

# The Kathy Herward Child Care Center

## PARENT HANDBOOK



The Kathy Herward  
Child Care Center, Inc  
310 Lowell Street/Stop 237  
Andover, MA 01810



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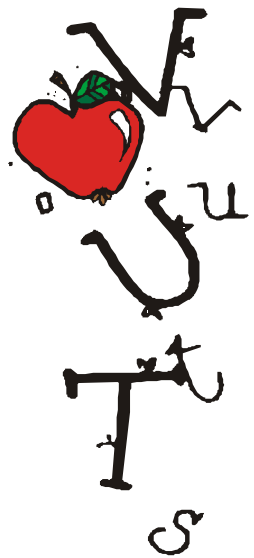
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Hours of Operation: 7:00 a.m. - 5:00 p.m.



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## INTRODUCTION

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The opening of the **KATHY HERWARD CHILD CARE CENTER** in February, 1987 came about through the efforts of many individuals at the IRS. Initially an in-house project, the support and determination of employees, management and union were able to carry us through some trying times. In fact, this enthusiasm was a major factor in our being chosen a pilot site by the NTEU Union and IRS Daycare Task Force. As the first of four centers to open at IRS sites, we are honored and challenged to provide the best care for children and support to families.

THE KATHY HERWARD CHILD CARE CENTER is a non-profit agency funded by parent fees, in-kind services from the IRS, United Way donations, and various other fundraising activities. The agency is governed by a Board of Directors made up of IRS employees, parents, and the KHCCC Executive Director. The main goal of the agency is to meet the various child care needs of IRS employees and the public. Working toward that goal, we must continually have your input, using our resources and creativity to meet your needs.

The child care center provides care for children three months to six years of age, including preschool and Kindergarten programs. Infants through kindergarten age children may be enrolled on a full or part time basis. We are licensed by the Department of Early Education and Care, Commonwealth of Massachusetts and we participate in local, state, and national child care organizations. We are also accredited through the **National Association for the Education of Young Children**.

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## LISTING OF HOLIDAYS

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The Center is open year-round and observes the eleven federal holidays listed below. (Please be reminded that tuition is due for these days):

*New Year's Day	* Labor Day	<b>**Federal holidays include all days in which the IRS Service Center is closed (This includes all presidentially declared holidays)</b>
*Martin Luther King Day	* Columbus Day	
*President's Day	*Veteran's Day	
*Memorial Day	*Thanksgiving	
* Juneteenth (June 19th)	* Christmas Eve (1/2 day)	
*Independence Day	* Christmas Day	

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## INCLEMENT WEATHER CLOSINGS

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The Child Care Center will close in inclement weather only if the Service Center is closed - **in most cases**. For information regarding the closing of the Service Center before drop-off time, please call (978) 482-5600 and listen to the voice mail message. If someone answers the phone - we're open!! \*\* You can also call for the IRS information at **(866) 743-5748** and follow prompts **3-2-1** (3 for Emergency Info. Hotline / 2 for Campuses / 1 for Andover Campus).

If the Center closes at any point during the day, after drop-off, we will contact each parent individually and ask you to pick your child up at that time. If you have any questions - please see the director.



## The Kathy Herward Child Care Center

### \*\*\*\*\*PHILOSOPHY AND CURRICULUM\*\*\*\*\*

The Center's philosophy is based on principles of growth and development. This provides a guideline for age-appropriate activities suited to the needs of the individual child. With a warm and nurturing environment, we aim to make your child as comfortable at the center as he/she is in their own home. Our curriculum centers on fostering a positive self-image and proceeds to cultivate your child's observational, social, emotional, and motor skills. We feel learning is best developed by offering children many different experiences to learn about their world.

Our program goals include:

- Providing a safe and healthy learning environment for all of our children, with challenging materials and curriculum that encourage children to explore.
- Learning all about each individual child - so that we may provide the appropriate education and nurturing care necessary to help each child experience success.
- Providing opportunities every day for your child to enhance emerging social skills - understanding that this is an important component of all development, and will assist in fostering a positive self-esteem and sense of belonging within our community.
- Recruiting and retaining a qualified, caring teaching staff that will carry out our mission of quality care. Staff is the heart of the child care center - the most important part of our program. Providing continuity and consistency in care is a top priority, so our program will work hard to retain quality staff.
- Providing appropriate role models for our young learners - as well as cultivating an environment of mutual trust and respect.
- Work in harmony with parents to help them understand their child's intellectual, emotional, social and physical development, and to provide supportive services if needed.
- Integrating family home values and beliefs and to enhance the learning experiences and strengthen the home/school connection - as well as the development of language and social skills that are in line with a child's culture and heritage.

**\*\* The program will work with families to ensure consistency in routine and care between home and school. \*\*\*\***

\*\*Each program in the center builds from the curriculum of the previous program, to ensure continuity. Curriculums are available for each program, including schedules and teacher profiles.

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## PARENT INVOLVEMENT

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Parents and staff need to be partners in the care of children. We realize you, as a parent, know your child better than anyone else. You also have a right and responsibility to communicate with the staff about your child's needs. This communication between parents and staff will allow us to better care for and educate your child. Two formal conferences will be held during this year, special conferences may be arranged (by staff or parent) at any time, and informal conversations should take place daily. Newsletters will be distributed on a monthly basis. A Parent Night is scheduled at the beginning of each school year, and all parents are encouraged to come. Information is posted on the white board near the Infant classroom, as well as daily notes about the activities of each program for that day. Please remember to check this board daily.

It is vitally important that you as parents/guardians communicate your needs and desires regarding your child's development openly and honestly with your child's teachers. You are encouraged to discuss any developmental milestones you have encountered and share any other information that may be appropriate. All families are also encouraged to share their family's special traditions, interests or skills with our children in the classroom. Volunteers are always welcome and appreciated - as connecting the home and school environments are important for your child's education and social/emotional development. Please contact your child's teacher if you would be interested in sharing with the children.

The Kathy Herward Child Care Center has a **Parent/Teacher Organization**, whose mission is to advocate parent issues, encourage parent involvement, and sponsor events to bring the community of families at the center together. New parents can become involved in the PTO by contacting a PTO member or the center Director. There is also PTO information on the white board.

Parents are allowed to visit or call at any time - and are encouraged to do so whenever possible. If you would like to have lunch with your child, it is necessary for you to do so at your child's scheduled time. If a child becomes anxious or upset by unscheduled visits, a plan should be worked out with your child's teacher to make the transition back into the classroom smooth and comfortable.

**\*\* KHCCC is committed to helping families learn as much as possible about our program - in their own home language if needed. If we can assist you in this process by securing an interpreter or translating materials - please let us know. We would be happy to help in any way we can to make this a positive experience for your family!**

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## STAFF

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Staff at the center is carefully chosen. Teachers must meet or exceed the Department of Early Education and Care qualifications, while assistants must participate in early childhood training. Qualities such as warmth, willingness to learn, flexibility, team work, patience, and professionalism are just some of the criteria used for hiring and evaluating staff. For a more detailed list of our staff, please refer to the Staff List, located at the end of this handbook. \*\* Each program will be assigned two full time

teaching staff, who will work together to implement the program. Their mission is to provide personal connections, supervision, and stimulating learning experiences appropriate to the developmental age levels of the children in their care. This will ensure that your child has minimal transitions during the course of the day, as well as the opportunity to bond to individuals that he/she will see consistently through the course of the school year.

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## **DISCIPLINE**

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The center's discipline policy is based on long term goals of fostering social responsibility and individual freedom. It is our intent to help the child develop problem-solving skills and to understand the cause-and-effect relationship. We emphasize the positive approach and avoid making moral judgments. To be specific, the environment is child-oriented, there are few "No touch" items, there is enough equipment to facilitate children's play and learning, and there is appropriate supervision. We also like to include our older children in the development of classroom rules at the beginning of the school year - as well as the consequences for breaking the rules. This keeps them invested in the behavior of the group and encourages peer support.

Issues for concern center on aggressive behavior towards other children, unsafe activities, and destructive use of materials or animals. Using clear, simple questions and directions are often successful. Redirection is also used to remove the child from the problem, enabling him/her an opportunity to relax and refocus. Timeout is rarely used and limited to a child's developmental understanding (1 minute/year of life).

Discipline and guidance should be consistent, and based on the understanding of the individual child. The following guidelines are set for staff at our program to maximize the growth and development of the children, as well as protect the group and individuals within it:

1. No corporal punishment of any kind is to be used.
2. No child shall be subjected to cruel or severe punishment, humiliation, or verbal abuse.
3. No child shall be denied food as a form of punishment.
4. No child shall be punished for soiling, wetting, or not using the toilet.
5. No child shall be denied outside playtime.

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## **REFERRAL SERVICES**

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On occasion, the staff may determine through observation and assessment that a child or family needs services which the center cannot provide. In these cases, the staff and/or Director will offer recommendations to the parents with regard to the steps to take for outside referral. Parents are their child's primary advocate and staff will work with parents to navigate the process of referral - as well as support parents to ensure that their child receives the services they require. Once services are obtained, the center will work with the parents to meet any special needs that are found through these referrals whenever possible - including development of Individual Education Plans as well as behavior modification plans and on-site visitation from service professionals.

If a child's needs or behaviors require special attention that we cannot maintain without taking away from the total program, the Kathy Herward Child Care Center reserves the right to terminate child care services. In cases when termination is necessary, parents will be given 2-4 weeks notice, depending on the individual situation. During that time, the director will offer assistance in referring the child to the appropriate services.



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## CHILD ASSESSMENTS

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The child care center currently uses the **Teaching Strategies Gold** assessment tool to evaluate child progress within the Toddler and Preschool programs. (The Infant and Kindergarten programs currently use their own assessment tool: Infants follow Massachusetts Early Learning Guidelines for Infants and Toddlers and their assessments are completed every 3 months. Kindergarten's assessment aligns with Massachusetts Guidelines for Preschool and Kindergarten Learning Experiences and is completed every six months) The toddler and preschool TSG assessments are completed in Fall (6 - 8 weeks after the start of the school year), Winter (late January, early February) and in Spring (at the end of the school year).

This system assesses your child's development in various stages, and examines goals and objectives for children age 3 months through 5 years of age. It includes your child's social / emotional, physical, cognitive and language development. Each guideline on the developmental continuum allows the teacher to track your child's changing skill progress, which is an excellent tool for future planning. It enables the teacher to plan experiences that build on your child's strengths and interests. This promotes positive learning experiences that emphasize what your child can do - rather than what he/she cannot do at that time.

The teachers will observe and assess your child's progress on an on-going basis, and plan activities and lessons that will assist in meeting individual goals for your child. At the end of each assessment cycle (Fall, Winter, and Spring) the teachers will fill out the Individual Child Profiles for your child, using the information collected from observations. Once this is complete, they will complete the assessment on-line. These forms are shared with the parents, who review information with the teachers and sign the form. A copy is given to all involved. The process continues through the school year.

Parents are welcome to review any aspects of our assessment system prior to enrollment, and are encouraged to ask any questions they may have about the process - as well as provide input about development at home or potential obstacles to successful assessment. As you know your child better than anyone, we welcome your help in making this system a positive and supportive experience for your child and your family. We hope this new system will provide parents with a true understanding of what his/her child has done through the course of the school year - and the methods that the teachers use to ensure every child has an opportunity to experience every aspect of the program. If you have any questions, please feel free to ask the Director.

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## TRANSITIONS

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At the Kathy Herward Child Care Center, we want every child to feel right at home. With a consistent staff and program, it is our goal to keep child transitions to a minimum. When transitions do occur, we try to minimize the impact on the children. These are the methods we use to accomplish this goal:

1. When a child transitions from another school to our school, we encourage parents to bring the child in for a "try out" - during which time we meet with the parent to review paperwork, and the child spends time in the classroom - getting to know a little about the teachers, future peers, and classroom routines. This makes the official "First Day of School" a little easier.
2. When a child transitions from home to school each day, our staff will welcome the child into the program, and work with the parents to make the drop off smooth.

3. When the children move from one activity to another, the teachers employ a variety of transition techniques - including music, time pieces, and warning information (i.e. "We will be cleaning up in 5 minutes.....3 minutes.... 1 minute.... Time to clean up")
4. When a child transitions from one classroom to another, the teachers work together to prepare the parents as well as the child - to ensure that they are ready for the move. Our children get to know all of the teachers in the program during the course of a school year, so transitions are typically a positive experience for all. Transitions like this usually occur only at the beginning of a new school year, and at the beginning of the summer program. Mid-term transitions are not as common but do occur if a child is ready to move forward. Special considerations are made for these transitions - to ensure the child is comfortable in his/her new environment.
5. When a teacher leaves the program, and a new one takes his/her place, we try to ensure that children have minimal disruption. The new teacher does a "try-out" in the classroom, so that we can observe his/her interactions with the children. The children are able to get a first-hand look at our potential candidates - and their reactions factor into our determinations when hiring. The new teacher is introduced to children and parents by the remaining, familiar teacher, and he/she assists the children in adjusting to the new teacher.
6. When a child transitions out of our program, we try to work with the parent to prepare the child for the upcoming change. We complete and necessary paperwork for the transition, and ensure that the child is ready, both academically and emotionally, for the changes to come.

Ultimately, transitions are a part of life. Part of our job as educators is to use life experiences to teach the children about the world and their place within it. When working with transitions, it is our goal to help children make adjustments in the easiest and least disruptive manner possible.

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### **TERMINATION AND SUSPENSION**

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**\*\*** It is the goal of the Kathy Herward Child Care Center to avoid potential situations that could lead to the suspension or removal of a child from our program. Prior to making these decisions, the center will do the following:

1. Arrange meetings with parents to discuss the issue at hand, reviewing options other than suspension or termination.
2. Develop a payment plan for family that would require consistency but would allow parents to pay overdue tuition over a period of time.
3. Provide parents with information on referrals for evaluation, diagnostic or therapeutic services.
4. Review possible in-house changes that can be made to assist child / teacher (i.e. supportive services: consultation and educator training, and possible staffing adjustments or additions.)
5. When meeting with parent, a behavior intervention plan will be developed that will be followed at school as well as home, with frequent follow-up meetings to assess and re-adjust plan as needed.

### **Suspension**

The Kathy Herward Child Care Center reserves the right to suspend Child Care services on the following basis:

1. Consistently late payments for services rendered.
2. Behavioral issues which put the safety and well-being of the children enrolled in the program in jeopardy.

In the event of suspension, the child care director will meet with the parent, outline the terms of suspension, set a return date no later than thirty (30) days from the date of suspension, and stress the requirements that must be met to resume child care services on the return date. These provisions will be confirmed in a letter from the child care director to the parent(s), sent by certified mail to the address of the parent(s) on file in the child care office, such letter to be mailed no later than five (5) business days after the personal meeting. Tuition will not be charged for the child's enrollment in the center for the period running from the date of suspension to the scheduled return date, such period not to exceed thirty (30) days.

No re-admittance will be allowed for consistently late payments unless all amounts owed are paid in full by the scheduled return date, and timeliness of future payments is anticipated to the satisfaction of the permanent child care director.

No re-admittance will be allowed for behavioral issues unless the permanent child care director is satisfied that sufficient evidence has been provided that the child's return to the center will no longer put the safety and well-being of the children enrolled in the program in jeopardy. The permanent child care director may require any documentation which he/she deems necessary from the child's parent(s), including letters from doctors or other professionals, in order to determine the appropriateness of the child's return to the center. The final decision on re-admittance shall be made solely by the permanent child care director.

Any child deemed ineligible to return to the center as of the scheduled return date shall be considered terminated as of that return date. The provisions of termination outlined below shall apply as of that date. Any re-admission after that date will require application by the parent(s) to enroll the child as a new enrollee.

### **Termination**

The Kathy Herward Child Care Center reserves the right to terminate child care services in the event that:

1. Payment for services is severely past due.
2. A child's needs or behaviors require special attention that we cannot maintain without taking away from the total program. (See referral services)

Parent(s) will be notified of a child's termination from the child care center by written notice, sent by certified mail to the address of the parent(s) on file in the child care office,

such letter to be mailed no later than five (5) business days prior to the date of termination. If, in the opinion of the permanent child care director, a child poses an imminent risk of physical harm to other children enrolled in the center, the child care director may terminate that child's enrollment in the center immediately in a meeting with



the parent(s), such meeting to be followed up within five (5) business days by a written termination notice as provided above.

Upon termination from the center, all amounts owed for child care services are due in full immediately. Any unused vacation weeks for the child are lost and may not be credited to any account owed. If termination of a child's enrollment in the center results in that child's sibling remaining as the sole enrollee in the center, any tuition discounts previously in effect for multiple enrollees will cease as of the date of termination; tuition shall be charged for the remaining child at the full tuition rate.

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## **GRIEVANCE PROCEDURES**

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It is our intention that every parent in our program feel comfortable in the center environment. Should any issues arise that need consideration, it is the policy of the center that the parents contact their **child's teacher** or the Center Director to address the issue and resolve it in a manner that is beneficial to the child, and to all parties involved. If the issue arises at school, it is the responsibility of the classroom teacher to contact the parent to initiate resolution.

We are aware, however, that not all parties come into a meeting with the same perspective on an issue. For this reason, we feel an initial meeting should outline the issues to be discussed, as well as elicit specific input from the parent and teachers. From this meeting, a plan for improvement can be implemented using all perspectives, with a follow-up meeting scheduled to review progress. We feel that it is very important that the first meeting involve only the teacher(s) and parent(s).

If common ground cannot be found, or if - at any time- the parent or teacher feels it necessary, the Lead teacher and/or Director can be called in to mediate or add expertise to the resolution of the issue. The plan for improvement is set and must be given time to be implemented. At that point, if a parent still feels that the issue has not been resolved to his/her satisfaction, they can contact the Director or the Board of Directors to review the situation. Once reviewed by the Board, if there is still an issue for the parent, he/she must consider whether the center is meeting their individualized needs sufficiently.

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## **HEALTH POLICY**

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### **Physicals**

All children must have yearly physicals and age-appropriate immunizations, which must be updated annually in your child's file. Mass. health forms can be obtained from the child care office. All immunizations must be kept updated as specified by the Mass. Dept. of Public Health and will be reviewed annually for compliance.

### **Illness**

Please keep an ill or contagious child at home. If your child becomes ill at the center, you will be called and expected to make arrangements for your child to go home. In order to care for your child and to protect all of our children, we ask your cooperation and understanding of our policies.

The Kathy Herward Child Care Center shall not permit a child who has any of the following symptoms of illness specified below to be admitted to the center on a given day unless **medical diagnosis** from a **physician** communicated to the center in writing, indicates

the child poses no serious health risk to him/herself, or to other children. If any of these symptoms occur while the child is at the center, he/she will be sent home, and can only be readmitted when verification of the illness has been made.

**The symptoms for exclusion shall include, but not be limited to:**

- 1) Temperature over 100, or any fever accompanied by:
  - a. a deep cough
  - b. headache or earache
  - c. sore throat
  - d. severe cold symptoms / child is very uncomfortable
- 2) Diarrhea characterized as three times within a 24 hour period
- 3) Vomiting
- 4) Yellow eyes or skin
- 5) Red, runny, or matting eyes - may be conjunctivitis
- 6) Infected, untreated skin patches
- 7) Difficult or rapid breathing
- 8) Weeping or bleeding skin lesions that are not covered with dry dressing.
- 9) Undiagnosed rashes

**\*\*Parents are expected to pick their child up as soon as possible when notified of illness, but **MUST** make arrangements within two hours of initial contact.**

#### **ILLNESS CHART**

#### **MAY RETURN:**

<b>Chicken Pox</b>	Minimum exclusion - one week (Rash must be completely dry or crusted)
<b>Conjunctivitis</b>	24 hours after prescribed medication is applied (If no medicine is prescribed, note <b>MUST</b> be provided)
<b>Diarrhea</b>	24 hours after last loose stool or after 1 normal B.M.
<b>Vomiting</b>	24 hours after last episode of vomit
<b>Hand, foot and mouth disease</b>	<b>** No exclusion</b>
<b>Impetigo</b>	24 hours after treatment has started
<b>Lice</b>	After <b>COMPLETE</b> nit removal is achieved
<b>Roseola</b>	After illness has subsided
<b>Strep Throat</b>	24 hours after medication is administered - if child is feeling better.

The staff is responsible to check every child in the morning and not accept any child with the symptoms listed above. They have been trained to use caution for the long-term benefit of all our children. We understand and are sympathetic to the demands of your jobs, but we also have a responsibility to protect the children in our care by maintaining certain health standards. For this reason, it is helpful for you to arrange possible alternative care if you must attend work.

- **Parents **MUST** notify the center within 24 hours after their child develops a known or suspected communicative disease.**
- Notification is sent out to all parents if more than one case of any common communicative illness is found at the center. Notification is immediate if the illness is potentially harmful to children.

- If child in the program is under-immunized due to a documented medical condition or religious exemption, staff will put plan in place to exclude the child immediately if a vaccine-preventable disease to which the children are susceptible occurs in the program or surrounding community.
- (Note: Parents of an HIV infected child will be notified immediately if the child has been exposed to chicken pox, TB, or measles through other children in the center)

### **Administration of Medication**

We have specific guidelines we must follow with regard to the dispensation of medications. These guidelines have been outlined below as they appear in the Department of Early Education and Care Regulations:

#### **Regulations 606 CMR 7.11 (2) Administration of Medication**

- (b) Medication, whether prescription or non-prescription, may be administered to a child only with written parental authorization and written order of a physician (for prescription medication, this may include the label on the medication).
- \*\* Note: The Child Care Center is not permitted to administer the first dose of any medication. \*\***
- 1) For non-prescription medications, the licensee may accept as the written order of a physician, a signed statement listing medication(s), dosage, and criteria for its administration. This statement shall be valid for no more than one year from the date it was signed.
  - 2) For non-prescription medications, the parental authorization must include a signed statement authorizing the center to administer non-prescription medication in accordance w/written order from physician. This statement shall be valid one year from the date it was signed. Parents shall be notified in writing each time a medication is administered to a child.
- (c) Topical, non-prescription medications such as sunscreen, petroleum jelly, or other ointments may be administered to a child only w/written parental authorization. They must be stored in the original container and used only for an individual child. The licensee shall not administer any such medication contrary to the directions on the original container unless so authorized by a written order of the child's physician.
- (d) The licensee shall keep all medication labeled in its original container, with the child's name, the name of the drug and the directions for its administration & storage
- (e) The licensee shall store all medications under proper conditions for sanitation, preservation, security, and safety
- (f) All staff are trained to administer medication per regulation 7.11 (1)(b). Documentation of training is on file. At least one staff trained in medication administration is present at all times.

- (g) All unused medication will be returned to the parent for disposal.
- (h) Each time a medication is administered, the educator will document in the child's record the name of the medication, the dosage, the time and the method of administration, and who administered the medication. **\*\*Note:** The teacher will inform the child's parents at the end of each day whenever a topical medication is applied to a diaper rash.

These regulations are enforced by the state of Massachusetts through the Department of Early Education and Care. We appreciate your understanding and cooperation in following these guidelines when asking us to administer medication to your child.

**If statement of authorization is on file, an attempt will be made to contact the parent before the non-prescription medicine is administered unless a child needs medication urgently or when contacting parent will delay appropriate care unreasonably.**

### **First Aid**

Should your child be injured at the center, the staff is trained to administer basic first aid. This will be written on a daily report, which is sent home to the parent and a copy is kept on file at the center. If the injury requires more care or evaluation, you will be called to take your child to a physician. If you are not available, the center will utilize our health consultant. In an extreme emergency, the ambulance will be called to transport the child to the nearest hospital. You will be contacted as soon as possible.

**\*\*There is always someone on premises who is trained in CPR as well.**

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## **SAFETY**

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Our parking area can be a busy place at certain times of the day. Please help us in providing a safe environment. We offer the following tips and ask for your cooperation.

- Please hold your child's hand in the parking lot.
- Please make sure your child doesn't run ahead of or behind upon arrival and pick up.
- Please remember to bring your driver's license whenever coming to the building. Parents cannot get through security without showing proper ID to security.
- Please drive slowly in our parking lot. The speed limit in this lot is **15 mph**.
- Please remember to park in the appropriate spaces. The child care spaces are clearly marked by signage. The first 6 spots are for drop off, and the rest are for full day parking for IRS employee parents.
- For reference, service animals are the only animals permitted on federal property. This means the parking lot as well as the building, so please leave all pets at home .

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## **CLOTHING**

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Children should wear washable play clothes that fit. An extra set of **complete** clothing is **required** to be put in your child's cubby just in case. Please **label** extra clothes, blankets, and items such as boots, jackets, and hats. If your child stays full-time, a blanket is necessary for rest time. We cannot stress enough the importance of **COMPLETE** seasonal

clothing (including hats, boots, mittens, coats and snow pants for winter: shorts, short sleeved shirts and light cotton for summer). Also, it is our recommendation that you NOT send your child in open-toed shoes in the summer, as these can be dangerous during outdoor play (they do not provide support and often cause messy falls when children are running on the asphalt or play area)

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### TOYS

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The Child Care Center cannot be responsible for toys that are brought from home. Toys from home are often broken or misplaced - which is upsetting to the child. Children who bring toys from home are less likely to share them - which we encourage in school. Some toys brought from home are inappropriate in the school environment (i.e. guns, warrior figures w/weapons, etc.) We strongly encourage parents to try to keep the child's toys at home. **\*\*Note: The center does not allow weapon toys of any kind on the premises.**

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### SNACKS and LUNCH

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A morning and afternoon snack will be provided by the Center. Lunch must be provided by the parent. Items requiring refrigeration must be kept in your child's lunch box with an ice pack. If your child has any food allergies or a special diet for medical reasons, we need to develop a plan to meet the child's needs. Please feel free to bring in a special treat for your child's birthday, but notify us in advance so we may adapt our menu.

**\*\*Breakfast, brought in by the parent, is served to children until 8:00 A.M. in all classrooms. (except infants)**

All snacks provided at the center meet the requirements for meals of the child care component of the U.S. Dept. of Agriculture Child and Adult Care Food Program and the Code of Federal Regulations.

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### LUNCH SUGGESTIONS

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We would like to recommend that parents pack lunches that are reflective of healthy eating habits. The following suggestions represent a sampling of the important food sources necessary for healthy growth and development:

<b><u>Sandwiches:</u></b>	egg salad	chicken salad	ham
	Peanut butter and jelly	tuna salad	turkey
	Grilled cheese		

<b><u>Fruits:</u></b>	bananas	peaches	cantaloupe	apples
	Pears	honeydew	grapefruit	tangerine
	Strawberries	oranges	watermelon	

<b><u>Vegetables:</u></b>	green or wax beans	zucchini slices	carrots (cooked)
	Cucumber slices	tomato wedges	broccoli flowers

**\*\*For infants and younger toddlers: boil small pieces of hard fruits and veg. until soft. Chill in refrigerator)**

<b><u>Other lunch ideas:</u></b>	cheese	dry cereals	hard boiled eggs	soups
	Apple sauce	custards	Macaroni and cheese	yogurt
	Pasta w/sauce	graham crackers		



**Drinks:**

Milk / 100% fruit juice (no sugar added)

**PLEASE NO:** soda, chewing gum, peanuts, fruit snacks or candy. (If any of these are packed in a child's lunch, we will leave them in the lunch bag)

Please do not pack the following in your child's lunch if he/she is under 4 years of age:

☆ Hot dogs (whole or cut in slices) ☆ whole grapes ☆ Popcorn ☆ raw peas and hard pretzels  
raw carrots☆

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, audiotape, 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](tel:8008778339). 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: [Filing a Program Discrimination Complaint as a USDA Customer](#), 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](tel:8666329992).

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**NAPTIME**

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The Department of Early Education and Care requires every Child Care Center, by Law, to allow each full-time child a rest time of no less than 45 minutes per day. Our rest time extends from 12:30 p.m. to 2:30 p.m. - depending on the age of the child. All children will be allowed to sleep for as long as their individual needs and schedules require. The center will provide rest cots and covers for each child. Children who attend full day will need a blanket - which should be taken home at the end of the week for cleaning.

**\*\*The Center practices the appropriate procedures to ensure the safety of our infants. These procedures include:**

- 1) We place infants younger than 12 months on their backs for naps every time.
- 2) We use fitted sheets and allow no soft toys, blankets or bumpers in the crib area

**\*\*Note:** Infants are placed on their backs when put into cribs but are allowed to assume any comfortable position after that.

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**TOILETING**

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When a parent feels his/her toddler is ready, the teachers will begin the process of toilet training. This process can take as little as one month, or perhaps as long as four or more. The teachers never pressure the children - instead allowing them to set the pace of training. The most important factor in this process is consistency in routine and expectations, so it is important that parents inform the teachers daily of the child's progress at home. The staff will, in turn, keep parents informed of progress at school.

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## ARRIVAL and DEPARTURE

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All children's arrival and departure times are set in the enrollment agreement. (signed at enrollment and annually). Please be sure that your child's teacher knows that your child has arrived at school every morning. This is an important opportunity for parents and teachers to connect and assist in a smooth transition for children from home to school. Remember also that you are responsible for your child when you make contact with him/her when picking up in the afternoon. Children must be at school no later than 11:00 a.m. We will not accept any children arriving after this time. This is due to the fact that the transition into the class is too difficult after activity time - and right before nap.

**Please remember at pick up time that no child is allowed outside on the playground without adult supervision.**

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## ENROLLMENT REQUIREMENTS

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The center urges parents to make a careful decision when placing their child in any child care arrangement. It is best to visit more than one program and to ask lots of questions.

When enrolling in our program, we require an intake visit by the parent and child. This visit includes a tour of the facility, introduction to the center's policies and procedures contained in this handbook, and a review of all paperwork necessary to enroll your child. We also introduce you to your child's new teachers and to the program curriculum for his/her developmental level. \*\*All child records paperwork is valid for one year from the date on the forms. The KHCCC Director will notify family when updated paperwork is needed

We require the following to be on file before enrollment:

- \* Health forms
- \* Completed application and Face Sheet form
- \* Authorizations
- \* Enrollment Agreement
- Registration fee: \$35.00 for 1<sup>st</sup> child/\$20.00 for each addl. Child  
(This is charged to cover the cost of processing the information)

**We do not discriminate on the basis of race, sex, religion, cultural heritage, political beliefs, national origin, disability, sexual orientation or marital status.**

\*Enrollment is taken on a first come, first served available basis, though priority is given to IRS and federal employees, as well as siblings of enrolled children.

Thank you for taking the time to read this handbook. The information on the following pages will clarify specific policies for your reference. Please keep a copy on hand and feel free to ask questions of myself or my staff.



With concern for our children,

Jennifer L. Lacroix

Jennifer L. Lacroix, Director  
The Kathy Herward Child Care Center

**THE KATHY HERWARD CHILD CARE CENTER, INC**  
**TUITION INFORMATION**

Enrollment fee is \$35.00 for one child and \$20.00 for each additional child in the same family. This fee is paid at the time of enrollment, and annually each September.

**\*\*Note:** Tuition increases are typically scheduled for the beginning of the calendar year

<b>KHCCC Child Care Rates - 2023 (Effective 1/16/23)</b>				
Age Group	Federal Status	Week	Day	Hour
INFANTS	FEDERAL	\$377.50	\$86.70	\$14.80
(3 mos. - 15 mos.)	NON-FEDERAL	\$495.00	\$108.35	\$18.00
TODDLER	FEDERAL	\$352.40	\$81.60	\$14.00
(15 mos. - 36 mos.)	NON-FEDERAL	\$460.25	\$102.25	\$17.00
PRESCHOOL	FEDERAL	\$283.50	\$66.00	\$11.25
(2.9 -5 years old)	NON-FEDERAL	\$377.40	\$84.60	\$14.50
KINDERGARTEN	FEDERAL	\$283.50	\$66.00	\$11.25
(5 years +)	NON-FEDERAL	\$362.85	\$80.00	\$14.00

- \* A \$5.00/week **fundraising fee** will be charged for each child attending the center, regardless of his or her schedule. This fee represents each family's contribution to our fundraising effort, enabling us to generate needed revenues without requiring parents to contribute time to our fundraising efforts.
- \* The center requires a **deposit** of **one week's tuition** to be paid at enrollment time. This tuition will be used toward the child's last week of attendance.
- \* The Kathy Herward Child Care Center **requires** two weeks written notice for termination.
- \* The center also **requires** written notification for any and all schedule changes which will require deviation from your signed enrollment agreement on file in the Child Care Office.
- \* Children may be enrolled on a full or part time basis. \* Although we will make every effort to accommodate part-time schedules, preference will be given to full-time enrollment, as well as children who are currently enrolled in the program. **Full time** constitutes 6+ hours per day - 5 days per week. (not to exceed 45 hours per week -unless on AWS schedule.) Children on AWS schedule must be out on the AWS day if schedule of care exceeds 9 hours a day. **Part-time** schedules must be at least two days per week - and at least three hours per day. **\*\*Note: We do not accept half day schedules for our infant program.**
- \*\*If** schedules and budgeting allow, we can work with parents on **adjusted schedules** for a short period of time. With adjusted schedules parents can hold a full time space with a minimum of 2 full days of care for a maximum of a ten week period (i.e. maternity leave, school break). If parents take advantage of these schedules, they forfeit their free vacation week for that year.
- \* The child care center can make limited accommodations for **overtime schedules**. Please see the director for more details. (An additional fee will be charged for care exceeding the 45 hour week.)

- \* If your child is not at the Child Care Center due to illness or any other reason, you are still responsible for payment. **NO CREDIT IS GIVEN FOR SICK DAYS, OR ANY OTHER DAYS THEY ARE ABSENT.**
- \* Tuition is due every other **Tuesday** for **NON-Federal parents** - and every other **Friday** for **IRS/Federal parents**. Failure to pay one tuition payment will result in a reminder and a late fee of \$25.00. The second missed payment will result in a written warning of potential termination and a third consecutive missed payment will result in termination of your child's enrollment slot at KHCCC.

**\*\*Payments cover the past and upcoming week of school\*\***

- \* If a tuition check is returned for insufficient funds, the center reserves the right to require that all future payments be made by bank check, money order or cash only. In addition, the charge for a returned check is **\$25.00**.
- \* Families with two or more children will receive a 25% discount off the lowest tuition rate.
- \* The center can provide information for parents who are in need of subsidy. Please see the Director for details.



### **VACATION TIME:**

Parents will receive one week's vacation time per year (time in which tuition payment is not due) after their children have been at the center for 6 consecutive months. **Please submit written vacation schedule requests at least two weeks in advance.** We will not accept any last-minute vacation requests and we cannot schedule more than two vacations in a pay period. Due to low enrollment in the summer, we will not be scheduling free week vacations during the scheduled summer program.

**NOTE:** Vacation time constitutes time when your child is not at the center. If after one year the time has not been used, parents may then use it for free tuition regardless of whether the child is here or not. Please be advised that only one vacation week may be used per year. If the week is not used before the end of the enrollment year, it cannot be redeemed and is forfeited.

**\*\* Also note that vacation weeks cannot be scheduled as part of your two-week termination notice requirement.**

### **\*\*VOUCHER FEES AND LATE FEES (FOR VOUCHER PARENTS ONLY)**

Under the regulations and policies of the Department of Early Education and Care (EEC), a deposit of one week's worth of Parent Fees will be paid to the center upon enrollment. Parent fee payments must be made in weekly amounts based on the parent's assigned daily fee. All parent fees are to be paid to the child care office on the Friday before care is provided, but no later than the first business day of the week in which care is provided. If you are newly employed, your parent fees are due the first date of authorization, regardless of when you will receive income from new employment.

Late payments will cause you to be in violation of your agreement with EEC and may lead to a Notice of Termination for Non - Payment of fees and will count as an Intentional Program Violation (IPV).

If a child has excessive absences (45 in a 12-month authorization period), the parent will be financially responsible for all unattended days over the 45 day limit at the base daily reimbursement rate paid by the commonwealth plus the normal parent fee.





## The Kathy Herward Child Care Center

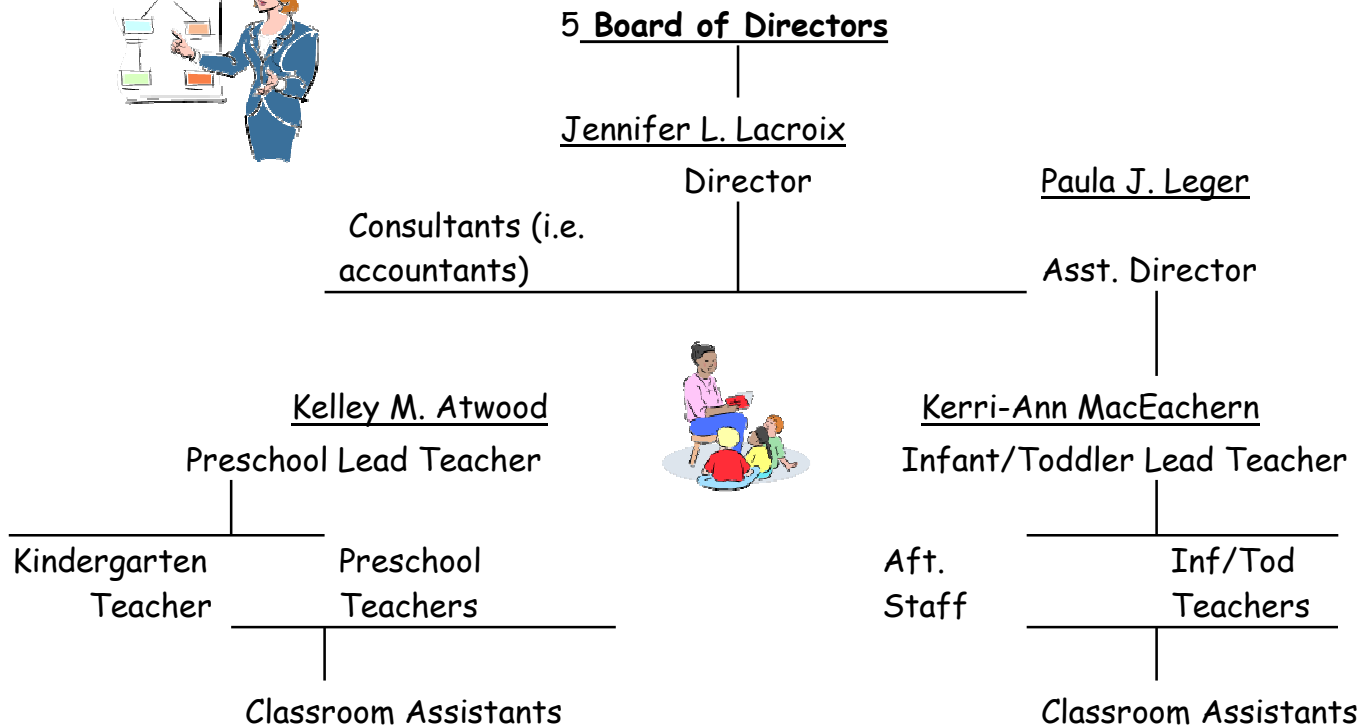
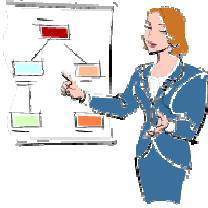
### Personnel Directory

<u>NAME</u>	<u>POSITION/CLASSROOM</u>	<u>HOURS</u>	<u>YEARS AT KHCCC</u>
Jennifer L. Lacroix	DIRECTOR	7:00a.m. - 5:00 p.m. (1 <sup>st</sup> week MTW/2 <sup>nd</sup> week TWF)	34
Paula J. Leger	Asst. Director	8:30a.m. - 5:30 p.m. (Off every other Mon/Fri)	34
Shannon Sughrue	Infant Teacher	7:00 a.m. - 5:00p.m. (Off every Mon.)	9.5
Stacie Leger	Infant Teacher	7:00 a.m. - 5:00 p.m. (Off every Wed.)	5
Andrea Fotter	I/T Teacher	7:00 a.m. - 5:00 p.m. (Off every Tues.)	3.5
Erica Mello	Toddler I Teacher	7:00 a.m. - 2:15 p.m. (Off every Thurs)	13
Kelsey Bonilla	Toddler I Teacher	7:30 a.m. - 5:00 p.m. (Off every Tues.)	4
Kerri-Ann MacEachern	Toddler II Teacher Inf/Tod Lead Teacher	6:45a.m. - 4:45 p.m. (off every Friday)	30
Patricia DeSimone	Toddler II Teacher	7:00a.m. - 3:00p.m.	34
Nicole Whitcher	Preschool I Teacher	7:00 a.m. - 5:00 p.m. (off every Tues.)	1.5
Kiara Rivera	Preschool I Teacher	7:00 a.m. - 5:00 p.m. (Off every Thurs.)	1
Charlene Gasperoni	Preschool II Teacher	8:30 a.m. - 4:30 p.m.	new
Alycia Schutz	Preschool II Teacher	7:00 a.m. - 5:00 p.m. (Off every Tues.)	new
Kelley Atwood	Kind. Teacher/Staff Supervisor Preschool Lead Teacher	7:00a.m. - 5:00p.m. (Off every Wed.)	27
Amy Richard	Kindergarten Teacher	7:30 a.m. - 3:30 p.m.	20
Kerri Karcz	Float Teacher	7:00 a.m. - 5:00 p.m. (Off every Friday)	14
Jane Klayman	Float Teacher	9:15a.m. - 5:15 p.m.	19
Marissa Reardon	Float teacher / AWS coverage	varied hours	3.5
Victoria Carter	Float Teacher Assistant	8:00 a.m. - 4:00 p.m.	new
Jordan Wolfgang	Toddler Teacher	7:00 a.m. - 5:00 p.m.	2

This list represents our current staff as of 9/1/2022. For more information about staff qualifications, staffing patterns, or about a particular staff member, please contact Jennifer or Paula.



## The Kathy Herward Child Care Center Organizational Chart



### CHILDREN AND PARENTS



### Board of Directors

Deidre Moran, President  
 Maureen Ozoonian, Treasurer  
 Richard A. Lacroix, Secretary  
 Ann M. Dwyer, President Emeritus  
 Cristian Tavares, Board Member  
 Jennifer L Lacroix, Director of Child Care

In the organizational chart, all policies regarding the care of children and the qualifications of personnel must meet the guidelines set forth by our regulatory agency, the Mass. Department of Early Education and Care. EEC has licensing authority for this child care facility.

To contact EEC regarding on program's compliance history:

EEC Northeast Regional Office: 360 Merrimack Street,  
 Building 9, Third Floor / Lawrence, Ma 01843 Phone #: 978-681-9684

## PARENT INFORMATION

The General Laws of the Commonwealth of Massachusetts mandates to the Department of Early Education and Care the legal responsibility of promulgating and enforcing rules and regulations governing the operation of child care centers (including nursery schools), and school age child care programs.

These regulations, 102 CMR 7.00, establish minimum standards for operation of group child care and school age childcare programs in the Commonwealth. The regulations require certain things of licensees (child care program owner) in regard to their work with parents. A summary of the required parent information, rights, and responsibilities follows.

**Parental Input.** The licensee must appropriately involve parents of children in care in visiting the program, meeting with the staff and receiving reports of their children's progress. The program must have a procedure for allowing you to give input and make suggestions, but it is up to the program to decide whether or not they will be implemented.

**Meeting with parents.** In group child care programs, the licensee shall assure that the administrator or his designee meets with the parent(s) prior to admitting a child to the program. The parents shall have an opportunity to visit the program's classrooms at the time of the meeting or prior to the enrollment of the child. In school age programs, the licensee shall provide an opportunity for the parent(s) and child to visit the program and meet the staff before the child's enrollment.

**Parent Information.** The licensee must provide to the parents upon admission of their child the program's written statement of purpose, including the program philosophy, goals and objectives, and the characteristics of children served; information on the administrative organization of the program, including lines of authority and supervision; the program's behavior management policy; the program's plan for referring parents to appropriate social, mental health, education and medical services for children; the termination and suspension policy; a list of nutritious foods to be sent for snacks or meals; the program's policy and procedures for identifying and reporting suspected child abuse or neglect; the procedures for emergency health care and the illness exclusion policy; the program's transportation plan; the procedure for administration of medication, and, upon request, a copy of the complete health care policy; a copy of the fee schedule, and in school age child care, the procedures for on-going parent communication. All of this information may be contained in a "Parent Handbook".

**Parent Conferences.** The licensee must make staff available for individual conferences with parents at your request.

**Progress Reports.** At least every six (6) months the licensee should meet with you to discuss your child's activities and participation in the program. The licensee will prepare a written progress report for your child, will provide a copy to you, and will maintain a copy of the report in your child's file. If your child is an infant or a child with disabilities, you should receive a written progress report at least every three (3) months. Program staff must bring special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

**Parent Visits.** You have the right to visit the center and your child's room at any time while your child is present.

**Children's Records.** Information contained in a child's record is privileged and confidential. Program staff may not distribute or release information in a child's record to anyone not directly

related to implementing the program plan for the child without your written consent. You must be notified if your child's record is subpoenaed.

**Access to your child's record.** You are entitled to have access to your child's record at reasonable times on request. You must have access to the record within two (2) business days of your request unless you consent to a longer time period. You must be allowed to view your child's entire record, even if it is maintained in more than one location. The center must have procedures governing access to, duplication of, and dissemination of children's record, and must maintain a permanent, written log in each child's record which identifies anyone who has had access to the record or who has received any information from the record. This log is available only to you and the people responsible for maintaining the center's records.

**Amending your child's record.** You have the right to add information, comments, data, or any other relevant materials to the child's record. You also have the right request deletion or amendment of any information contained in your child's record. If you believe that adding information is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to a conference with the licensee to make your objections known. If you have a conference with the licensee, the licensee must inform you in writing within one week of his decision regarding your objections. If the licensee decides in your favor, he must immediately take the steps necessary to put the decision into effect.

**Transfer of Records.** When your child is no longer in care, the licensee can give your child's record to you, or any other person you identify, upon your written request.

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

## **PROGRAM RESPONSIBILITIES**

### **Providing Information to the Department**

The program must make available any information requested by the Department to determine compliance with any Department regulations governing the program, by providing access to its facilities, records, staff and references.

### **Reporting abuse or neglect:**

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

### **Notification of injury**

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

### **Availability of EEC Regulations**

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