate in child care during their illnesses.

When Your Child is Ill Prior to Arrival: Inform the Y staff member how your child has acted (since last night, this morning, over the weekend) and obtain permission for your child to attend the center. Describe any symptoms which may help identify the changes in your children's health. Inform the staff member of any medications you gave your children prior to arriving at day care (prescription or non-prescription). Leave a telephone number of somebody whom staff member can call to pick up your children if needed. Call the staff member frequently to "check in" on your child's status. Allow for a shortened "day care day" according to your children's needs.

When Your Child Becomes Ill at the Program:

The sick child is made comfortable and kept away from other children. A staff member is assigned to monitor and care for the sick child. Parent/guardian is called and told of the symptoms of illness and how much longer the child can participate in the program. It is your responsibility to arrange for your child to be picked up in a timely manner, **not to exceed one hour from time of notification.** Failure to do so could result in further actions up to and including DCF notification.

If Your Child is Recovering from an Illness: Describe your children's state of recovery (quiet, feeling well). Bring in all prescription and non-prescription drugs with your child's physician's signature and complete an Authorization for Medication Form. **(Tylenol/Ibuprofen will only be given to children with a written physician's order.)** Assist staff members in planning your children's day by describing what the "sick schedule" was like and any restrictions, your child may need to follow, such as exclusion from swimming. Plan to allow for a flexible schedule the first day back as your child may need a shorter day. Call the staff members frequently to "check in" on your child's status. If it is determined that your child should leave child care, the one hour pick-up time frame will apply.

When a Child is excluded from Returning to the Program: There are very few illnesses for which children need to be excluded from child care because of the health risk they pose for other children and staff. If the child had a contagious illness, he/she may return to child care after being evaluated by a physician and considered to pose no serious health risk to him/herself or others. Written documentation from the physician is required to return to the program. Nevertheless, the Y may make the final decision concerning inclusion or exclusion of the child. For most conditions, either a child has already exposed others before becoming obviously ill or is not contagious after beginning treatment. The period after beginning treatment and returning to the program will vary depending on a specific disease and should be discussed with the child care staff. Children will be excluded from coming to the program and/or a call will be made for the child to be picked up (within 1 hour) if it is determined that any of the following exist:

- The illness prevents the child from participating in their usual activities or from resting comfortably
- The illness results in greater 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 or other signs of serious illness.
- Diarrhea (3 or more within an hour)
- Vomiting

Children should stay home if any of these symptoms occur:

Head lice, fever over 100.4 degrees, pinworms, chicken pox, hepatitis, measles, mumps, rubella, persistent cough, repeated vomiting, conjunctivitis, diarrhea

The program will notify parents and operate the exclusion policy for serious illness or contagious and reportable diseases in

accordance with the Division of Communicable Disease Control, Department of Public Health. A list of reportable diseases is located in the Health Care Manual (which is available on request).

MEDICATION AND DRUG ADMINISTRATION POLICY

Medication will only be Administered Under these Guidelines:

Written consent: Medications will only be administered by staff authorized and trained to administer medications. No staff shall administer the first dose of any medication to a child, except under extraordinary circumstances with parental consent. Medication will not be administered to a specified child, prescription or non-prescription, without written consent of both physician AND parent/guardian. Any medications found with children will be confiscated and parents/guardians will be notified.

Physician's Consent: The label on the medication will be accepted as the physician's written order, but a note from the physician is required for all other medications. The label must indicate that the medicine is for the specific child, specify the dosage to be given, the number of times it is to be administered per day, the number of days the medicine is to be taken, and it must be dated within the period that the medicine is being administered.

Parental/Guardian Consent: An Authorization Medication Form will be provided for the parent/guardian to fill out. Each form must be completely filled out, signed and dated. No deviations in the dosages will be permitted unless by authorized written order of the child's physician.

Storage and Administration: Medication is to be given by a parent/guardian to a staff member upon arrival at the program. All pills will be counted and documented. Both parent/guardian and center staff will sign the medication sheet showing agreement for the number of pills received. Medication must be stored in their original containers and labeled with the child's name, the name of the drug, and the directions for its administration and storage. Medications that are not needed for emergencies are locked out of reach of children and placed under proper conditions for sanitation, preservation, security (particularly for class three drugs) and safety. Emergency medications such as inhalers, epi-pens, etc. will be kept in a secure location but not reachable by children. In the event that a medication needs to be refrigerated, it will be kept in a secured refrigeration unit. All medications will be administered by staff. Staff will maintain a written record of the administration of any prescription or non-prescription medicine to each child which will include the time and date of each administration, the dosage, the name of the staff member administering the medication, and the name of the child. The completed record will be made part of your child's file. These procedures do not apply to topical non-prescription medications which are not applied to open wounds, rashes, or broken skin. Any unused medication will be disposed of, or upon request, returned to the parent when no longer needed. (With the number of pills returned documented and signed by both center staff and parent/guardian).

Topical Medications: Written parental/guardian consent with criteria for administration will be accepted for topical medications to be used on non-open wounds. Parents need to send the medication in original containers. Medication will not be administered in a manner contrary to printed product directions without physician's written consent. Topical medications such as petroleum jelly, and anti-bacterial ointments, applied to wounds, rashes, or broken skin must have a Doctor's note, must be stored in the original container, labeled with the child's name, and used only for that child. Topical medications such as sunscreen, bug spray, and other ointments which are not applied to open wounds, rashes, or broken skin may be generally administered to children with written permission from parents/guardians.

Allergies: All allergies reported must be included in an Individual Health Care Plan (signed by a physician). Two up to date EpiPens in prescription labeled box must be provided to the Y. Any medications, like Benadryl, must also have a physician's note for us to be able to administer.

Inhalers: All medication, except inhalers, will be administered by a staff member. With written authorization by the parent, the school age child may be permitted to administer his/her own medication, under the supervision of a staff member who will monitor for overuse. With written parental consent and written authorization by the physician, school age children who have asthma may carry their own inhalers and use them as needed, without the direct supervision of a staff member. The program will ensure that all staff are aware of individual children who have asthma and use their own inhalers. Children will tell a staff member when the inhaler is taken, so staff may record the administration.

Medication Errors and Emergencies: A medication error includes any failure to administer medications as prescribed for a child, including failure to administer the medication within appropriate time frames (defined as plus or minus one hour from specified time), in the correct dosage, in accordance with accepted practice and to the correct student. In the event of an error, the parent/guardian will be informed by staff.

Medical Emergency Procedures: In the event of a medical emergency, the staff will assess the situation and determine if a call to 911 needs to be made. Once that has been determined, when there is time and if practical, the child's doctor will be notified before a child is taken for treatment. 911 will be called and staff will prepare to transport the child to the nearest hospital, while another staff contacts the parents. Every effort will be made to send a staff person with the child. If the parents cannot be reached, the emergency contact person listed in the child's records will be contacted. All emergency numbers are posted near telephones and are located within first aid kits.

EEC will be contacted within 24 hours by telephone and 72 hours in writing of any serious injuries, emergency care, and death or in-patient hospitalization of a child enrolled in our programs.

Oral Health:

Educators will assist children in brushing their teeth whenever they are in care for more than four hours a day or whenever they consume a meal while in care. Children will be encouraged to brush their teeth and assistance will be provided if needed. Parents who do not want their child (ren) to brush their teeth while in care must make a request for non-participation in writing, which will be maintained in the child's record.

Restroom Procedures: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the restroom or in close visual vicinity while the children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff members are assisting younger children, doors to the facility must remain open.

Toileting and Diapering Procedures: All children have access to the bathroom facilities on an as needed basis. When a child needs to go to the bathroom other than specified times, he/she will be supervised by an aide or a teacher, wash their hands with soap and water and then return to their activity. Parents are requested to bring their child to the bathroom before school begins. Each child may use the toilet and all children wash their hands using soap and water and then dry them.

Written Plan for Toileting and Diapering: The children at the center will be toileted on a regularly schedule basis and according to their needs. The children will be supervised by a teacher or aide. Any soiled clothing, linen or blankets shall be placed in a covered, water proof container to leave with him/her at the end of the day. In the event a child needs assistance, staff are trained in proper hygiene procedures up to and including the wearing of non-latex gloves as needed.

Toileting: In centers servicing infants and toddlers, children will be toilet trained. Children will be toilet trained in accordance with requests from their parents and consistent with their emotional and physical abilities. Proper hygiene procedures will be in place, including wearing of non -latex gloves while assisting children in toilet training.

Diapering: A supply of latex gloves will be available and used on all diaper changes. Parents must supply clean, dry diapers for each child. A disposable covering will be place on the changing surface and will be changed after each use.

Extra Clothing, Changing of soiled or wet clothes: A supply of extra clean, dry clothing needs to be kept in your child's cubby at the center. Soiled clothing will be put in a plastic shopping bag and then put in the child's cubby or diaper bag to be sent home.

EMERGENCY DISASTERS

In the event of an emergency disaster that does not warrant immediate evacuation of the site, staff will contact administrators to decide if the site can remain open. If the children have to be evacuated, parents will be notified by phone as to the location of their children. Programs with infants/toddlers will evacuate with designated cribs and additional assistance will be provided by staff for any children (including but not limited to those with disabilities.) Evacuations will follow the site specific evacuation plan.

Floods: When notification is received from the Civil Defense or other emergency center that certain roads, bridges, or rivers constitute a danger or hazardous condition, it shall be the responsibility of the staff to notify the parent in the event of imminent or actual floor disaster.

Loss of Water: In the event of loss of water, the program will remain open for up to an hour after loss of water. Parents will be notified of closure time to ensure timely pick up.

Loss of Power/Heat: In the event of electrical power loss, the program will remain in operation up to half of the normal operating day if the following conditions exist: generator lighting is available during non-daylight hours or the room temperature does not drop below 65 degrees Fahrenheit. All sites have a cellular phone.

Severe Weather Conditions: In the event of severe weather conditions, such as, thunderstorms, tornadoes, and hurricanes, the staff person in charge is alerted. All persons will be evacuated to a safe place within the building. General rules to follow are: 1) keep children away from large glass areas, large open spaces, roof areas, gymnasiums and swimming pools; 2) if outside, seek safe shelter in a building or protected area; 3) in a vehicle, stop the vehicle in a safe place, turn off the ignition, and wait until conditions improve before starting again.

Contingency/Evacuation Plan: In the event of an emergency evacuation, as in the event of a fire/ nuclear disaster, children will follow the site specific evacuation plan which will be determined by the town they are located in.

Missing Child Plan: Once a child is considered missing staff will conduct a sweep of the site as well as any outside areas. If a child is not located after the search, lead staff (Site Coordinator, Child Care Director/Ass't Director) will contact 911, Y supervisor, and parents. EEC will be contacted by the Y supervisor as well as DCF. A 51A will be filed with DCF.

REPORTING ABUSE OR NEGLECT

Child Abuse: The damage to a child for which there is no "reasonable" explanation. Child abuse includes non-accidental physical injury, neglect, sexual molestation, and emotional abuse.

Child Neglect: The failure or inability to provide a child with adequate food, clothing, shelter, medical care, supervision, emotional stability, or other essential care.

Mandated Reporter: All Y staff are legally required by the Commonwealth of Massachusetts to report any suspected abuse situation to the Vice President of Child Development and Branch Executives immediately. Failure to report a suspected abuse

situation could result not only in an unfortunate situation for a child, but also potential separation from employment for mandated staff members.

PROCEDURES FOR REPORTING ABUSE AND NEGLECT ON CHILDREN: When a case of possible abuse/neglect is seen or reported, regardless of where that abuse/neglect may have taken place, a 51A will be filed immediately to DCF

1. Y staff and/or volunteers are to immediately inform their supervisor, who will confirm the facts reported and the condition of the child.
2. The supervisor will request the staff involved to complete an incident report with the date, time and specific details observed, including type and location of physical marks of the suspected abuse/neglect. This report will be reviewed by appropriate supervisory Y staff including the Senior Executive.
3. If a 51A is to be filed by Y staff with DCF, the staff reporting the suspected abuse/neglect will be informed on a need to know basis to allow for further action/documentation.

PROCEDURES FOR REPORTING ABUSE/NEGLECT INVOLVING Y STAFF: In the event the reported incident or suspicion involves an employed staff person or volunteer, the steps below will occur within 24 hours: The Director will immediately inform the Branch Executive. The Branch Executive will inform the Vice President of Child Development and the Senior Vice President of Human Resources. The Vice President of Child Development will inform the CEO. The Supervisor and/or the Branch Executive will contact the staff member or volunteer concerning suspicions. The employee will either be moved to a work environment with no direct care of children or suspended (if the work environment cannot be modified) until all allegations have been cleared or substantiated. Suspension of employed staff will be without pay pending the outcomes of the investigation. In the event that the staff person is employed in an EEC licensed program, ECC will be contacted immediately following DCF. The employee will not work directly with children until the DCF investigation is completed and for such further time as the Department of Early Education and Care requires. In the event that allegations are substantiated, the employee will be terminated. Staff and volunteers suspected of child abuse or neglect may not contact children or parents involved in an alleged child abuse incident without the permission of the Branch Executive.

When a parent or guardian raises concerns involving unusual or sensitive issues, which may result in investigation for alleged child abuse and/or filing a report:

1. The staff or volunteer involved must inform the Program Director who will inform the Branch Executive during the same tour of duty.
2. The staff or volunteer involved will complete an Incident Report stating his/her version of the incident before the end of his/her tour of duty on the same day.
3. Incident Reports will be signed by the Director and passed on to the Branch Executive within 24 hours.
4. The following executive staff will be notified accordingly: Child Care Services, Human Resources, CEO.
5. The Director will contact the parent or guardian to discuss concerns with the Branch Executive present.

PERSONNEL

Staff Orientation Plan: New employees will receive orientation through their supervisor prior to their first week of employment. This plan will be consistent with the EEC regulations, 102CMR7.00 and includes but is not limited to a review of the following: job description, personnel policy, statement of purpose, statement of non-discrimination, health care policy, information contained in the child's records and confidentiality policy, behavior management plan, infant sleep policy, termination and suspension policy, program plans, referral procedures, transportation plans, procedures for parent visits, input conferences and communication. After 90 days, the staff will meet with their supervisor to evaluate performance, document experience and training and to discuss other staff development concerns.

Staff Training: The Old Colony Y will provide an initial orientation training and classroom training during the first 90 days of employment. The orientation topics include:

- Child Development
- Infant Sleeping positions
- Age Appropriate Activities
- Curriculum Planning
- Child Abuse and Neglect Identification
- Old Colony Y Program Policies
- Old Colony Y Personnel Policies
- Old Colony Y Child Care Policies
- Old Colony Y Child Guidance Policies
- Old Colony Y Health Care Policies

The Old Colony Y will provide ongoing in-service training to staff. Topics will include:

- ◆ First Aid & CPR
- ◆ Curriculum Planning
- ◆ Five rights of Medication
- ◆ Health Care Policy
- ◆ Hand Washing Techniques
- ◆ How to control the spread of infectious diseases
- ◆ Water Safety
- ◆ Nutrition and Menu Planning
- ◆ Strengthening Families
- ◆ Asset Development
- ◆ Child Guidance
- ◆ Community Resources
- ◆ Parent involvement and parent communication
- ◆ Maintaining EEC Standards

- ◆ Reporting Child Abuse and/or Neglect
- ◆ Supervising Children and Teaching Skills
- ◆ Principles of the YMCA Child Care/Working with 5-12

year olds

- ◆ HEPA

Staff Meetings: Staff meetings are held in accordance to EEC regulations.

Staff Supervision: Observations of educators while working with children will be done every two months by a supervisor. All documentation of observations and consults will be kept on file.

BRC Policy: Expanded background record checks (BRC) which include CORI (criminal offender record information), DCF (51A cases), SORI (sexual offender record information) and a fingerprint based check are completed for each new employee before an offer of employment is made. BRC process should be done at least every two years, unless circumstances indicate one be done sooner. EEC must approve BRC Reviewer and is notified if reviewer leaves.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities, who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). USDA is an equal opportunity provider and employer.

CONTACT INFORMATION

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