



The Wonder Years Learning Center, Inc.

PARENT HANDBOOK



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INTRODUCTION

Welcome to The Wonder Years Learning Center, LLC. The following pages will serve to acquaint you with our philosophy, policies, procedures, and parent involvement opportunities. We encourage all parents to visit the program regularly, ask questions, and get to know the staff so that the information presented will become personally meaningful. After reviewing this handbook, please keep it in a safe place. You may want to refer back to it to answer any questions that you may have throughout the school year.

The Wonder Years has been especially designed to meet the expressed needs of parents in Wilmington and the surrounding communities. We hope that after familiarizing yourself with our program it will become a supportive and comfortable place for you, as we know it will be for your child.

The Center is licensed by the Massachusetts Department of Early Education and Care (EEC). Toilet training is not a requirement for enrollment. We do not discriminate in providing services to children and families based upon race, gender, disability, religion, cultural heritage, political beliefs, national origin, marital status or sexual orientation.

The EEC may be contacted to determine the compliance history of the center. The can be contacted at:

360 Merrimack Street, Building 9, 3rd floor

Lawrence, MA 01843 Phone:

978-681-9684; Fax: 978-689-7618

THE WONDER YEARS LEARNING CENTER

PROGRAM PURPOSE AND GOALS

This program has been developed to fulfill a need in the growing Wilmington community for high quality, accessible child care for children between the ages of two months and six years of age. Our primary goal is to provide safe, interactive environments for children which foster and support their individual growth and development. In addition, we will provide a supportive network for working families by attending to your needs for flexible scheduling, realistic operating hours, competitive prices, an open-door visiting policy, parent education, and by providing other services which help make the role of “parent” a little less challenging.

PROGRAM PHILOSOPHY

The Wonder Years Learning Center offers children of all ages an environment in which they can explore, play, create, and learn at their own pace. Our philosophy is based upon the developmentally appropriate practice guidelines set forth by the National Association for the Education of Young Children. The Wonder Years Learning Center is dedicated to upholding high standards for the safety of its facility, the education of its staff, building partnerships with parents, and maintaining educationally sound programs for children of all ages.

GOALS FOR CHILDREN

In accordance with our philosophy, the following goals have been established for the children in our program.

The children will:

1. Develop the skills they need to become competent at each developmental level.
2. Develop a positive self-concept.
3. Develop age-appropriate problem-solving skills.
4. Become responsible and inner-directed.
5. Become free from stereotypes and appreciate multicultural differences as well as the similarities between all people
6. Be curious and creative.

ORGANIZATIONAL INFORMATION

The Wonder Years Learning Center, Inc. is an independently owned and operated child care facility. The Director is responsible for overseeing all aspects of the program, including supervision of staff, curriculum development, financial management, and compliance with all EEC regulations. She is available to respond to your questions or comments concerning these or other areas as they occur. Please feel free to contact her at any time. The Director reports to the Owner.

GENERAL PROGRAM INFORMATION

- **ARRIVALS/DEPARTURES:** All children must arrive at the program by 9:45 AM to be included in the day's activities. A child's daily routine is very important. Children arriving after 9:45 AM miss a significant part of the day which leaves them "out of sync" with their friends and the classroom schedule. If your child has an appointment that prevents you from dropping off before 9:45 AM, please inform the Director and classroom teacher so we know what to expect. If we have not been informed, all children who arrive after 9:45 will be marked absent and upon arrival, will not be permitted to stay. Late arrivals after noon are not permitted. Also, if your child has an appointment scheduled for after lunch, it is expected that they will remain out for the rest of the afternoon. Parents must accompany children directly into the classroom and sign them in with the teacher each day. At the end of the day, children also must be signed out. For safety's sake, please supervise your child at all times when they are entering or exiting the building. Only persons with written authorization will be allowed to pick up your child. We will ask any unfamiliar person for identification before we release a child into their custody.
- **NO CELL PHONE POLICY:** Please be respectful of your children and the classroom by leaving your cell phone in the car during pick-up and drop-off times. These transition times are special for children and they need and deserve your full attention! Also, ringing cell phones and private adult telephone discussions while in the classroom can disrupt teacher-child discussions, group times, and other classroom routines.
- **REPORTING ILLNESS/ABSENCES:** If your child will be absent for the day, please leave a message for the classroom teacher by 8:00 AM. If we have not heard from you and your child has not arrived within 30 minutes of their expected time we will call you to check on the child's well being. If your child has a contagious condition, such as strep throat, pink eye, chicken pox, etc. Please let us know so we can keep other parents informed of symptoms for them to look out for. Please follow the illness guidelines included in this handbook for determining when to keep your child home from school.
- **CLOTHING:** Our play environment includes many messy activities such as; paint, clay, glue, markers, sand, and water. Your children should attend the Center in non-restrictive play clothes, which allow for free involvement in all of our activities. When selecting play clothes, choose those which are easy for your child to manage during toileting. This will aid in their independence as well as prevent some "accidents" from happening. Please also keep in mind that vigorous outside play is an integral part of our curriculum. As such, wearing appropriate play shoes is also important. Each day children should bring outside gear to match the day's weather conditions.

ALL CHILDREN: Should have a complete change of clothing at the Center at all times. This includes weather appropriate clothing, underwear, socks, and play shoes. Please clearly label your child's clothing. **Pull ups for all ages are strongly discouraged!** Please speak with your child's teacher for more information.

INFANTS AND TODDLERS: Should bring a supply of diapers and wipes. Toddlers in training should bring an extra supply of underwear.

A Special Note About Clothing:

We understand that as parents you are often on a tight time line. We want to be as supportive as we can. However please do not ask our staff to change your child into a "special outfit" for an event you have scheduled during the day or after work (such as for a party or pictures). Likewise, we will not be able to honor your request that your child "not get dirty/go outside because you are going somewhere later". All of our staff are needed to support our normal daily routine. We request that you arrange your schedule to be available to take care of your child's special clothing needs. We thank you for your understanding.

- **KITCHEN USE:** For safety purposes, please note that the kitchen is for **employee use only**. All staff is trained to use proper procedures for keeping the kitchen sanitary. Furthermore, we have a number of severe allergies which requires that certain procedures are followed to avoid cross contamination of utensils and other kitchen items. Please prepare breakfast for your child at home or ask a staff member to help you if you need something in the kitchen.

- **NUTRITION** :

A NOTE ABOUT BREAKFAST- Some parents prefer to bring in breakfast for their children in the morning. If this applies to you, please observe the following guidelines to help our morning routine go smoothly:

- The “Breakfast Bunch” table in each classroom will be open from 7:00AM until 8:30AM each day. If your child will arrive at the Center after that time, please make sure they eat breakfast at home. The majority of our children are here by 8:30AM and begin their morning activities at that time.
- Please bring in a healthy breakfast. We strongly believe that sugary items such as frosting-covered donuts and candy are best reserved for at-home treats. Offer foods such as bagels, muffins, yogurt, fruit, or cinnamon toast in the morning. This will foster positive eating habits in our children and promote their overall good health.
- Children attending the Center for a half-day will be provided with a nutritious snack. Full Day and Extended day children will have an additional snack in the afternoon. All children should bring a healthy lunch each day. All children, with the exception to those in the Infant and Toddler classrooms, should bring a lunch that does not require heat up or refrigeration. We suggest that you bring lunch in an insulated bag with either a cool pack or a thermos to keep things cold or warm, respectively, as required.
- **PLEASE DO NOT SEND: NUT OR NUT PRODUCTS, Soda, Lunchables, or any product with artificial sweeteners.**

LUNCH BOX SUGGESTIONS:

6 oz. Of low sugar juice or milk
½ a sandwich made with egg, cheese, hummus, or poultry
small yogurt without sprinkles
cut-up vegetables/fruit
no candy or chocolate please!
No heat ups for preschool/pre-kindergarten

- **NAPS**: Infants are provided with their own crib and nap according to their own schedules. Caregivers record the time and length of each nap for the parent’s information. Toddlers and Preschoolers are provided with cots for naptime. You should bring in a crib-sized blanket and sheet for naps. You may also bring in any special object that provides your child with the comfort/security they need during naps. **By regulation, each child must have a sheet on their cot.** If you prefer, we will purchase one for you that specially fits the cot for a charge of \$10.00 per sheet. If we do not have a sheet for your child’s cot by the second week of school, we will purchase one and bill you for the cost so we can satisfy our EEC regulations. All children attending the Center for four or more hours are required by our regulations to have a daily nap/quiet time of at least 45 minutes. Beyond that we will allow for each child’s individual needs for rest. Naps will be scheduled after lunch, but at a time that seems most appropriate to meet the needs in your child’s classroom.
- **PARENT CONFERENCES**: A written play-based assessment on your child, covering all areas development (social-emotional, cognitive, language, gross motor, fine motor, and self-help) is completed in January and June. Children with special needs will be assessed every three months in December, March, June, and September. The purpose of the assessment is to help us gain a better understanding of your child’s unique developmental accomplishments and needs. Conferences to discuss the assessment with the Teacher will be set up upon request. The Teachers and/or Director will also schedule a conference to meet with you upon request throughout the year. We encourage you to meet with us any time you have a question or concern about your child or Center policies or procedures.
- **PROBLEM RESOLUTION**: Most parental concerns are adequately addressed through meetings with Teachers and /or the Director. Any major concern regarding policies and procedures that are not resolved to the parent’s satisfaction may, at the parent’s request, be brought to the attention of our parent group for additional discussion. They will give recommendations as to an acceptable resolution. Any changes in policies and procedures recommended by the group must be approved by the owner. Parents may also meet with the owner during the resolution process.
- **PARENT INVOLVEMENT**: The Center maintains an open door policy for parents and embraces parent involvement in Center activities. You are welcome to observe or participate in your child’s classroom as often as you wish. We recognize that many of you have schedules which do not allow for direct participation during Center hours. In order to help meet your needs for involvement we always have a list of other projects which can be completed according to your own schedule, including collecting needed items, repairing books, sewing, or organizing special activities. Your ideas for parent involvement are always welcome. Please contact your child’s teacher or the Director with your suggestions. We also invite you to share with us at any time your other ideas regarding Center policies or programs. We will be happy to discuss any aspect of our program with you and work together to make any improvements in our services. **The Center also has an active parent group-The Wonder Kids Parent Group- that meets at the Center at various times throughout the year. This is another wonderful opportunity to become involved in the Center and become amore a part of our active Center community. All parents are encouraged to attend.**

- **REFERRAL PROCEDURES**: From time to time the teachers will identify a child whom they feel would benefit from services not offered at the Center. The classroom teacher or Director will notify the parent to set up a meeting regarding our concerns. The classroom lead teacher or Director will meet with the child's parents and provide written documentation in support of our concerns. When appropriate, the Director will act as the liaison is responsible for coordinating care in the program with service providers, as well as communication with the child's parents, outside agencies, and the Center staff. The procedures for making referrals are:

1. *The classroom teacher notifies the Director of a need to make a referral based upon observation and documentation of the child's behavior.*
2. *The Director or classroom lead teacher will meet with the parent regarding the concerns and develop a plan of action.*
3. *The Director or classroom lead teacher will notify the parent in writing of the reason for the referral, including a summary of the Center's observations and steps already taken by the classroom teacher to accommodate the child's needs.*
4. *Prior to making a referral, the Director will obtain written permission from the parents. With written permission the Director will also make follow up calls to the agencies of referral.*
5. *If, after an evaluation a child is deemed ineligible or not in need of services, the center will review the child's progress every three months to determine if another referral is necessary.*
6. *A written record of all referrals will be maintained in the child's file, including parent conferences and results.*

Parents may also notify the Director at any time with a request for a referral for a specific need that they have identified within their own family. A directory of local helping agencies is maintained in the office to help families in locating one which best suits their needs, including those for social, mental health, educational, and medical concerns and vision and hearing screenings.

- **EDUCATION PLANS**: Any child who attends the center who is receiving special services (e.g. speech therapy, physical therapy, etc.) must provide the program with a copy of their plan for the child's file and planning purposes.
- **CONFIDENTIALITY AND DISTRIBUTION OF RECORDS**: A child's record is privileged and confidential. Parents may have access to a child's record within two days of request. We require a written parental consent to distribute or release information to unauthorized persons. A permanent, written log will be maintained with the record indicating to whom the information was released. Parents will be notified if the child's records are subpoenaed.

The code of professional ethics followed by the staff at the Wonder Years Learning Center includes strict confidentiality procedures. In order to protect the privacy of the Center children, families, and staff, you can expect that staff will not discuss:

1. *The behavior or condition of a child that is not your own, even if that child has been involved in an incident concerning your child nor will the other child's name be disclosed.*
2. *The name of a child who has contracted a contagious illness.*
3. *Or release any information about anyone involved in the Center without written consent.*

We ask that you join us in following these confidentiality procedures.

OPERATIONAL INFORMATION

- **ENROLLMENT**: The Wonder Years Learning Center enrolls children between the ages of 8 weeks and 6 years of age. Potty training is not a requirement for enrollment. The Center does not discriminate in providing services to children and families based upon gender, race, religion, cultural heritage, political beliefs, national origin, disability, or marital status.

The enrollment year runs from September to August. Registration for currently enrolled families begins in February for the next September. Children will be admitted as follows:

1. All currently enrolled children and children of staff
2. Siblings of currently enrolled children
3. All other children
4. Full time children have precedence over part time

- **ENROLLMENT (Con't):**

No child will be enrolled without the proper paperwork:

1. Completed registration form along with a registration fee. New families are required to also send in a deposit equal to 50% of the first month's tuition. This is applied to the last month's tuition.
2. Completed MA physical form signed by the child's physician and dated within the past year, including an up-to-date immunization schedule and evidence of a lead screening for all children over 9 months of age
3. Signed Transportation plan.
4. Completed child information developmental history forms.
5. Completed and signed emergency information and consent forms.
6. In cases where there is a court order in effect regarding child visitation, custody, tuition payments, or other matters that affect the child, a copy must be on file, including whom to contact should we have a question regarding the order.
7. Special Education Plan or Individual Health Care Plan if applicable

All forms must be completed and signed yearly, and updated as needed throughout the year. Prior to enrollment all parents must meet with the director or Center representative to visit the Center and receive information regarding the Center's policies and procedures. We also strongly urge parents to bring their child to visit prior to the child's first day of school.

- **HOURS OF SERVICE:** The Center will be opened between the hours of 7:00AM and 5:50PM. We operate 52 weeks per year. Parents are expected to be in the building by 5:50 PM so we can lock up the building a 6:00 PM.
- **SCHOOL CLOSURES:** The Center is closed for the following holidays: Parents receive a yearly calendar upon enrollment.

New Years Day Presidents Day Memorial Day Independence Day Last two working days in August (Teacher work days)
Labor Day Columbus Day Thanksgiving Day/Day after Thanksgiving Christmas Day/Day after Christmas

- **EARLY CLOSURES:** The Center will be closed at 12:00 PM on Thanksgiving Eve, Christmas Eve and New Years Eve.
- **EMERGENCY CLOSURES:** The Center tries hard to remain open during most weather conditions. However, we may exercise our right to close during extreme weather situations. **Closures will be announced on WHDH Channel 7 School Closings list online and on the Center facebook page.**

To remain open:

- a. **The Center must have adequate staffing** to provide care for child throughout the day. If many teachers from outlying areas are not able to make it out of their houses or through the storm, we will stay closed.
- b. **The Center must have all utilities**, including phone, electric, and water.
- c. **We must be able to safely exit through all doors for evacuation purposes.** We do have a service that clears out our back doors, but in some circumstances of freezing conditions or quickly accumulating snow they have not been able to be cleared which poses a safety hazard.

IF the Governor calls a "State of Emergency" for the Wilmington area, we will automatically close for at least the first day of the State of Emergency.

IF the Center closes for the day there will be an announcement on the Center phone, extension 10, by 6:00 AM.

When a storm of 8 or more inches is predicted to begin in the middle of the day and accumulate by the evening commute we will automatically close at 4:00 PM so plan your work day accordingly. We reserve the right to close earlier depending on the nature of the storm. We will give you as much notice as we can in these instances.

NOTE: Due to restricted staffing, when we are open during snow emergencies **we may combine the children.** This means that your child may not have the same teacher they usually have or be in the same classroom as usual that day. We will do our best to provide your child with teachers who know them and know the classroom routines to provide continuity of care. State mandated ratios will be observed during this process.

Our number one priority is always the safety of the children and the staff. In the past we have closed on very few days. We hope that remains the case. However in case there is a closure, **please plan in advance to have a back-up in place** if you always must go to work no matter what the conditions. Thank you for your understanding and cooperation.

POLICIES AND PROCEDURES

TUITION POLICIES:

1. All tuition payments are due in advance. Parents have two payment options: monthly, or twice monthly payments. Monthly tuition is due **by** the first of the month. Twice monthly payments are made **by** the first and fifteenth of the month. If the payment date falls on a holiday or weekend, payment should be made prior to that date. A \$20 late fee will apply to any payments received after the date due.
2. There will be a 10% discount applied to the second child enrolled in the program. Discount will be applied to the youngest child.
3. There will be a \$25.00 charge for returned checks. The Center reserves the right to expect cash or a money order as payment.
4. Extra hours may be scheduled on a space available basis at the rate of \$8:00/hr for infants and toddlers and \$7:00/hr for preschool and kindergarten children. If you need to extend your hours you must complete and hand in the appropriate paperwork and wait for it to be accepted and returned to you.
5. Extra days may be scheduled on a space-available basis. If you need to add a day you must complete and hand in the appropriate paperwork and wait for it to be accepted and returned to you. You will be charged your daily rate for extra days.
6. There will be no deductions in tuition for time missed by a child due to illness, vacations, or holidays.
7. The Center requires a two-week written notice for all withdrawals. Parents are responsible for two weeks of tuition after notice is given. Any non-payment of tuition will be regarded as a withdrawal from the Center.
8. The registration fee and deposit are non-refundable. Deposits will be applied to your last two weeks of enrollment. You may deduct your deposit from your last month of care.
9. Refunds on tuition will be granted when your deposit exceeds the amount of your last tuition payment, when you withdraw with proper notice but have already paid for the month's tuition, and in all cases when proper procedures have been followed. Refunds will be applied as a "credit" to your account when you still have a child enrolled at the Center. Refund checks will be sent the month following the withdrawal from the Center.
10. Placement of a child into a specific program is based upon the child's age in September. Tuition is based upon the child's placement not age.

EXTENDED VACATIONS: Occasionally a parent will want to withdraw their child for an extended vacation, but still retain their child's slot at the Center. In these cases, the following fees will apply:

**1-4 weeks of withdrawal-1 month's tuition is due in advance of the vacation.

**5-10 weeks of withdrawal-50% of the tuition is due in advance of the vacation.

A withdrawal of more than 10 weeks is not permitted and will be considered as a permanent withdrawal from the Center. Any parent desiring a summer withdrawal must make prior arrangements with the Director.

LATE PICK-UP/EARLY DROP-OFF POLICY: The Center is open from 7:00AM until 5:50PM. All parents are expected to drop-off their children at their scheduled drop-off time and be at the Center to pick up their child by their scheduled pick-up time. It is also expected that all parents come to pick up their child no later than 5:50PM and are out of the building by 6:00PM so the closing staff can lock the building by the 6:00PM closing time. Failure to adhere to this policy will result in a fee which will be assessed as follows:

1. A charge of \$15.00 will be applied for the first 1-10 minutes you arrive after your scheduled pick up time. A written warning will be given on the first offense. Thereafter the charge will be given in every case.
2. After 10 minutes there will be \$1:00/minute charge.
3. Any family receiving three late pick-up/early drop-off charges will be charged at a higher rate starting with the forth offense. The rate for minutes 1-10 will increase by an additional \$10.00 for each subsequent late pick-up. (EX: If your are 8 minutes late on the 6th late pick-up you will be charged \$15+\$10+\$10+\$10=\$45). Chronic offenders may also be charged at a higher rate for additional minutes after 10 minutes at the Director's discretion.

TRANSITION POLICY: In general, transitions from one classroom to another occur once yearly in either July or September, depending on the age of the child. All parents will be notified in writing when their child is being considered for a transition. At that time we will consult with the parent regarding their wishes/concerns for their child. A consent form must be signed to authorize the transition prior to beginning the transition process. This will include permission for the educators to share information between classrooms to facilitate the transition process. Prior to the transition educators will prepare each child for the move through age appropriate discussions and other means based upon the child's ability to understand.

The Center also seeks to support children as they transition to other facilities. With written parental permission we will aid in this transition by sharing information and collaborating with other facilities as well as by working individually with the child to help prepare them for attending their new school as well as saying goodbye to their Center friends. We will seek parental input during during this process.

INDIVIDUAL HEALTH CARE PLAN POLICY: Upon enrollment, children with severe allergies/special conditions must have a written plan in place regarding their care. The Individual Health Care Plan must outline specific allergens/special conditions, reactions, medications needed, and standing orders from the doctor regarding specific actions to be taken to care for the condition. If teacher training is required to administer medications/treatment, the plan also must stipulate who may train the staff. The child's health care provider as well as the parent must sign the plan. In all cases parents and the staff will work together to create a plan which will include procedures for celebrations, a list of "allowed" foods which the Center will have on hand for snacks, and a plan for the child when food is incorporated into the daily curriculum in the classroom.

CHILD GUIDANCE POLICY: At the Wonder Years Learning Center our goal in managing children's behavior is to facilitate the development of self-control and good judgement in each child. We believe this is best accomplished by first providing an environment which encourages positive behavior and in which clear limits have been established. The limits in our environment are based upon the concepts of respect for self, other people, property, and all living things. The development of these concepts is an integral part of our curriculum. Children will participate in the development of classroom rules when possible.

When children exceed the limits, teachers use a variety of techniques. These include modeling, encouraging expected behavior, redirection, logical consequences, discussions, and problem solving. Staff determines which technique to use based upon the developmental level of the child and the specifics of the situation. If a child consistently exceeds the limits, staff will use observation and other methods to pinpoint the trigger of such behavior. Together, teachers and parents will work out an individual behavior management plan based upon the child's needs.

The Wonder Years Learning Center prides itself in providing safe, interactive learning environments for all children. In the event that a child has difficulty maintaining self-control or persists in negatively effecting the learning environment of others in the classroom, the parent will be contacted and the child will be sent home for the day. Should frequent suspension of a child be necessary, a referral will be made for an outside observation to determine if the Center is an appropriate place for the child. Children who frequently lose self-control are harmful to self or others, or destroy property may have other developmental issues that need to be addressed, especially during the preschool years. The Center will work closely with parents in this situation to make referrals to other agencies that provide a more specialized environment for children with these needs.

No corporal punishment shall be used, including spanking. No child shall be subject to cruel or severe punishment, physical abuse or neglect, verbal abuse, humiliation or other abusive treatment. No child shall be denied food as a form of punishment or force-fed. No child shall be punished for soiling, wetting, or not using the toilet. No child shall be forced to remain in soiled clothes, or forced to remain on the toilet, nor shall other excessive toileting practices be used. In the event that a "time out" is used, it will not exceed one minute for each year of the child's age and will take place in the view of the teachers. In addition, no child will be confined to a swing, high chair, crib, playpen, or any other piece of equipment for an extended period of time in lieu of supervision.

AVOIDING SUSPENSION AND TERMINATION: The Wonder Years Learning Center strives to meet each child's individual needs within a safe and nurturing environment. Occasionally, children have behavioral or educational needs that go beyond what we can provide. To avoid suspension/termination, we provide an opportunity for parents to meet with the Director or her representative. During the meeting we will discuss the options available and work closely with parents to create appropriate behavioral management plans for children. We will offer referrals to parents for evaluation, diagnostic or therapeutic services as appropriate. We will also seek supportive services for our program including consultations and educator training. Our goal will be to develop a behavioral intervention plan for the child for use at home and the Center which will meet the child's individual needs. We reserve the right to suspend children who frequently lose self-control, are harmful to self or others, or who destroy Center property. Suspension will occur when our behavior management techniques/special behavior plan fails to keep your child, others or Center property safe. The term of suspension will be for the balance of the day on which the child is sent home. Frequent suspensions will result in termination from the program.

The Center reserves the right to terminate a child from the program under the following circumstances:

1. Parents fail to pay tuition monthly.
2. Parent fails to provide the Center with accurate emergency information.
3. Parent is threatening to Center staff, other parents, or children at the Center, or fails to respect their privacy by discussing personal information or gossip.
4. The child has special needs that can not be accommodated without undue burden on the Center.
5. The Center staff, through working with the parents, have determined that the child's best interests are not being served through continued enrollment at the Center.
6. The Parent refuses to seek treatment for a child who is having difficulty at the Center/refuses to work with the Center staff to create an appropriate behavior plan for the child when the Center feels it can no longer be effective with the child.
7. The child has been frequently suspended from the Center for behavioral concern and has not responded to our efforts for intervention.
8. In the event that a child must be terminated, the parent will be issued a written warning that action is about to occur. In the event that a termination is due to a child's behavior or special needs, the parent will have been notified of the availability of services to meet their needs and those of the child. Referrals will be made also upon the request of the parent. In all events the staff will work to prepare the child for the termination, making the transition as smooth as possible for the child.

HEALTH CARE POLICY

EMERGENCY NUMBERS:

Ambulance/Fire/Police: 911
Poison Control Center: 1-800-682-9211
Health Care Consultant: Jamie Pavlidis
Emergency Facility: 1-617-729-9000 (Winchester Hospital)

EMERGENCY PROCEDURES: In the case of a medical emergency at the Wonder Years Learning Center, the following procedures will be enacted:

1. One staff person will stay with the child and administer first aid as required.
2. Another staff person will call 911.
3. The Director/Lead Teacher will notify the responsible adult and instruct them to meet at the appropriate location. If the parent cannot be reached, an adult authorized to act for the parent in case of an emergency will be contacted. It is required that you provide an updated list of contact numbers of such people who are in the area. These numbers need to be kept accurate at all times. The contact person will need to show a picture ID before we can release your child to them.
4. A staff member will accompany the child to the hospital via ambulance and remain with the child until the responsible adult has arrived.
5. Prior to going to the hospital, the child's file will be checked for permission to treat. The child's file will be taken to the hospital.
6. The attendant staff person will complete all of the required forms within 24 hours of the accident.

EVACUATION PROCEDURES:

1. Emergency procedures are posted at each exit.
2. In the event of emergency, the teachers will lead the children calmly to the appropriate exit and to the designated area outside the building: Pre-K classrooms and Infants will assemble in the front of the building; Preschool and Toddler 3 classrooms in the preschool yard along the back fence; and Toddlers 1 and 3 in the toddler yard along the back fence..
3. Lead Teachers will check for stragglers and collect daily enrollments. Lead Teachers are responsible for ensuring that all children have been safely evacuated.
4. The Director and other non-assigned adults will assist the infants and toddlers from the main exit for emergency use. Children needing special assistance will be designated an adult primarily responsible for their safe evacuation upon enrollment.

EMERGENCY FIELD TRIP PROCEDURES:

1. All field trips will be accompanied by at least one adult more than what is required to maintain the appropriate ratio for the group. Short walks will be excluded from this provision.
2. Emergency information for each child, a cell phone, and a first aid kit will accompany each trip.
3. In a medical emergency, one staff member will stay with the child and administer first aid as required. Another adult will call 911 and notify the Center that an emergency has occurred. The remaining staff will care for the rest of the group. The Director/Lead Teacher at the site of the emergency will be the responsible adult and determine what action is to be taken in both medical and non-medical emergencies. If a parent can not be reached, an adult authorized to act for the parent in case of emergency will be contacted.
4. During a medical emergency, one staff person will accompany the child to the hospital and wait for the responsible adult to arrive.
5. The attendant staff person will complete all of the required forms within 24 hours of the emergency.

MILDLY ILL CHILDREN: Children who become mildly ill at the Center will be permitted to have rest and quiet play in the classroom or the Directors office as seems appropriate. These conditions include mild gastro-intestinal discomfort and common cold symptoms. They will be closely monitored for signs of a more serious illness. If the Teacher or Director has concerns, the parent will be contacted to inform them of the situation. Food and snacks will be offered according to the child's regular schedule.

SIGNS OF A SERIOUS ILLNESS:

1. Fever over 101 degrees orally (100 degrees axillary)
2. Diarrhea 3 or more times within a 24 hour period
3. Undiagnosed skin rash
4. Chronic coughing or wheezing
5. Vomiting
6. Mucus discharge from eyes or colored discharge from nose
7. Signs of a contagious condition such as chicken pox, painful sore throat, or swollen glands
8. Extreme lethargy to the point that the child cannot participate in classroom activities

HEALTH CARE POLICY (CONT.)

When children display any of the signs of more serious illness listed above the parent will be notified and expected to pick the child up from the Center promptly.

The exclusion guidelines will be strictly followed to determine when a child will be excluded from school and when they may return. Any child exhibiting signs of serious illness should not be brought to the Center, nor should they be brought if the parent feels they are not well enough to participate in normal daily activities such as outside play.

Parents may not give fever-reducing medication nor may they administer one at any time during the day to mask the symptoms of a fever.

SEE THE EXCLUSION GUIDELINES ON PAGE 12 FOR MORE DETAILED INFORMATION REGARDING THIS POLICY.

Children with skin/direct contact infections may return to the Center providing:

1. They have a doctor's note indicating it is safe for them to do so
2. The doctor provides instructions on how to care for the child to prevent the spread of the infection to others
3. The child has received treatment for the prescribed amount of time before returning to the Center.

In some cases of very serious illness the Center may require a doctor's statement before the child returns to the Center. The Director also reserves the right to exclude children from the Center if the prescribed treatment or care required is found to impede the staff's ability to carry out other typical daily functions or is found to not prevent the spread of infection to others. Parents must contact the Center within 24 hours if their child contracts a highly contagious communicable disease/condition. The Center will provide written notice to parents on the Parent Board in each classroom.

MEDICATIONS: Prescription medications will be dispensed to children provided the parent has completed the proper medication release form indicating the name of the medication, the amount to be taken and the time the medication is to be given. The teacher will provide these forms. No first dose will be given at the center. For children who have an Individual Health Care Plan, parents may, with the written permission of their child's health care provider, train staff in the implementation of their child's health care plan. All medications must be received in the original container and have the pharmacy label intact. Non-prescription medications will be given only with written orders by the doctor stating the medication, dosage, and criteria for its administration. Medications will be stored in each room's first aid kit, kitchen or refrigerator as needed. All emergency medication will be immediately available to administer in case of emergency. All controlled substances will be kept locked in the Director's office. Topical, non-prescription medications such as diaper rash cream and anti-bacterial ointments, sunscreen, etc. may be applied with written parental permission stipulating the medication's name and criteria for administration. All medication will be returned to the parent for disposal at the end of treatment.

NOTE: It is against our policy to dispense medication with milk or juice in a cup or bottle.

IMMUNIZATIONS: Infants receiving shots will be excluded from the program the day they receive the shot, as well as the day following the shots. In all cases of immunizations, including the flu shot, our exclusion guidelines will apply.

FIRST AID AND SAFETY:

1. All staff will be trained in first aid within the first 6 months of employment. At least one staff person will be on duty at all times who is trained in CPR. Staff will be trained/evaluated annually on the procedures to administer medication.
2. Each classroom will have a first aid kit. In all but infants it is located above the sink. In Infants, it will be on the diaper organizer. A primary first aid kit will be located in the staff room on the bookshelf. The Director or designated staff will maintain the first aid kit.
3. Each time first aid is administered, the attending staff person will complete an injury report which will be given to the parent within 24 hours. One copy of the report will go in the child's file and one in the central Injury log.
4. A designated Lead Teacher will monitor the log weekly and update the Director on the Center's safety record as needed. Teachers are also responsible for monitoring the environment for safety and removing any item, which may cause injury.
5. Upon enrollment information will be obtained for each child on allergies and special conditions. These will be posted in each classroom inside the cabinet door over the sink. A master list of all children, their room assignment, and their special conditions/needs will be kept in the staff room first aid kit as well in the two offices.
6. There will be NO SMOKING on the premises.
7. All toxic substances will be stored out of the reach of children.
8. Emergency evacuation drills will be held every month. The Director will be responsible for ensuring that drills are held at various times during the day and that alternative exits are used. She also is responsible for the documentation of the time, date, effectiveness, and number people evacuated each drill.
9. Non-coin operated telephones are located in the director's office, business office, and each classroom.

THE WONDER YEARS LEARNING CENTER EXCLUSION GUIDELINES

	ILLNESS	POSSIBLE SYMPTOMS	EXCLUSION GUIDELINES
		Fever	If your child develops a fever of 101(or 100 axillary) or higher, he/she will be sent home and excluded the following day. Your child must be fever free (<u>without</u> fever reducing medication) for 24 hrs before returning to school. If the Pediatrician makes a diagnosis, the exclusion guidelines for that condition will also be followed.
		Lethargy/extreme tiredness/excessively clingy, irritable, or unable to be comforted	Your child must be able to fully participate in the program to attend, including playing outside. Children displaying these symptoms who require one-on-one care will be excluded for the day.
		Diarrhea- stools that are loose and watery	If your child has 3 or more incidents of diarrhea he/she will be sent home. Your child must be free of diarrhea for 24 hrs before returning to school. If the diarrhea is caused by a medication the child may remain in school so long as the diarrhea is contained within the diaper
		Vomiting	If your child vomits he/she will be sent home. Your child must be symptom free for 24 hrs before returning to school. Non-illness related vomiting will be judged on an individual basis
*	Conjunctivitis	Colored discharge from eye(s) with redness of the eyelids or eye(s)	If your child exhibits these symptoms he/she will be sent home. Your child must be symptom free for 24 hours or be on medication for 24 hrs before returning to school.
	Ear Infection	Pain inside ear, Fever	Your child must be on medication for 24 hours before returning to school. Fever guidelines will be followed. Your child should also be able to fully participate in the daily activities, including outside play.
*	Coxsackie Virus	Fever, Stomach pain, Diarrhea, Tiny blisters on the hands, feet(soles) and or in the mouth	All applicable guidelines will be followed. Your child must be able to fully participate in the program before returning to school
	Strep throat	fever, sore throat,swollen glands	Your child must be on medication for 24 hours before returning to school. Fever guidelines will be followed.
	Roseola	High fever, followed by a lacy rash	Fever guidelines will be followed. Your child must be able to fully participate in the program before returning to school
*	Chicken Pox	Mild fever, Itchy rash(blistery in appearance)	Fever guidelines will be followed. Child may return to school when blisters are crusted over and dry.
	Fifth disease	Fever, body and head ache,sore throat and chills followed by bright red rash on cheeks	Fever guidelines will be followed. Your child must be able to fully participate in the program before returning to school.
	Impetigo	Red, Itchy rash made up of small bumps clustered together	Medication as prescribed by the Pediatrician. Rash must be covered and dry before returning to school
*	Pediculosis (Head Lice)	Small insects that live on peoples scalp and hair	Your child must complete specified treatment as prescribed by the Pediatrician or be nit-free before returning to school. All clothing and bedding must be washed with hot water and dried using the hottest setting
*	Scabies	Microscopic mites burrow into the skin causing an extremely itchy rash	Your child must be on medication for 24 hours before returning to school. All personal items must be washed with hot water and dried using the hottest setting.
	Scarlet Fever	Rash of fine, sand papery red bumps, flushed cheeks and paleness around mouth	Follow strep throat guidelines
	Cold/Viral sore throat	Cough, sneezing, runny nose and scratchy throat	Your child may attend as long as symptoms are mild and he/she is fully able to participate in inside and outside activities.
	Vaccinations	Various	Infants will be excluded the day of the shot and the day following. Please have your child vaccinated on a Friday to avoid missing work. All children must be able to fully participate in the program with no excludable symptoms to return to school.
	Rashes and open sores	(including, diaper, yeast infections	If your child has a rash that has already been diagnosed, it will be treated according to your doctors guidelines. Undiagnosed rashes accompanied by other symptoms or other rashes of concern to staff will require a doctors exam and diagnosis. Children with rashes that involve weeping sores that cannot be covered will be excluded until the sores are dry.

*This is extremely contagious. If anyone in your family contracts this illness you should notify the center.

INFECTION CONTROL: According to EEC regulations, equipment, items, and surfaces must be washed soap and water and disinfected according to the following schedule:

1. AFTER EACH USE:

- >toilet training chairs which have first been emptied into the toilet.
- >sinks and faucets used for hand washing after they have been used for rinsing toilet training chairs
- >diapering surfaces
- >toys mouthed by infants and toddlers
- >bibs
- >thermometer

2. AT LEAST DAILY:

- >toilets and toilet seats
- >containers, including lids, used to hold soiled diapers
- >sinks and sink faucets
- >drinking fountains
- >water table and play equipment
- >play tables
- >smooth surfaced non-porous floors
- >mops used for cleaning
- >cloth washcloths and towels

3. AT LEAST MONTHLY OR MORE FREQUENTLY TO MAINTAIN CLEANLINESS, WHEN WET OR SOILED, OR BEFORE USE BY ANOTHER CHILD:

- > cribs, cots, mats
- > sheets, blankets or other cot coverings
- machine washable fabric toy

Disposable gloves are provided for the cleaning up of blood and other bodily fluids. The effected area will be disinfected. Used gloves will be thrown away in a lined, covered container. Staff will wash their hands with warm water and soap after clean up.

HAND WASHING: All staff and children shall wash their hands with liquid soap and running water, using friction. Hands must be dried using individual towels. When warm, running water is not immediately available (e.g. outside), it is acceptable to wash hands with a disinfectant hand wipe or sanitizing solution as recommended by the Health Care Consultant. The Lead Teachers are responsible for monitoring their staff to insure compliance with these infection control guidelines:

Hands must be washed at least at the following times:

1. Before eating or handling food
2. After toileting or diapering
3. After coming in contact with body fluids and discharges
4. After handling Center animals or equipment
5. After cleaning

SAFE SLEEP POLICY: According to the Department of Early Education and Care, all facilities that serve infants must have a written Safe Sleep Policy to aid in the prevention of Sudden Death Syndrome (SIDS). This includes the practice of putting each child under the age of 12 months on their back to sleep unless otherwise directed in writing by the child's health care professional. All staff will be informed of this policy in detail during their program orientation. Parents will be informed in writing of the policy upon entry to the program and educated regarding best practice for SIDS prevention. The complete policy is included in the addendum to this handbook. A record will be kept in the employee file to document that they have received and understand this policy.

ABUSE AND NEGLECT: All persons working with children are mandated by law to report any suspicion of child abuse or neglect to the Department of Social Services. If a staff member in our Center suspects a child has been subject to abuse or neglect, the following policy will apply:

1. The staff will report the suspected abuse/neglect to the Director.
2. If the Director suspects probable cause, a report will be made to the DSS. A written report, form 51a, will be completed within 48 hours of the phone call. Any staff may report suspected abuse/neglect independently from the Director, but the Director should be kept informed of the report.
3. Any staff member accused of abuse/neglect of a child while at the Center or during program related activities will be assigned duties, which do not involve direct contact with children. These duties will continue until both DSS and OCCS have completed their investigations and indicate that it is appropriate for the staff to return to their regular duty. Any accusation of staff abuse/neglect will be reported to OCCS within 24 hours of the report.
4. The Center will cooperate with all investigations of child abuse/neglect.
5. All staff will protect children from abuse/neglect while at the Center.

ABUSE AND NEGLECT (Con't): At The Wonder Years Learning Center we take our commitment to children and their safety seriously. In most cases, if we witness any adult behavior involving a child that we deem abusive, neglectful, or unlawful, we will speak with you about what we have observed first. The conversation about our concerns will be documented. Depending on the results of our discussion and the degree of the offense, we will either do further observation or make a report to the proper authorities, as outlined above. In addition to outright signs of abuse or neglect which we need to report (e.g. unexplained bruises, direct reports from a child about abuse, signs of malnutrition, etc.), we deem the following adult behaviors to be of concern:

1. Transporting your child without a car seat or in an improper seat for the age of your child (this is illegal and endangers your child).
2. Hitting/spanking your child while on Center property.
3. Use of verbal humiliation, name-calling, abusive language, uncontrolled yelling, or threatening your child.
4. Displaying obvious disinterest/apathy in response to your child's normal attempts to interact with you.
5. A designated adult arriving to pick up your child who is in an extremely agitated emotional state or portraying behavior suggestive of being under the influence of illegal drugs or alcohol.

RELEASE POLICY: In the past, we have had several occasions to question the person designated to pick up a child regarding their ability to drive their child home safely. Part of our responsibility as child care professionals is to ensure the safety of each child in our care. Our responsibility is both a moral and a legal one. Legally we are mandated to stop and report any suspected neglect or abuse of a child to DSS (see policy above). Morally, we care about your child and do not knowingly want to release them to someone whom we feel might put them in harm's way, even if it is a parent. If we strongly suspect that a parent or other designated person is not able to drive home safely for any reason, this puts us in an awkward position of having to decide how to handle this situation. Our policy and your instructions will help guide us should such a situation occur. We want to be sensitive to each family's wishes while at the same time upholding our legal and moral responsibilities to our profession and your child.

At the end of this handbook you will find an agreement designated for you to instruct us as to the procedure you want us to follow should we feel the need to question your designated pick-up person regarding their ability to drive home safely. Please complete it and return it to us for our files. Thank you in advance for helping us to resolve this important issue.

TRANSPORTATION PLAN: All transportation of children to and from the Center is the parent's responsibility. In accordance with EEC regulation 606 CMR 7.13 (2) all licensed facilities which care for children must have a written transportation plan in place for each child which documents how they be transported to and from care. To be fully enrolled each family must complete the transportation form which is included in the enrollment packet prior to enrollment. The plan must stipulate who is responsible for pick up and drop off for your child.

OF SPECIAL NOTE: The last several pages of this handbook have specialized information that require your attention. We have included information from the Office for Child Care Services (OCCS) entitled "PARENT INFORMATION" that informs you of your rights as a parents of a licensed child care facility. We also have included our "CONTINGENCY AND EVACUATION PLAN" that informs you of our procedures in the event of a natural disaster or other situations that require us to evacuate the building or area. **PLEASE KEEP A COPY OF THIS IN YOUR CAR SO THAT IF THIS SITUATION EVER OCCURRS, YOU WILL KNOW WHERE TO LOCATE US!** Finally, the "CHILD RELEASE CONTRACT" needs to be completed, signed and returned to us for your file. We appreciate your cooperation!

Thank you for taking the time to read The Wonder Years Learning Center Parent Handbook. We hope that we have succeeded in making you feel more at home and that you will feel comfortable joining with us to make your child's first school experiences happy and memorable ones!

CHILD RELEASE CONTRACT

for

Child's Name _____

In the event that my designee or myself is deemed by the staff to be of questionable ability to drive my child(ren) safely, I hereby instruct the supervisor in charge to take the following action:

PLEASE CHECK YOUR DESIRED OPTION. WRITE ADDITIONAL COMMENTS AS NEEDED.

1. ___ Do not allow my child to leave the Center. Call another designee authorized to pick up my child(ren) regarding an alternative solution and/or transportation option.
2. ___ If my designee or myself indicates to the staff that my child(ren)'s safety will not be compromised, then allow my child(ren) to leave. I trust my judgement and will not hold The Wonder Years liable if there is an accident.
3. ___ Other action to be taken and that of my designees (please be specific):

ADDITIONAL COMMENTS:

I UNDERSTAND THAT IN THE BEST INTEREST OF MY CHILD(REN), THE STAFF AT THE WONDER YEARS LEARNING CENTER HAVE ASKED ME TO DECIDE IN ADVANCE WHAT TO DO IF THEY QUESTION MY ABILITY OR THAT OF MY DESIGNEE'S TO DRIVE SAFELY. I UNDERSTAND THAT THE STAFF HAVE NOT BEEN FORMALLY TRAINED IN THIS AREA AND ARE USING THEIR BEST JUDGEMENT AND COMMON SENSE IN THIS MATTER. I ALSO UNDERSTAND THAT IT IS NOT THE INTENT OF THE WONDER YEARS TO WITHOLD MY CHILD(REN) FROM ME ILLEGALLY OR TO BRING LEGAL JUDGEMENT AGAINST ME. IN THIS SPIRIT I AGREE THAT I WILL NOT HOLD THE CENTER OR STAFF LIABLE SHOULD THEIR JUDGEMENT PROVE TO BE INCORRECT.

SIGNATURE OF PARENT/GUARDIAN DATE

SIGNATURE OF PARENT/GUARDIAN DATE

PLEASE PROVIDE SIGNATURES FOR BOTH PARENTS/GUARDIANS

THANK YOU!

CONTINGENCY AND EMERGENCY EVACUATION PLANS



Child Care Facility: The Wonder Years Learning Center, Inc.
Address: 148 Lowell Street, Wilmington, MA 01887
Emergency Contact Person: Karen Wurst Telephone: 978-658-8282 Ex:10
Cell Phone #: 508-982-0013 Turned on and utilized in case of emergencies.

Contingency plan for loss of heat/lights/water: In case of a power outage, loss of heat, or loss of water the following steps will be taken by the Director:

1. The appropriate agency will be contacted to determine the approximate length of the outage/loss of service:
Power/heat loss: Lights/Reading Light: 781-944-1340
Heat only (due to malfunction): Cliff's heating and air conditioning: 978-444-3596
Water loss: MA Water Authority: 978-658-4711
2. If the loss is determined to be more than an hour, then the parents will be contacted to pick up their children.
3. If the loss is determined to be less than an hour, the Center will remain open. Hand washing will be achieved by using sanitizing wipes as prescribed by the Health Care Consultant.

Missing children: Once the discovery is made available teachers will conduct an initial search of the immediate area and notify the Director or her representative as soon as possible. The front door will be secured while an expanded search of all areas of facility and immediate surrounding area is conducted. The Prompt notification of the police will be made once initial search of the facility and attempted parental contact is complete. EEC will be notified as required.

In the event of a Confined Evacuation Emergency, (e.g. fire, chemical spill, etc) during which this child care facility must be evacuated, in accordance with public safety officials, staff and children will leave the building and be transported to: **Gym Street USA, located at 1 Jewel Drive, Wilmington. Phone # 978.694.9678. Gym Street is located off Route 38 near the intersection of Jewel Drive and Eames Street. Transportation will be provided by either authorized emergency vehicles or Lynette's Limousine service, as determined most appropriate by emergency responders. We will wait in the building as we contact parents/authorized persons to pick up the children. Staff will direct you to the appropriate location.**

In the event the staff and children are required to leave the immediate area due to a non-confined Environmental Emergency, (e.g. chemical spill, flood waters, etc.) both children and staff will be transported **by either authorized emergency vehicles or Lynette's Limousine service, as determined most appropriate by emergency responders** to the following **NON-IMMEDIATE AREA: Wilmington Middle School, 25 Carter Lane, Wilmington, MA 01887. Phone # 978-9-694-6081. This is the main office at the Middle School. Someone there will direct your call. Staff will direct you to the appropriate location.**

If necessary, children will be transported to the following Health Care Facility:
Winchester Hospital, 12 Alfred Street, Woburn, MA Telephone: 781-756-4000
Transportation will be provided by ambulance.

In the event of a Major Environmental Non-Confined Emergency that necessitates the evacuation of a large area, Children will be transported by **Lynette's Limousine Service** to a Red Cross designated mass shelter located at the **Wilmington Middle School/ or other shelter assigned by the Red Cross/Massachusetts Emergency Management Agency.**

In the event of a Major Local Disaster the Director or her representative will contact the Wilmington Fire Department by cell phone to determine whether to evacuate or shelter in place.

In all of the above emergency cases, the children will be cared for by Center staff while parents/emergency contacts are notified by cell phone and arrangements made for their pick up. Staff will check attendance whenever children are moved to ensure no child is left behind. Staff will maintain accurate attendance lists and bring necessary medications/supplies and emergency records. Evacuation kits will also contain simple activity supplies and ideas to use with the children awaiting pick up. All parents will be notified of the situation and where to pick up children as soon as possible.

-Please save this form in a safe place for reference-