

BUSY BEES PRE-SCHOOL, LLC

***181 Elm Street • East Longmeadow, MA 01028
Marna Shields, M. Ed. - Administrative Director***



Parent Handbook

BUSY BEES PARENT HANDBOOK
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PROGRAM CONTENT

Busy Bees Pre-School, LLC, first established in 1977, and then re-established in 2007, is a private, EEC certified preschool located at 181 Elm Street, East Longmeadow, MA. We serve children 2 years, 9 months --- 5 years, 9 months. We offer two traditional morning programs (Tuesday / Thursday) and (Monday / Wednesday / Friday) from 8:45-11:45. We offer an optional extended lunch program Monday through Friday from 11:45-12:45. Children have the opportunity to stay for lunch followed by an activity time if you choose to use our extended lunch service.

We provide a wide range of developmentally-appropriate activities within creative learning centers which enable children abundant opportunities for physical development, social interaction, experimentation with ideas and objects, and discovery of new concepts while practicing skills and learning more about themselves in a diversified world.

Our learning center environments include:

Dramatic Play Area	Construction/Block Center
Listening Center	Science & Math Discovery Center
Motor Development Area	Art Center
Rhythm/music/Movement Center	Manipulative/Developmental Game Center
Children's Office/Writing Center	Reading Corner
Puppet Theater	Rice Table/Water Table/Sand Table
Outdoor Play Area	

We maintain an open-space organizational structure with a team-teaching approach with an 8/1-child/staff ratio. All of the Busy Bees teachers are experienced Early Childhood Educators. Our curriculum is whole-language-based which integrates subject themes into monthly activities.

Our philosophy is one of socialization; in helping children develop a sense of competence- socially, emotionally, physically and cognitively. The Busy Bees teachers are deeply interested in helping children to become curious, creative, and content and we realize how important the first educational experience is. Each child has the opportunity to interact with peers in large as well as small group play, has the chance to express individuality while exploring a wide variety of learning environments, and is taught about the world through a whole language emergent curriculum. We believe our program at Busy Bees Pre-School, LLC will supply your child with an expanded vision beyond home and family.

ENROLLMENT/REGISTRATION REQUIREMENTS

Busy Bees Pre-School, LLC is open to all people without regard to race, sex, color, religion, national origin, disabilities, political beliefs, marital status, cultural heritage and sexual orientation.

A child must be 2 years, 9 months for enrollment. **Children do not have to be potty trained in order to enroll.**

A pre-enrollment visit is required prior to registering your child at Busy Bees Pre-School, LLC. Arrangements will be made for you and your child to explore our learning environments and meet our teachers. Additional information concerning our program will be available to families at the time of your visit.

Upon receiving our information, and visiting our program, if positions are available and you choose to enroll your child, the following is required in order to save a position for your child in our program.

1. Completed registration form
2. Registration fee due at the time of registration
3. One month's tuition deposit due on/before April 1st

If your child is on our **enrollment wait list**, feel free to call about the status of your placement. We accept children from our wait list on a first-come, first-serve basis as positions become available throughout the school year. We maintain a rolling admission policy throughout the school year.

Upon receipt of the of the **one-month tuition deposit** due on/before **April 1**, of the preceding year, the following information will be sent to families:

1. Parent Handbooks
2. EEC Enrollment Forms
3. Spring/Summer Newsletter

EEC **requires** the following forms be submitted before a child is allowed into a licensed childcare center. You will receive these required forms upon receipt of your tuition deposit. Completed forms are due on/before the opening day of school in the fall.

1. Face Sheet/Enrollment Form
2. Developmental History/Background Information
3. First Aid/Emergency Care Consent Form
4. Medical History/Immunization Form
5. Photo Release Form/Parent Handbook Policy Form
6. Transportation Form

CHILDREN'S HEALTH REQUIREMENTS

The center shall admit a child only if provided with a written copy of a complete physical examination, which has occurred within one year prior to admission. The physical examination required upon enrollment shall be valid for one year from the date the child was examined and shall be repeated annually. Children will not be allowed to attend without a current (within one year) physical exam on file.

The documentation must include the results of the examination and the dates of the child's immunizations in accordance with the Department of Public Health's most current vaccination recommendations. No child shall be required, under the Commonwealth's policy, to be immunized if the parents/guardians object in writing on the grounds that immunizations conflict with their religious beliefs or if the child's physician submits documentation in writing that immunizations are contraindicated in this child. The program will maintain a list of the children who have documented exemptions from immunizations and these children will be excluded from attending when a vaccine preventable disease is introduced to the program. No child shall be admitted into the program without the required documentation for immunizations.

Current documentation of lead screening is also required. Your child will not be enrolled into our program until this paperwork is in place. The physical examination must be repeated every 12 months while the child is in attendance at Busy Bees Pre-School, LLC. A medical form is included with the enrollment packet and additional copies are available upon request.

PLAN FOR MEETING INDIVIDUAL CHILDREN'S SPECIFIC HEALTH NEEDS

During intake parents will be asked to record any known allergies or chronic health conditions on the enrollment form. Any allergies or other important conditions either identified by the parent or on the physician's examination form will be documented on a sheet to be posted in any classroom or other area in which the child will be present. All staff responsible for the care of the identified child will be aware of specific emergency instructions for the child and will be trained in those procedures as needed. If a child has a severe allergy the parents will provide the emergency medications, which will be available at all times. The child will not be allowed to be present at the center without it. All essential paperwork must also be in place. (Please see medication administration policy) This information will be updated as needed, as new children enroll, and as unknown allergies become known. Busy Bees Pre-School, LLC will make every attempt to keep this health care information confidential. This information will only be shared with staff and others who have responsibility for the care of the child. All staff and any parent volunteers will be educated on the need to keep any and all health information confidential. All children will be protected from exposure to foods, chemical, pets or other materials to which they are allergic. Children will be protected from their known allergies by:

- Providing alternative snacks
- Removal from a room when known allergens are present.
- Avoidance of contact with known allergic skin contaminants

For a child with specific food allergies, additional care will be taken in preparation and serving of foods to which the child is allergic.

All children identified with a food allergy will have a **Food Allergy Action Plan** filled out and kept updated. Any concerns, questions or discrepancies regarding the method of treatment will be investigated and clarified by the Director, the health consultant or the child's doctor.

If a child at the Center is identified as having asthma, an **Asthma Record** will be filled out. The Director will ensure that the staff has the proper training to deal with children with asthma.

It is extremely important that our teachers and staff review the medical records to allow them to know the health, health habits and health history of the children in their care. You may be requested to provide additional documentation from the child's physician in the case of any special health concerns and your child may have to wait to attend until all appropriate documentation is present.

Any other specific health concerns that are identified, such as epilepsy, bleeding disorders, diabetes, heart conditions etc. will be addressed at the time of enrollment or diagnosis. A **Chronic Illness/ Condition Record** will be filled out. The director will ensure that the staff has proper training to deal with any specific health concern/condition.

FEE SCHEDULE

- Tuition is determined on a yearly basis and divided into ten (10) equal monthly payments, regardless of the number of program days appearing on our calendar each month. (Fee schedule enclosed).
- Tuition is payable by check or cash to Busy Bees Pre-School, LLC on the first day of school each month (Sept.-May). You will find a reminder on our outside message board. We hand out our newsletter on the first school day of each month so you may use this as a reminder. If for any reason your tuition payment is going to be late, we request that you let us know. Please do not allow your child to be responsible for handing us your check for fear of it being misplaced.
- A registration fee is due when your child is accepted into our program. This registration fee is non-refundable. (Fee scheduled enclosed).
- A one-month tuition deposit is required for each child attending Busy Bees Pre-School, LLC on/before April 1st of the preceding year. In the event that you register your child after April 1st, the registration fee and tuition deposit are due together. If your child is registered in our program, you will receive a letter approximately one month before the deposit is due. This deposit is non-refundable.
- All East Longmeadow Public School vacations will be observed. Busy Bees Pre-School, LLC will be open during the days that East Longmeadow has scheduled in-service workdays. We will supply calendars for reference to Sept. opening dates, June closing dates and all vacation days.
- Busy Bees Pre-School, LLC will follow the East Longmeadow Public School schedule for snow days. When East Longmeadow Schools are closed due to snow, Busy Bees is also closed. When there is a delay of two hours, Busy Bees will delay one hour. Our doors will open at 9:45.
- Our annual activity fee is required for each child enrolled in Busy Bees Pre-School, LLC and is due on/before October 1st of the year your child is attending our program. This fee is non-refundable.
- Each child is expected to complete the full school year upon enrollment. If for any reason you must remove your child before the end of the school year, a one (1) month notice must be given and that month's tuition is due.
- Vacations taken by families during the school year are not deducted from the monthly tuition.
- A fee is charged for all returned checks sent back to Busy Bees Pre-School, LLC due to insufficient funds. **There will be a \$5.00 late fee for late pick up (for each 5 minutes accrued.)**
- Our optional extended lunch program is offered Monday through Friday from 11:45-12:45. If you are interested in using this service, send your child to school with a nut free lunch and inform the staff at the beginning of the school day. Payments (in the form of lunch tickets, cash, or checks) are due on the day that your child stays for lunch. See staff for additional information. A sign-up sheet is located on the inside Parent Message Board.

PARENTAL INVOLVEMENT

Open communication between parents/guardians and staff is crucial in providing a nurturing, positive and rewarding preschool experience for your child. The staff at Busy Bees Pre-School, LLC is interested in the well being of each of your children, and our philosophies coincide very effectively to offer your child a program filled with fun, exploration, creativity, learning and lots of love.

- We maintain an open-door policy where parents are welcome unannounced at any time while their child is present.
- All parents are welcome to participate in our program. You may choose to share your artistic skills or read to the children, or you may choose to help out with special projects which are offered throughout the school year such as our parent teas, annual art show, family picnic, sweatshirt sale or community service project. Notice for special events will be explained in our newsletters and sign-up sheets will be posted on our parent board prior to the intended event.
- We hand out a monthly newsletter that keeps parents informed of up-coming events. Parent Handbooks, explaining school policies, are distributed to all families enrolled in our program. We encourage parents/guardians to become familiar with these policies.
- Every year we conduct an open house in September for families with children who are enrolling in Busy Bees for the first time.
- In June we hold an end-of the year family picnic.
- Annual evaluations are handed out in February to keep parents informed of their child's development.
- We maintain an open conference schedule for any parent or staff member who requests a conference, at any time of the year.
- There is a parent message board in school where program information and up-coming events are posted. A wipe board relates information about our daily schedule and future events.
- Every year Busy Bees children participate in a community service project. This activity helps the children develop a sense of sharing and belonging.
- Parent Resource Library –Parents are welcome to check out informational resource packets that are located in our Parent Resource Library.
- Take Home Packs: We offer a variety of learning back packs that are available to bring home.

HEALTH & SAFETY

The health and safety of your child while in our care is top priority. A written Health Care Policy, Behavior Management Policy, Referral Policy, and Emergency Evacuation Policy, approved by EEC, are available in our Parent Handbook. Our staff is certified in CPR and First Aid. We are a **nut free** facility. Children are actively involved in a busy curriculum so we recommend comfortable clothes and slip-proof shoes. Any modification of your child's diet needs to be in writing and submitted to the administrative director. It is requested that all families carry their own accident insurance. Parents must provide transportation.

BUSY BEES PRE-SCHOOL, LLC DISMISSAL POLICY MA EEC 7.09 3A (2)

In order to dismiss your child to anyone other than parents, we need a note the day your child is to be dismissed or the person's name must appear on your emergency state forms. Please make sure that you have all the names of those persons who are car-pooling with you in your child's folder. We will ask for identification of people who are picking your child up, if we do not know them. Under no circumstances will we accept a phone call as permission for your child to go home with another person. We follow this procedure exclusively.

SEPARATION ANXIETY-WHAT TO EXPECT

Separation anxiety is that “uncertain feeling” that we experience when we leave someone that is close to us. For most of the children entering preschool it is the first experience adjusting to a new environment, trusting someone other than parents and learning community social skills. This is a time of growth, a “childhood rite of passage” and helping children (and parents) through this challenging phase is a major task of childcare providers. It is an important step in your child’s development and there are many important rewards. Separating from parents helps children expand the circle of people in their world and provides a variety of enriching experiences. How children react to separation depends on their temperament, personality, development and age.

Often children deal with separation anxiety by exhibiting behavior changes such as regression, aggression, or crying. Some hang on to parent’s legs for dear life, some cry when you leave them and some cry when you pick them up. Some children exhibit separation anxiety after coming to school for a few weeks and when they become comfortable in their new environment, will often feel free to let emotions show. We call this “separation setback” or “delayed reaction”. Separation anxiety will also appear after a prolonged absence or vacation. It is important for staff and parents to recognize symptoms of separation anxiety and to work together to help make this life transition smooth.

We begin our school year at Busy Bees with an open house where new children, who are entering for the first time, and their parents, can visit school and become reacquainted with their new environment. Our Tuesday / Thursday class is divided alphabetically onto two classes for the first two days. Parents can accompany their children into school on these two days and say their goodbyes from inside the classroom. Deliberate goodbyes are important. Let your child know you are leaving and reassure her you will return at the end of the school day. The following suggestions may help your family make this transition smooth:

- Be honest and open with your child about his/her feeling. Describe feelings with adjectives such as sad, angry, and scared. Ask your child what her fears are and listen. Role play with puppets and let her take the part of the child who does not want to leave her parents. You will notice clues to what is on her mind. Use these clues to help your child work through this transition.
- Talk about positive times at school such as new friends, new songs, new toys, and caring teachers.
- Make sure you say goodbye to your child before you leave. A hearty good-bye and big hug communicates that you are leaving your child with confidence. “Clear good-byes build trust”.
- Let your child bring a family picture into school.
- Try to have a special evening and morning ritual.
- On the way to school, discuss what each of you will be doing that day.
- Let your child see that you and the preschool staff are building a relationship. When you greet us, bring your child into the conversation.
- Be on time to pick your child up, so your child does not have to worry unnecessarily.
- Be patient! Separation is a process that takes time.
- Remember...Good-byes are never easy!

BOOKS THAT HELP PREPARE FOR PRESCHOOL

Owl Babies, The Kissing Hand, Maisy Goes to Preschool, Splat the Cat, Spot Goes to School

DAILY CURRICULUM SCHEDULE: 8:45-12:45

First Hour: Group Meeting, Art & Learning Centers, Clean-up and Transition
Second Hour: Snacks, Movement & Music, Circle (Story Time)
Third Hour: Transition, Outdoor Play
Fourth Hour: Optional Extended Lunch

An in-depth daily schedule is posted on our Parent Message Board.

EXTENDED LUNCH PROGRAM

- 11:45-12:45- Monday through Friday.
- Please let staff member know that your child is staying for extended lunch. Please include lunch fee/ticket in an envelope or baggie with your child's name on it, and place into in his/her lunchbox.
- When packing a lunch for your child, please include a cold pack.
- Please make sure your child's lunch carrier has his/her name marked clearly on it.
- Your child's health and growth is important to us. We will encourage children to have good lunch manners and healthy eating habits. This will include eating the main course first and not eating candy at school. Please refer to the lunch box ideas included in this packet for healthy lunch ideas.
- In September, a sign-up sheet will be available on our parent board for you to indicate your child's participation in our extended lunch program. In order to offer our extended lunch program, we need a minimum of 5 children participating on a daily basis. We reserve the right to cancel this service, giving families prior notice, if we do not have the minimum number of children participating on a regular basis.
- Please remember that we are NUT FREE.

SNACKS

- Please let us know if your child has any known food allergies. We post all food allergies and we let all families know of food allergies in the event they want to send in healthy treats for holidays.
- We celebrate special holidays! If you would like to prepare a snack for the children, you may sign up on the parent message board.
- **We are a nut free school. If your child is staying for extended lunch, please follow this policy. If the product says "may contain nuts" that means it is not safe to bring to school.**

PERSONAL ITEMS

We request that toys not be brought into the center. One of our goals is for children to learn to share. Children accomplish this easier when they are sharing things which do not belong to themselves. We also want to be sure that personal items do not get lost or broken. The center will not be responsible for any personal items brought in from home. Please also be aware that children will frequently place small items into their pockets. Please be alert to any small items such as toys, coins, candy jewelry etc and not allow them to be brought into school. If the teaching staff finds these items they will be held by the teacher until the end of the day and returned to the parent. It is the parent's responsibility to ensure that the child does not bring any such items with them to school.

CLOTHING

- We request that your children wear appropriate clothing while at the center. Children should be dressed in simple comfortable clothing that is free of complicated fastenings. Your child should be wearing clothing that they can take off and put on by themselves. The clothing should be appropriate for the season, durable, comfortable, washable and easy for them to manage on their own. Overalls can be particularly challenging and should not be worn. Children participate in many activities while here such as water play, arts and crafts, and climbing and tumbling. Please reserve their best outfits for other events. Appropriate outdoor wear is necessary in the winter including boots, snow pants, hats and mittens. We love to play in the snow!!!
- Children must be changed into shoes while at the center. Open toed shoes, open back shoes, sandals, clogs, flip-flops etc. are not allowed for the safety of the children. Children should be wearing shoes that they can manage themselves; we prefer no laces unless they can tie them themselves. The child must always have at least one complete change of seasonally appropriate clothing here at the center. If your child is prone to accidents, it is recommended to provide several complete changes of clothing. Please label all clothing. The center is not responsible for lost or damaged items. Soiled clothing will be bagged and sent home for laundering.

JEWELRY AND OTHER VALUABLES POLICY

- Due to health and safety concerns, Children should not wear jewelry of any kind. (Stud earrings are an exception) The center will not be responsible for any items that are lost, stolen or damaged. It is the parent's responsibility to ensure that their child does not bring any jewelry, money or other valuables into the center. Please check your child's pockets for items prior to bringing them into the center.
- Children will not be allowed to wear any kind of hair accessories other than ponytail elastics due to safety concerns. Children, due to safety concerns, cannot wear hair beads, barrettes, bobby pins, etc.

OUTDOOR PLAY

We believe that outdoor play is essential to the healthy development of children. Our goal is to play outside everyday, weather permitting for a minimum of 1/2 hour. Please send appropriate outerwear in the winter. We have the following equipment located in a large fenced-in yard: swings, slide, climber, funnel ball, and sandbox. These activities offer the children an opportunity to exercise large muscles, run-off steam, socialize and have fun!

LEARNING ENVIRONMENTS

We offer the following learning centers/environments at Busy Bees Pre-School, LLC that provide your children abundant opportunities for social interaction, cognitive development, problem solving skills, and academic enrichment. Our goal is to invite active, independent exploration and discovery.

DRAMA CENTER

Imaginative play helps children to clarify and expand their ideas and experiences. We provide a variety of settings such as a grocery store, dress-up center, housekeeping, workshop, puppet theater, and dollhouse. What a great place for children to pretend!

CONSTRUCTION / BLOCK CENTER

While in the block corner, children are encouraged to manipulate and create with blocks and block-building accessories. Our Lego Table and Lego Wall System are available for children to build problem-solving skills, either individually or in a group. Future architects and engineers will plan and construct in this area.

LISTENING CENTER

Located in this environment are a cd player along with multiple copies of a variety of books. Children in small groups may listen to stories together.

MOTOR DEVELOPMENT CENTER

We have outdoor climbing equipment available for large muscle activities. To promote fine motor development, we have a rice/sand table, a writing table and a puzzle counter.

RHYTHM, MUSIC, MOVEMENT CENTER

In this area we see creative expression through movement and rhythms. Children gain an understanding of how their bodies move through personal space, which is particularly important to children who are developing so rapidly. In this center we have a variety of equipment for creative movement: balance beam, hoops, balls, dancing scarves, streamers, and a parachute. Also located in this center are a variety of rhythm instruments available for the children to use. These include tambourines, cymbals, finger cymbals, rhythm sticks, maracas, hand bells, and rhythm eggs. Children have a great time improvising their own music. Instrumental music accompaniment can enhance children's creative body movement.

ART CENTER

Our goal in establishing an art center is to create a place that facilitates and encourages children's expressions. I like to think of this space as a studio that offers young artists the space, equipment and materials they need to be sculptors, painters, printmakers, and designers. Located in this center is an easel, a variety of art supplies and the Busy Bees Art Gallery where the children can display their artwork.

DEVELOPMENTAL GAMES TABLE

Our manipulative table is available for children to experiment with a variety of conceptual games involving classifying, sorting, counting and number recognition. Puzzles, pegboards, beading, sewing cards, geo-boards, counting cubes and pattern blocks are a few of the activities involving spatial and pre-math concepts located in this area.

LIBRARY / READING CORNER

BOOKS! BOOKS! BOOKS! A quiet, cozy, comfortable corner! Located in this area is a large flannel board where children create their own stories and a bookcase containing some of children's favorite books.

CHILDREN'S OFFICE/ WRITING CENTER

This is the center where children draw, create books, write letters to family and friends and interact in a pretend office setting.

SCIENCE AND MATH DISCOVERY CENTER

Given materials relating to biology, physical and earth sciences, children observe, experiment, classify and predict in our science center. We have magnifying glasses, magnets, magnetic wands, a balance scale and more.

102 CMR 7.06 (3) ADMINISTRATIVE ORGANIZATION

Information on the administrative organization of our program at Busy Bees Pre-School, LLC is as follows which includes, but is not limited to identification of lines of authority and supervision.

Chapter 28, Section 10 of the General Laws of Massachusetts mandates EEC the legal responsibility of promulgating rules and regulations governing the operation of day care centers and nursery schools.

LINES OF AUTHORITY AND RESPONSIBILITIES

DIRECTOR/ADMINISTRATOR 102 CMR 7.20 (2) - SUPERVISES THE IMPLEMENTATION OF THE PROGRAM WHICH INCLUDES: Curriculum development; business management; staff development, training and supervision; referral service management (special needs inclusive); social service development; health and safety development; and maintains records of staff and children. In the above capacity, the director will be responsible for the day-to-day operation of Busy Bees Pre-School, LLC. A specified percentage (50%) of time according to EEC regulations is devoted to administrative duties each day while the program is in session.

ASSISTANT DIRECTOR- RESPONSIBLE TO THE DIRECTOR AND SERVES AS ACTING DIRECTOR IN HIS/HER ABSENCE. The assistant director works with the director and other staff in a team approach to help carry out duties listed above. When not responsible for director duties, will take on duties of a teacher. Provisions for Temporary Absence of Administrator-The designee shall meet the qualifications of a teacher as required by 102 CMR 7.21 (2) (b).

LEAD TEACHERS AND TEACHERS-RESPONSIBLE TO THE DIRECTOR OR ASSISTANT DIRECTOR. Assists in supervision of child's development; helps to maintain a positive, safe and healthy environment; Assists in curriculum development; provides classroom teaching; works with parents on a daily basis; assists in the maintenance of appropriate records as assigned by director; and participates in center events. Teachers will work under the supervision of director or assistant director in the referral process or behavior management procedures of the children.

ASSISTANT TEACHERS-RESPONSIBLE TO DIRECTOR, ASSISTANT DIRECTOR, LEAD TEACHER OR TEACHER. Assists teachers in the day-to-day operation of Busy Bees Pre-School, LLC.

102 CMR 7.10 (1) BEHAVIOR MANAGEMENT-BUSY BEES PRE-SCHOOL, LLC

The licensee shall have a written statement defining the rules, policies and procedures for the behavior management of children that are directed to the goal of maximizing the growth and development of the children and for protecting the group and individuals within it. The provider shall use behavior management in a consistent, reasonable and appropriate way based on an understanding of the individual needs and development of a child.

- a. The licensee shall use behavior management techniques such as setting reasonable and positive expectations, offering choices and providing children an opportunity to verbalize their feelings, which encourage children to develop self-control through understanding.
- b. Prohibitions:
 - Corporal punishment shall not be used, including spanking.
 - No child shall be subjected to cruel or severe punishment, humiliation/verbal abuse
 - No child shall be denied food as a form of punishment.
 - No child shall be punished for soiling, wetting or not using toilet.
- c. All staff will share in discipline responsibilities.
- d. Staff will speak to children who are behaving inappropriately, encourage them to engage in a conversation about what happened between them and help them to problem solve a solution.
- e. Staff will use replacement discipline when appropriate, where a child will be placed in a different learning environment at school and staff will help him to focus on a different activity.
- f. Parent(s) will be notified in the case of a child's changing behavior. Please let us know if your child is experiencing behavior difficulties at home due to illness, hospitalization, parent's going away, moving, and death in family, fire, death of pet parental separation or divorce. If we know the cause of your child's change of behavior, we will better be able to help and support you however we can.
- g. When a child repeats inappropriate behavior at school, a conference will be requested between director and parent(s) to establish a behavior plan. When the staff observes behavior in any child enrolled in our program that she feels needs follow-up attention she is to report her findings to the director. The center staff needs to feel that an assessment for such additional services would benefit the child. Procedures for observing and recording behavior and reviewing the child's records are as follows: Written statement from staff of concerns of child; observation by director; director records observation; conference is requested between staff who submitted referral and director; parent-director conference. Requirements for referrals are explained under 102 CMR 7.05 (7), REFERRALS.
- h. Where appropriate and feasible, children shall participate in the establishment of such rules, policies and procedures. This may be accomplished at various times during the school year and reinforced during Group Meeting Time. Children will be given the opportunity to talk about the importance of policy setting and their input into the process will be noted and recorded. This will promote ownership of classroom management by the children and will enhance respect for peers.

102 CMR 7.05 (1) HEALTH CARE POLICIES

The licensee shall have a written health care policy, which shall address all health aspects of the program, including staff responsibilities for emergency and preventive measures. A full copy of Busy Bees Pre-School, LLC Health Care policy shall be made available upon request to parents whose child is enrolled in Busy Bees Pre-School, LLC

- The health and safety of each child is extremely important to us. We strive to provide a healthy and safe environment for all children by implementing the following recommendations issued by EEC
- Our staff is certified in First Aid Training and CPR so we are able to provide care to your child in case of illness or emergencies.
- The names and addresses of support people are located in your child's folder in case of an emergency, where parent(s) cannot be contacted.
- We always keep a careful eye on the children for signs of illness; therefore, we will call parent(s) when we see that a child is not feeling well.
- We would like to know if your child will be absent for more than one day.
- It is expected that parents carry their own accident and health insurance.

102 CMR 7.05 (5) MANAGEMENT OF INFECTIOUS DISEASE

(a) The licensee shall follow exclusion policies for serious illness, contagious diseases and reportable diseases in conformance with regulations and recommendations set by the Division of Communicable Disease Control, Dept. of Public Health. Procedures shall include the notification of all parents in accordance with Dept. of Public Health recommendations when any communicable disease, such as measles, has been introduced into the program and policies for when children who have been excluded from the program may return. Please inform us of any communicable disease that your child has. We will post a notice of all communicable diseases, which affect the children.

Policies for the Care of Mildly Ill Children

Busy Bees Pre-School, LLC is a healthy child care center. Only children who are in good health may be brought to the center. We are not equipped to care for sick children. Children in groups are susceptible to colds and contagious illness. We appreciate your cooperation in preventing the spread of infectious diseases by keeping your child at home if there are signs of a fever, rash, severe cold, cough, vomiting, diarrhea, or any other deviation from normal health. We encourage you to have alternate arrangements made ahead of time for those days that your child is sick and you cannot stay at home with him/her.

- Parent(s) will be notified upon the first sign of a child's illness. Busy Bees Pre-School, LLC will keep mildly ill children at school only until parent(s) can be notified and arrange to pick up their child or have their child picked up by an alternate person located on their emergency forms.
- Alternate phone numbers of people who may pick up a child in case of an illness are located in each child's file, in the event that we cannot reach parent(s).
- Mildly ill children will be made as comfortable as possible until parents are able to pick them up. A staff member (teacher qualified) who will give physical and emotional support to a mildly ill child until parent(s) arrive to pick up their child will closely monitor children.

- When a child is dismissed early due to illness, the staff member who monitored the child will give a detailed oral report to the parents, which explains procedures taken to keep child comfortable and the symptoms, which were monitored.
- Documentation of time dismissed, treatment given and staff member who monitored the child will be completed upon dismissal of said child.

If a child suddenly becomes ill while at school:

- Notify the parents to pick up the child as soon as possible
- Keep the child calm, warm and quiet.
- If the child is vomiting or complaining of abdominal pain do not give anything to eat or drink unless instructed to do so by a doctor.
- Parents will be notified via the parent notice board of all contagious diseases that the children have been exposed to.

GUIDELINES FOR EXCLUSION FROM THE CENTER

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

- The illness prevents the child from participating in the program activities.
- The illness results in greater care need that the child care staff can provide without compromising the health and safety of other children
- The child has any of the following conditions: fever of 100.5 or higher, unusual lethargy, irritability, persistent crying, difficulty breathing or other signs of serious illness
- Diarrhea
- Vomiting two or more times in the previous 24 hours at home or once at the center.
- Mouth sores, unless the physician states that the child is non-infectious, or in the case of excessive drooling even if it is non-infectious
- Any sore or lesion, even identified as non-infectious unless it can be covered
- Rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for readmission with or without treatment
- Tuberculosis, until the child is non infectious
- Impetigo until 24 hours after the treatment has started or the all the sores are scabbed or if sores are covered if possible
- Head, lice free of all nits or scabies and free of all mites
- Strep infection, until 24 hours after treatment and the child has been without fever for 24 hours
- Hepatitis A, unless treated with Rafampin for 2 days, free of other above exclusion criteria
- Chickenpox until last blister has healed over

If a child has been excluded for having a communicable disease the center reserves the right to request written documentation from the child's physician prior to the child's return to the program. Busy Bees Pre-

School, LLC may still make the final decision concerning the inclusion or exclusion of the child. Behavior due to illness, even in the absence of other symptoms may be determined to be a reason for exclusion.

POLICIES DEALING WITH ILLNESS OR EMERGENCIES DURING SCHOOL

- Parent(s) will be notified upon first sign of illness or emergencies.
- Children will be kept at school until parent(s) arrive or until an alternate designated person picks up the child, or until emergency transportation arrives.
- If illness is an emergency and requires transportation, 911 will be called.
- Child's physician will be notified in the event the illness is an emergency. Staff member who is trained in First Aid procedures until emergency help arrives will care for Child. Appropriate first aid measures will be administered depending on the condition of the child. When emergency help arrives they will take over care of child.
- The illness/emergency, dismissal time, and treatment administered will be documented.
- When medical attention is administered by Busy Bees Staff for an injury/illness that requires direct care by hospital, doctor, nurse, Busy Bees Pre-School Administrator/Director is required to file an accident report and notify EEC in writing which includes a copy of the accident report and the current First Aid Certificate of the staff member who took care of the child.
- For a child who has been absent from school for symptoms of a communicable disease he/she may return to the center after the child has been evaluated by a physician, physician's assistant or nurse practitioner and is considered to pose no health risk to himself or to other children.

ABUSE AND NEGLECT POLICY (7.07 16 1)

DSS OFFICE AND EEC WILL BE NOTIFIED IMMEDIATELY IN CASE OF ABUSE OR NEGLECT.

In the case of neglect or abuse originating in Day Care Center by one of the center staff on a child enrolled in the center, the said staff person shall be put on leave without pay, pending the outcome of the investigation by DSS and EEC, at which time a decision will be rendered by the director as to whether the staff person will be offered a position in the school. In the event that said staff person returns to work, compensation will be determined upon rehiring. This procedure will keep the child safe and will alleviate any direct contact with said staff member until DSS and EEC have rendered a decision.

It is the responsibility of ALL STAFF to report abuse and neglect of suspected children in the center from any individual outside of school. Report to center director who will file a (51 A) with DSS. EEC will be notified immediately. Director will keep current records on situation. Investigations will be kept confidential.

PLAN FOR ADMINISTRATION OF MEDICATION

Busy Bees Pre-School, LLC is a healthy Child Care Facility. Busy Bees will not administer medication except in the case where the medication is part of an Emergency Medical Plan (as a part of an Individual Medical Plan) or Individualized Educational Plan. An Individual Medical Plan would be in place for children with chronic health conditions, such as Food Allergies, Seizure Disorders, and Asthma, etc.) Children who are ill with an acute illness need to be kept at home. Medications will only be administered in the event of the above conditions being met and the following criteria followed:

Prescription or non-prescription medications will be administered to a child only with the written order of a physician. This statement will be valid for one year from the date that it was signed. In the case of prescription PRN (as needed) medication, a statement from the physician with specific criteria for administration must be presented. EX: an asthma inhaler. All medication orders written by the physician are good for one year unless otherwise stated from the physician, for a period of time of less than 1 year. No medication orders may be written for a period of time longer than 1 year.

No medication, whether prescription or non-prescription, will be administered to a child by center staff without written parental authorization. The parent must fill out the Authorization for Medication Form. This form will be valid for one year from the date that it was signed. An individual form for each medication must be filled out.

All medication forms signed by the parent are good for 1 year

A written record of the administration of the prescribed medication to children will be kept. This record will include the time and date of each administration, the name of the staff member administering the medication and the name of the child.

All medications whether prescription or non-prescription medication must be brought to school in the original child proof container. Prescription medications must include the child's name, the date, the physician's name, the name of the medication, the dosage, the directions, the duration, storage requirements and the expiration date. The prescription label will be accepted as the written authorization of the physician. A label that states "as directed" or "as needed" is not acceptable. All non-prescriptions medications must be in an original pharmacy container.

The Center staff will not administer any medication contrary to the directions on the label unless so authorized to do so in a written order signed by the physician.

The Center will make every attempt to contact the parent prior to the administration of non-prescription medication unless the child urgently needs the medication or when contacting the parent will delay appropriate care unreasonably. If the medication is part of the emergency action plan, the medication will be given immediately.

Medications will only be administered when all of the above information / paperwork is present, and staff have had any additional training and instruction necessary from a health care provider in the proper administration of the particular medication. In the event that this training has not occurred, the child may not be able to attend the program until the training is complete.

Giving Medications

The first dose must be administered by the parent at home so that the child may be supervised and monitored for any side effects /allergic reaction. (Be aware that an allergic reaction can occur at any time)

All medications must be handed directly from the parent to the teacher or director.

The person responsible for giving the medication is responsible for completely understanding the order for giving the medication. If the medication order is unclear, the child may not be able to attend until the order is clarified.

Under no circumstance will medication be allowed to remain in a child's back- pack, and transported back and forth from home to school. The parent is responsible for providing the center with a separate prescription. (Medication) which will remain at the center at all times while the child is enrolled (unless the prescription is discontinued)

All medications will be returned to the parents at the end of the school year in June and returned to the center by the parent in September

All medications will be stored out of reach of children (in the refrigerator if refrigeration is necessary).

Center staff will:

- Administer medication according to instruction.
- Log the date, dosage and time of administration of medication according to the directions.
- Sign the medication log.
- Upon completion of the medication, the staff will return the medication to the parent and file the Authorization for Medication form and the medication record in the child's file.
- The Center will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to healthy, intact skin).
- All staff will wash their hands prior to giving any medication.
- If a child refuses to take a scheduled or necessary medication the teacher should document the refusal in the medication log. The parent will be called.

IDENTIFYING AND REPORTING SUSPECTED CHILD ABUSE AND NEGLECT

All staff members are mandated reporters according to Massachusetts General Law C119, section 51A. This means that if a staff member has a reasonable suspicion of abuse or neglect of a child he/she must file a report with the Department of Social Services. The Director will ensure that all staff is trained in recognizing abuse and neglect.

The following procedure will be followed:

1. A staff member who suspects physical, sexual or emotional abuse or neglect must bring the suspicion to the Director's attention immediately. The staff member must document his/her observations including the child's name, date, time, child's injuries, child's behavior and any other pertinent information.
2. The Director or a staff member with the assistance of the Director will make a verbal report to DSS, to be followed by a required written report 51A within 48 hours.
3. Department of Social Services telephone # is: (800) 792-5200 Springfield: (413) 781-0881
4. If a staff member feels that an incident should be reported to DSS and the Director disagrees, the staff member may report to DSS directly. The Director and/or the Center may not in any way punish the staff member for filing a report.
5. Documentation of the child's daily behavior will commence immediately and continue until all suspicions have been unfounded or the situation has changed.
6. For all concerns of suspect, the Director will communicate abuse and neglect that are reported to DSS to the parents unless such a report is contraindicated for the safety of the child.
7. Any report of suspected abuse or neglect of the child by a staff member while he/she is at the Center will be reported immediately to DSS and to EEC. A meeting will be held with the staff member to inform him/her of the filed report. The Director will file a written report of the alleged incident within 24-36 hours, including date, time, parties involved (including children) place and description of the incident.
8. The staff member in question will be immediately suspended from the program without pay pending the outcome of the DSS and DEEC investigations. If the report is screened out by DSS, the Director has the option of having the staff member remain on suspension pending the DEEC investigation or allowing the staff member to return to the classroom. This decision will be made by the Director and will be based on the seriousness of the allegations and the facts available.
9. If the allegations of abuse and neglect are substantiated, it will be the decision of the Director whether or not the staff member will be reinstated.
10. The Director and staff will cooperate fully in all investigations.

102 CMR 7.05 (7) REFERRAL SERVICES

WRITTEN PLAN

Busy Bees has written plan describing procedures for referring parents to appropriate social, mental health, educational and medical services, including but not limited to dental check-up, vision or hearing screening should the program staff feel that an assessment for such additional services would benefit the child. The written plan is to include but not be limited to the following:

- When the staff of Busy Bees Pre-School, LLC observes behavior in any child enrolled, she is required to report findings to the director. Staff needs to feel that an assessment for such services would benefit the child.
- Upon written statement from staff of her concerns with such child, the director will make an observation and record behaviors. A conference between staff person who made original observation and director will be set up within a reasonable time (up to 2 weeks). Conference will include a review of statement made available to parents.
- A conference will be called between parents of said child and director of school to notify parent(s) of program's concerns. This conference will be made within 2 weeks of conference between staff and director.
- A current list of referral resources in the community will be made available to parent(s). This list will include the contact person for Chapter 766 and Early Intervention Program referral.

REQUIREMENTS FOR REFERRALS

- Busy Bees shall provide to the parent(s) a written statement including the reason for recommending a referral for additional services; a brief summary of the program's observations related to referral any efforts the program may have made to accommodate the child's needs.
- Busy Bees shall offer assistance to the child's parent(s) in making the referral and shall have written parental consent before any referral is made.
- Busy Bees shall maintain a written record of any referrals, including the parent(s) conference and result.
- If a child is at least 2.5 years of age, Busy Bees shall inform the child's parent(s) of the availability of services and their rights, including the right to appeal, under St. 1972, c.766.
- If a child is under the age of three, Busy Bees shall inform the child's parent(s) of the availability of services provided by Early Intervention Programs.
- Busy Bees shall follow-up the referral, with parental permission, and contact the agency or service provider who evaluated the child 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 from this agency, or is ineligible to receive services, the center shall review the child's progress at the center every three months to determine if another referral is necessary.

102 CMR 7.24 (2) (c) EMERGENCY PREPAREDNESS

IN THE EVENT OF AN EMERGENCY THE CENTER STAFF WILL:

***Assess the emergency. Determine the extent and seriousness of the emergency.
Respond in a calm and reasonable manner. Reassure and stay with the children.***

EMERGENCY EVACUATION PLAN

Emergency evacuation plans will be posted at all exits. Each area will have a primary and an alternate plan.

Evacuation procedures will be reviewed during staff meetings.

In the event of an actual evacuation the director or director designee will be responsible for notifying EMS and taking the portable phone or cell phone outside the building.

Fire/Evacuation drills will be performed in September and then every other month at different times of the program day as determined by the director. Both fire drills and emergency evacuation drills will be performed, utilizing two different methods of alerting the children and staff to the evacuation, such as clapping, voice, bell, alarm etc. The director will oversee the drills. Procedures will be explained to children prior to the first drill in September. Remaining drills will be performed without notice.

Children and staff should practice using different evacuation routes so that both the children and staff will be familiar with them.

Staff should remain calm and in control at all times.

The center will maintain a current daily attendance list. During an evacuation drill, the teacher on duty will take their daily attendance and sign in sheets with them. The attendance list will be readily available and accessible in the event of an emergency evacuation. A current copy of each child's emergency information will also be taken.

During an emergency evacuation the Lead Teacher will be responsible for taking the attendance information, emergency contact information and emergency bag, including emergency medications, and for leading the children out of the building. Assistant teachers and other staff will assist in the evacuation, turning off lights and closing doors and check for stragglers.

The lead teacher will be responsible for accounting for all of the children in the class, once they are safely out of the building.

The Administrator/Director will make a visual inspection of each classroom before exiting the building.

All classrooms, once evacuated, will meet next to the storage sheds and wait for the go ahead by the director before re-entering the building or to proceed to a predetermined alternate location.

No one will be allowed to re-enter the building during an evacuation drill until either cleared by the director to re-enter or in the case of a real situation, cleared by EMS.

In the event of a real situation EMS upon their arrival will be notified of any missing staff members or children.

During an event, whether real or drill, parents may not sign their child in or out of the program. Because of the serious nature of the event, order needs to be maintained and parents must cooperate. Parents can feel free to stay with their child but must follow direction from the Lead Teacher and Director. The Director will notify staff when appropriate to start releasing children. In the event of a real emergency everyone must remain calm and orderly in order for the situation to be as safe as possible for the children and staff.

In a real event, if the children must be dismissed, the parents will be called and must pick up their child within 45 minutes.

The director will maintain documentation of the date, time and effectiveness of each drill in the back of the attendance book. Times and results will be recorded, and areas discussed for improvement. This documentation will be kept for five years.

CITY WIDE EMERGENCY PROCEDURES

In the event of a utility outage, i.e. loss of power, heat, water, etc., the director will contact the appropriate utility and get an approximate time that repairs will be completed. If the repair time is estimated to be more than 3 hours, parents will be notified and expected to pick up their child (ren) immediately. Individual towelettes for hand sanitizing are stored under the bathroom vanity for emergency use. Bottled water is available for drinking.

In the event of a natural disaster, i.e., hurricane, forest fire, chemical spill and the center has been ordered by the authorities to evacuate immediately, the following procedures will be followed:

1. The entire school will be evacuated to Mapleshade Elementary School (175 Mapleshade Ave. EL), unless local authorities advise an alternative location.
2. An announcement will be broadcast on the same radio stations as used for weather announcements: WHYN AM&FM, WNNZ AM, WMAS FM & WPKX FM
3. Teachers will take the daily attendance and sign in sheets with them.
4. Teachers will take the children's emergency release forms with them.
5. Teachers will take the Emergency Bag with them including any emergency medications.
6. Parents will be required to pick up their children at Mapleshade School as soon as possible.

SHELTER IN PLACE EMERGENCY

The director or the director's designee shall be responsible for staying in contact with the authorities and following their direction. All outside air sources will be shut off depending on the emergency. Electric power, gas supply etc will be turned off by the director if necessary due to the nature of the emergency. Children will be kept away from outside windows and moved to the basement. All doors and windows will be locked. Additional supplies of blankets, water, food and hand sanitizers are available should they be needed in a shelter in place emergency. All children's emergency medications will be available to them during this emergency.

Missing Child

The director will make an immediate search of the facility and determine if the family has picked up the child. If the child is still missing the director will immediately notify the police.

Unauthorized or Suspicious Person

If anyone witnesses a person who is suspicious or unauthorized in the vicinity of the center, if children are in outside areas they will immediately be brought indoors, and all doors will be locked. The police will be notified at any time the staff notices any suspicious person or activity.

Parent /Guardian substitute pick-up

If at any time anyone that is unknown to the center staff has been asked to pick up the child, the following procedures must be followed. The parent must provide, in writing to the center, the name, along with signed permission from the parent for that party to pick up the child. The party picking up the child must then present their driver's license to the center. If a parent of another child enrolled in our center will be picking up your child, we must receive that notification in writing from you (the parent), prior to the event.

Our policies also require current court papers or divorce papers to restrict a child's parent from picking up a child or from visiting the child at the center. In the absence of court orders both parents/guardians will be allowed equal access to their child as supported by law. If any conflicts between parents occur while on school property, the local police will be called.

102 CMR 7.05 (8) TERMINATION AND SUSPENSION

The licensee shall describe in writing, the center's procedures for terminating or suspending a child from the program, including the circumstances under which a child may be terminated or suspended, procedures for notifying parents and actions to be taken by the center prior to termination or suspension, including but not limited to providing written documentation of the reasons for termination or suspension to the child's parents.

REASONS FOR TERMINATION, (INCLUSIVE, BUT NOT LIMITED TO):

- Failure to remit tuition fee after reasonable time (To be determined by director).
- Failure to follow rules and regulations as set down and explained in our Parent Handbook.
- When a child shows anti-social behavior and places peers in a dangerous position where physical harm may result.
- When both parents and director agree that it would be in the best interest of the child to be placed outside of the center in order for the child to receive help in the following areas: social, emotional, medical or educational.

REASONS FOR SUSPENSION. (INCLUSIVE, BUT NOT LIMITED TO):

- Failure to remit tuition fee after reasonable time (To be determined by director).
- Failure to follow rules and regulations as set down and explained in our Parent Handbook.
- When a child needs a short amount of time away from school to gain help in changing an anti-social behavior pattern. (Amount of time to be determined by director).
- When a child shows anti-social behavior and places peers in a dangerous position where physical harm may result. (Amount of time to be determined by director).

PROCEDURES: NOTIFYING PARENTS AND CENTER ACTIONS TAKEN PRIOR TO TERMINATION / SUSPENSION.

- Director makes a determination of suspension or termination and logs a written statement of such reasons.
- Director calls a conference with parents or guardians and makes available a written statement of the reasons for termination or suspension.
- Director shall inform parents of the available information and referral for other services and shall provide this information upon request of the parent(s).
- When a child is terminated or suspended from the center, initiated by the center or parent(s), the director shall prepare the child for termination or suspension from the center in a manner consistent with the child's ability to understand.

102 CMR 7.12 (1) TRANSPORTATION

WRITTEN PLAN FOR TRANSPORTATION

Parents and caregivers are responsible for transportation to and from school.

Cars must park in row closest to building. Parents will walk children into the building, check parent message board, and drop off child at classroom door. At the end of the day, children will be picked up at the playground area. In case on inclement weather, we will be inside the classroom or church hall for pick-up.

Please make sure that your child is picked up on time so as not to cause your child to worry. If your child is to be dismissed to someone other than parents or persons who appear on your emergency list, you will need to send in a written permission slip on or before the morning of dismissal. Under no circumstances will we dismiss your child to someone we do not know unless we have a note from parents or guardians. We will ask for identification if we do not know the individual picking up your child. This policy is strictly enforced.

Departure time at Busy Bees Pre-School, LLC has always been a busy time with many conversations between teachers and parent(s). Please make sure that your child is in your sight while walking to your car. Do not allow your child to leave the Busy Bees Pre-School, LLC play area unattended. Be especially careful in the parking lot area!

WRITTEN PLAN FOR TRANSPORTATION IN AN EMERGENCY

Teachers at Busy Bees Pre-School, LLC do not provide transportation in emergencies.

In the event of an emergency due to illness, and immediate medical attention is needed, 911 will be called and emergency procedures will be followed.

Parents will be contacted, and details of emergency explained.

In the event that parent(s) cannot be contacted in case of an emergency, individuals who appear on a child's emergency forms will be contacted.

PARENT INFORMATION, RIGHTS AND RESPONSIBILITIES

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

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

PARENT'S RIGHTS

Right to Visit

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

Parent Input

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

Conferences

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

Meeting Prior to Admittance

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

At the meeting, the licensee, in addition to the information contained in this fact sheet, must provide you with: the center's written statements of purpose; types of services provided; referral policy; behavior management policy; termination and suspension policy; a list of suggested nutritious foods you could send for snacks and meals, if it is your responsibility; the policy for identifying and reporting child abuse and neglect; the transportation plan; a copy of the health care policy (if you request it); procedure for administration of medication; procedures for providing emergency health care and the illness exclusion policy; and a copy of the fee schedule. All 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 parts of your child's center record. Center staff must bring any special problems or significant developments 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 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 record. 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. The center must have procedures regarding access, duplication and dissemination of children's records. They must maintain a written log that 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:

If you are of the opinion that adding information is not enough 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;

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.

Charges 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 you identify. The center should ask you to sign a form verifying that you have received the record.

RESPONSIBILITIES OF THE PROGRAM

Providing Information

The licensee must make available to EEC 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 that requires emergency care. They must also notify you, in writing, within 24 hours, if any first aid is administered to you child.

Availability of Regulations

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