



# **Parent/Guardian Handbook**

## **Program Policies & Procedures**

Updated: 5/4/17

# TABLE OF CONTENTS

BASIC PROGRAM INFORMATION: HOURS, LOCATION, CONTACT INFORMATION, LICENSING AUTHORITY	3
MISSION	4
PROGRAM OVERVIEW: PHILOSOPHY, GENERAL PROGRAM DESCRIPTION	4
PROGRAM HIERARCHY	5
REGISTRATION PROCEDURE: NONDISCRIMINATION POLICY, PROGRAM VISITS	6
CHANGING THE ENROLLMENT SCHEDULE	8
BASIC BILLING INFORMATION: TUITION, FEES, ETC.	8
PROGRAM CALENDAR: DAYS WHEN THE PROGRAM WILL BE CLOSED	9
WITHDRAWING FROM THE PROGRAM	10
ACCESS TO ACCOUNT STATEMENTS: TAXES & FLEXIBLE SPENDING ACCOUNTS	11
ATTENDANCE	11
PROGRESS REPORTS	11
SAMPLE SCHEDULE	12
ENRICHMENT PROGRAMS	12
PLAN FOR RESTROOM SUPERVISION	13
PLAN FOR TRANSITIONS	13
CHILD GUIDANCE POLICY: REPORTS, BEHAVIOR PLAN, SUSPENSION/TERMINATION & REFERRALS	15
GUIDELINE FOR INTERACTIONS BETWEEN EDUCATORS AND CHILDREN	18
ANTI-BULLYING POLICY	22
NUTRITION	23
HEALTH POLICY: ALL PLANS RELATED TO HEALTH/WELLNESS, COMMUNICABLE ILLNESS CHART, MEDICATION ADMINISTRATION, INDIVIDUAL HEALTH CARE PLANS, ETC.	24
PLAN FOR CARE OF CHILDREN WITH DISABILITIES	35
PLAN TO KEEP CHILDREN SAFE FROM ABUSE OR NEGLECT (MANDATED REPORTING)	38
EMERGENCY CONTINGENCY PLAN	38
MISSING CHILD PROCEDURE	40
CHILD RELEASE PROCEDURE: ID-ING AT PICK-UP	41
RESEARCH POLICY	43
UNAUTHORIZED ACTIVITIES: FUNDRAISING, ETC.	43
TRANSPORTATION PLAN	44
SNOW/EMERGENCY CLOSINGS POLICY	45
PARENT/GUARDIAN COMMUNICATION	45
CHILDREN'S RECORDS AND CONFIDENTIALITY	47
FEEDBACK AND CONCERNS	47

## Basic Program Information

**Hours of Operation:** Monday through Friday

- Morning Program: 6:30am to 9:15am
- Afterschool Program: 3:00pm to 6:00pm
- The Program operates on the school calendar schedule.

**Program Location:** Beaver Brook Elementary School  
1 Ralph Hamlin Jr Lane  
Abington, MA 02351

**Contact Information:** Beth Hughes, M.Ed.  
Owner/Program Administrator  
[imagine.nation.academy@gmail.com](mailto:imagine.nation.academy@gmail.com)  
[www.imaginationacademy.com](http://www.imaginationacademy.com)  
Office phone: 617-581-9321

Brenda Smyth  
Site Coordinator/Lead Educator

**Licensing Authority:**

Imagine Nation Academy is licensed by the Massachusetts Early Education and Care Department. Parents/Guardians may contact EEC at 508-967-3417 for the history of program compliance.

**Mission Statement**

Imagine Nation Academy provides enriching, high-quality morning and afterschool programming, provided by professional educators to support working families by nurturing the school-aged child's cognitive and emotional growth, while focusing on *the 5 R's: Respect, Responsibility, Resilience, Resourcefulness, and Relationship building*.

## **Program Overview**

Imagine Nation Academy (INA) is a school-aged morning and afterschool enrichment program licensed by the Massachusetts Department of Early Education and Care (EEC). The program services school aged children 5 to 12 years of age. The program strives to meet the child care needs of families who are working or interested in educational enrichment. The program offers a safe, supportive environment that fosters positive self-esteem and personal growth for participants.

The single greatest resource of Imagine Nation Academy is our program staff. Program educators are carefully selected to exemplify INA's commitment to high-quality educational enrichment and to ensure that the growth and needs of our participants are the center of our interactions and nurturing care. Educators in each group will work to establish trusting relationships with participants, so that children will feel safe to express their feelings and supported to experiment with new skills.

Educators work collaboratively to deliver a planned curriculum that is stimulating, flexible, and accounts for the intellectual and developmental needs of all children in care. As the cognitive abilities of children grow, we will continue to provide opportunities to practice new skills. Children will be encouraged to think critically and creatively through the exploration of open-ended materials, opportunities for experimentation, and exposure to new experiences. Program educators introduce and continually reinforce *The 5 R's* by delivering age-appropriate activities that are theme-based, engaging and challenging. Children will spend time each day participating in learning activities, working on homework, engaging in physical activity and will be provided with healthy snack options. Children are encouraged to develop peer relationships. Educators will facilitate friendships where appropriate, but will also allow for periods of uninterrupted play between children. Program educators and curriculum will help children to recognize their own feelings and those of others, and to successfully negotiate conflicts as they arise. Per licensing regulations set by the Massachusetts department of Early Education

and Care, a 1:13 staff to child ratio is always ensured; however, INA will always strive to provide a staff to child ratio that is better suited to support the needs of the children enrolled in our care.

Imagine Nation Academy seeks partnership with program parents/guardians. We value the diverse experiences and cultures of program participants and encourage families to share and participate in our program whenever possible. In addition to the expertise of INA educators, the program will draw on resources available in the community for additional supports and helpful information for families. Our program recognizes the time constraints of families and the importance of family time. As part of this partnership, homework time is offered each afternoon. Students shall have access to most of the necessary materials to complete assignments and will be provided with a quiet space to work on homework which will be monitored by our competent educators. When the need arises, children will be offered support by INA educators with homework help, such as reading instructions, comprehension support, or explaining theories or working through math problems. Students will be guided to stay on task and encouraged to complete assignments independently and neatly. Homework is used as a tool for teachers to measure a child's mastery of any given subject matter. Therefore, homework can be looked over by INA educators, but will not be corrected. We encourage families to review their child's homework.

Imagine Nation Academy is proud to offer optional supplemental enrichment activities or classes such as: Spanish Language, Karate, Tennis, etc. These activities are offered to enhance the afterschool experience, and as a convenience to busy families. Enrichment activities will be offered throughout the school year, and are a separate sign-up and additional cost. Enrichment activities are selected based on the interests of children and families, as well as availability and quality of programming and participation space.

### **Program Hierarchy**

- Owner/Program Administrator; Beth Hughes, M.Ed. The Owner/Administrator's responsibilities include: overseeing all program operations, supporting the functioning of program staff, collaborating with Abington Public Schools to ensure program viability and the best quality experience for program youth, maintaining staffing, maintaining all program staff records, communicating the program vision to the community, school,

program families, and potential clients, enrolling children in care, and supporting the youth and families in the program. The Owner/Program Administrator will make all important and “final” decisions for program operations.

- Site Coordinator; Brenda Smyth. The Site Coordinator’s responsibilities include: Overseeing daily operations of the program site, directing program educators, ensuring proper attendance records are maintained, ensuring EEC regulations are adhered to in daily operations, working with the staffing team to deliver a high-quality and carefully planned curriculum, assisting the Owner/Program Administrator with overall operations and acting as the Program Administrator in her absence.
  - Group Leaders/Assistant Group Leaders; various Educators are carefully selected to work with program youth and carry out the program mission under the direction of the Site Coordinator and Program Administrator. The Group Leaders and Assistant Group Leaders shall be responsible for adhering to the regulations set forth by the Department of Early Education and Care and delivering high-quality interactions with program youth while delivering the best possible care and enrichment.

## **Registration Procedure**

Imagine Nation Academy is a before and after school enrichment program operating during scheduled school days. INA does not offer child care services during school vacation weeks, holidays, or any other scheduled or non-scheduled days when Abington Public Schools are not in session (i.e. emergency closings or cancelations, or teacher full day professional development). Please refer to the up-to-date Abington Public Schools calendar for a list of all days that schools are open for an accurate reflection of days that INA provides care.

Imagine Nation Academy is proud to offer care to children who represent the world we live in. INA does not discriminate in providing services to children and their families based on race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation, abilities or disabilities. Program participation is available up to the daily maximum capacity of our program license through the Department of Early Education and Care.

Participants are registered on a first come, first served basis until the maximum capacity has been reached. Please contact the Program to inquire about openings. If care is not immediately available, families may sign up for our waiting list. If care is immediately available, the parent/guardian and the Director/Administrator will make arrangements for an orientation meeting and/or a site visit. The guardian can request a tour of the program prior to committing to registration.

Prior to the program registration meeting, a child registration application (Child File) will be completed by the parent/guardian and program enrollment procedures will be discussed. At the registration meeting, the child application will be reviewed, a start date will be arranged, and a deposit and payment schedule will be arranged. For up-to-date tuition and fee schedules, please reference the INA Tuition Schedule.

At the time of enrollment, the parent/guardian will be asked to provide information regarding the child's health, allergies, information pertaining to educational, therapeutic, social supports, or any other supportive services received by the child. We must also obtain emergency contact information, immunizations, habits, interests and routines, and any other information that you feel is pertinent to the safe and effective care of your child. If the enrolling child requires medication or has a medical condition, a plan for completing necessary forms and obtaining medication/information will be devised. If the enrolling family's primary language is not English, INA will help to arrange for translation service to the best of our abilities.

If there are no child care openings, interested participants who have signed up for the program waiting list will be notified when a suitable opening occurs in the order that they signed up for the waiting list.

Imagine Nation Academy works to support the continual enrollment of children for the best continuity for the family and consistency for the child and potential siblings. An annual pre-registration period is offered for families who are currently enrolled in our program, and wish to pre-register for the following school year. We strongly urge families to take advantage of pre-registration, as spots are not guaranteed from year to year, and availability is on a first-come, first-served basis. Parents/Guardians are required to review/update all child files annually; either during pre-registration or by meeting with the Director individually at a registration appointment. Pre-registration typically occurs in early May.

Imagine Nation Academy offers seasonal Enrichment Activities. As these opportunities become available, program participants will be informed and a separate registration procedure/sign up will be announced.

### **Altering an Enrollment Schedule/Changing the Schedule**

An occasion may arise when a parent/guardian desires to alter their child's schedule, but not to withdraw from care. Schedule changes can be granted on a case-by-case basis only if the enrollment spot is available (we cannot exceed our licensed program capacity).

Schedule changes can include: a reduction in days the child is served (requires a two-week notice period and must observe the minimum enrollment requirement), adding days the child is served (requires notice and is only possible if space is available), or a single day add (requires advanced notice as possible and is only possible if space is available).

To alter an enrollment, you must contact the program administrator. Schedule changes cannot be made via e-mail, phone message, or by notifying program site staff. Additional fees and payment will be discussed when the parent/guardian calls to arrange for the altered schedule.

### **Basic Payment/Billing Information**

The following highlights the payment and billing procedures of Imagine Nation Academy. For the most up-to-date fees and tuition, please refer to the published INA Tuition Schedule.

1. Beginning with the 2017/2018 school year, INA is proud to offer online payments through *Tuition Express*. The payment link can be found on our website at: [www.imagenationacademy.com](http://www.imagenationacademy.com)
2. At the time of enrollment an annual non-refundable registration fee is due. The registration fee is published on the annual INA Tuition Schedule.
3. Payment is due by at least the Friday before the week when care is to be rendered.
4. There is a \$25.00 late payment fee assessed to payments not made the week prior to care. After two-weeks of non-payment, a suspension of services

letter will be issued. Please communicate directly with the Administrator if you need to discuss program tuition payments.

5. There is a 10% sibling discount for families enrolling more than one child in the program. The first child will be assessed full price, while the tuition of additional siblings will be discounted by 10%. Discounts shall be applied to the least expensive schedules if days of care differ for enrolled siblings. While tuition is discounted, program fees are never discounted.
6. There is a \$25.00 fee for each schedule change made after the start of the school year or after the time of enrollment.
7. Once enrolled, weekly tuition must be paid for the child care spot regardless of child absences, a family scheduled trip or vacation, or any other break in care. Imagine Nation Academy cannot hold an enrollment spot for any reason.
8. Tuition is charged for snow/emergency closings and some holidays, based on our published schedule of Holidays. Your account will be charged for Holidays and emergency closings if your child/children are scheduled for care on that day of the week.
9. If at any point a parent/guardian wishes to withdraw their child(ren) from the program, a two-week notice must be given by submitting written notice to the Program Administrator/Director.
10. There is a \$5.00/minute fee assessed for program pick-up after closing. Late pick-up payments must be remitted in a timely manner.
11. Schedule alterations are allowed as stated in the procedure listed in this handbook. Schedule alterations are considered contract additions, and are subject to the same billing policies as regular schedule tuition payments.
12. Fees for INA Enrichment Activities are due according to the separate registration forms for those activities. Enrichment Activities are separate from school year tuition.

### **Program Holidays/Closings**

INA follows the Abington Public Schools annually published school calendar. The following is a list of Holidays observed by the Program:

- Labor Day, Columbus Day, Veterans Day, the evening prior to Thanksgiving, Thanksgiving Day, the day after Thanksgiving, The evening prior to Christmas/Holiday vacation, Christmas/Holiday Vacation, Martin

Luther King, Jr. Day, February/Winter Vacation, Good Friday, Spring Vacation and Memorial Day.

These Holidays will be paid events. There is no charge for the week following Christmas/December vacation week, February or April vacations. Emergency school cancelations and absences due to child illness are charged regular tuition rates. If your child is absent for more than 2 weeks due to a chronic, documented, or recurring health condition a reduced fee for missed weeks will be considered on a case-by-case basis at the discretion of the Director. These requests must be submitted in writing and a note from the child's doctor must be produced. Additional documentation may be requested. Given high enrollment/program demand and the employment needs of our staff, we are unable to accommodate seasonal or short term care, except in circumstances approved in advance by the Director.

### **Withdrawing From The Program**

**(Procedure for payment reimbursement, if due after notice is given)**

Families may opt to withdraw their child from care at any time during the school year by giving a two-week notice in writing to the program administrator. We value constructive feedback for any family opting to withdraw from care due to the services provided.

There are occasions when families may be due a reimbursement for advanced child care tuition payments after giving notice. In these cases, refunds will be calculated and issued within 10 business days of the child's last day enrolled in care. It is the responsibility of the parent/guardian to ensure that the correct address or forwarding address is on file at the time of program withdrawal.

Parents/guardians have the right to request a copy of their child's file and/or written/oral information from program staff to be shared with the child's next group, site, and/or new program to insure a smooth transition. Two weeks' notice is required for all withdrawals and requests of material.

### **Procedure for flexible spending account authorization/documentation**

Many families enrolled in our program have employers who offer flexible spending accounts for child care expenses. Many companies require

reimbursement forms to be signed by a provider administrator and/or to have accompanying receipts. We are happy to assist with reimbursement documentation requests, when allowed time to process such requests. Requests may take up to ten business days. Requests may be mailed, faxed, emailed or retrieved from the program. These requests are not fulfilled automatically, but must be requested by the parent/guardian each time there is a need for such a request. It is recommended that account receipts are requested monthly or quarterly.

### **Procedure for annual Statement of Account at tax time**

Tax statements are generated automatically from Imagine Nation Academy and emailed or supplied one time per year (generally in mid-January). Families may request an annual statement of account. Receipts include all physical dollars spent for the calendar year as well as the agencies tax identification number, and are available for request beginning after January 15<sup>th</sup> of the next year. Requests may take up to ten business days to process and can be mailed, emailed, faxed or retrieved from our main office.

### **Attendance**

It is imperative that families contact the program when the enrolled child will be absent for any reason by calling or texting 617-581-9321. Absences cannot be reported by email. Please call the program on the day of illness/absence by 8am for morning care, and by 11am for after school. Advanced notice of absences is welcomed and appreciated.

So that we can properly account for the attendance of participants and staff the program accordingly, please notify the program of planned/scheduled absences (including vacations) at least two weeks' in advance. INA is not able to reduce tuition during vacation weeks, as your spot is held and staffing is not able to be significantly reduced. If your child will be absent for more than two weeks, please discuss the circumstances of the absence with the Director or Site Coordinator.

### **Progress Reports**

In an effort to best support the children in our care, Imagine Nation Academy Educator will prepare progress reports periodically for children in care as part of

the guidelines from the Department of Early Education and Care. These progress reports touch on various examples of how children in care are demonstrating their cognitive, social, emotional, language, life skills, and fine & gross motor skills. In addition, progress reports allow for our Educator to better identify how to adapt the program each child's interests, strengths, and needs, and allow for ongoing communication with a child's parents/guardians. With parent/guardian permission, progress reports can also help to facilitate a child's transition from our care to another program or can help INA to identify appropriate referrals for a child and/or family in care.

Progress reports must be prepared every six months, at the mid-point of the child's program year. For children with identified special needs, the progress reports will be prepared every three months. All INA Educators working with the child in care will be offered an opportunity to contribute to the progress report. When progress reports are prepared, a member of the child's staffing team will approach the parent/guardian with a copy of the report for review. Parents/guardians are encouraged to request a conference to discuss the content of the report if there are any questions or concerns. Once the parent/guardian has signed and returned the progress report, a copy be provided to the parent/guardians and one will be kept in the child's file.

### **Daily Schedule**

- 3:00-3:20 Attendance/Circle Time
- 3:20-4:15 Bathroom/Snack/Homework
- 3:30-5:00 Enrichment Activities (i.e. Tennis, Karate, Spanish, Arts & Crafts, Club Activities)
- 5:00-6:00 Mat Activities/Table Top Activities/Gross-Motor/Seasonal

### **Enrichment Programs**

INA is consistently seeking out positive enrichment activities for students. These activities are based on instructor availability and student interest. Currently INA offers Tennis, Karate, Spanish, Arts & Crafts, and Community Engagement Activities.

## **Plan for Restroom Supervision**

In accordance with EEC licensing regulation 7.10(5)(b) and (j), INA must plan for the proper supervision of children at all times, including times when children need to use restroom facilities. According to this regulation, *children age seven or older may, with written parental consent, participate in activities within the approved indoor space without constant visual supervision by the educator* including use of restrooms that are not available to the public. INA feels that in order to best provide for child safety as well as a child's right to privacy, INA will utilize the "bathroom buddy" system for all children in care and will send children in groups of three whenever possible to use the restroom. The bathroom buddies will be same gender children to travel to facilities with, and act as a helper if one of the children needs to get adult assistance while in the restroom. All children must notify a staff member when they are leaving the program space to utilize the restroom. For children who are under seven years old, and for other children with special circumstances agreed upon by the parent/guardian, a staff member will accompany the bathroom buddies to the restroom area to best provide supervision and respond immediately to any emergency situation that could arise. For facilities that are available to the general public, INA staff will provide constant supervision.

## **Plan For Transitions**

### **Part 1: ENTERING AND EXITING THE PROGRAM**

Children who are new to INA programs require special attention to help ease them comfortably into a new care environment and routine. Our experienced staff will work to help ease any worries or fears of parents/guardians or children during transitions. Our goal is to have all involved comfortably and quickly adjust. To assist with transition into our Programs the plan for transition is as follows:

- At the request of the parent/guardian, or with prior permission, INA will contact the previous care provider to gain information about the child that will be used to best assist with transition into our Program.
- Parents/guardians are welcome to attend the program for a site visit with their child, prior to officially starting the program. Additionally, parents/guardians who are able are welcome to join their child for the first part of the program day of first day of the program, IF the parent/guardian feels that

this is necessary for their child to feel most comfortable. If you are interested in any part of this option, please discuss with a program administrator at the time of registration.

- INA staff members will greet children who are new to our programs on their level. The lead staff member will introduce the child to all staff members who will be working with the child and will welcome the child to the program explaining how the program day works and what to expect next, in a manner that is consistent with the child's ability to understand and their personal temperament (i.e. if they are shy, outgoing, etc)
- INA welcomes feedback from parents/guardians if you feel that there is anything else that will help in the transition process.

Additionally, children who are exiting our Programs may be in need of assistance transitioning out of care and into a different routine or another care provider. Therefore, the following options are available to help families transition out of care whenever possible:

- Whenever advanced notice is given during regular school year programs, the INA staff who works regularly with the child will begin exiting transition with the child by having a conversation to address the departure. The staff will work with the child to tell other children about the child's planned departure and in most cases, will plan a special snack or other acknowledgement for the departing child on their last day of enrollment from after school care.
- Upon permission and request from the parent/guardian, INA staff will communicate with a new program or care provider to best help with transition out of our care. The new program must reach out to INA for this communication to take place. Additionally, at parent/guardian request INA can provide written information if necessary to assist with transition.

## **Part 2: PLAN FOR TRANSITIONING BETWEEN PROGRAM SPACES**

To best support children in our care, every effort will be made to make natural program transitions occur in a predictable, safe, timely and unhurried manner. Transitions occur regularly in the program and take place between scheduled activities such as: hand washing, snack, homework time, center activities, outdoor or gym time, movement between classrooms, etc.

INA Staff will plan and organize program activities in advance to allow for smooth transitions during the program day. Whenever possible, transition time will be scheduled between activities to allow children to be prepared and unhurried when

transitioning and allow for flexibility. INA staff will give transition warnings at the 10 minute, 5 minute and 3 minute warning times. Additional visual, verbal and auditory clues will be used if necessary to support transitions. When most of the group is ready to move on, transition will occur. However, not all children will be expected to move as a group at all times, unless there is a safety risk posed to children who might be left behind (i.e. they cannot be under direct staff supervision). In this case, it would be necessary to wait for all children to be ready to transition for the safety of all children in care.

### **Child Guidance Policy/Plan to Avoid Suspension or Termination**

Imagine Nation Academy is committed to ensuring high-quality interactions between our program Educator and program participants. All INA staff are trained in techniques for engaging in positive interactions with youth, and managing challenging behaviors that may occur.

The primary goal will be to help children learn cooperative, considerate behavior and respect for themselves and others. INA uses *the 5 R's: Respect, Responsibility, Resilience, Resourcefulness, and Relationship building* in guiding staff to child interactions as well as to inform program rules and Educator response to both positive and negative behavior choices. INA highly encourages parent/guardian engagement to ensure open communication and best serve the child.

When appropriate and feasible, the children in the program will participate in the establishment of rules and guidance practices of the program. This participation on the part of the children will allow for an age appropriate discussion of desired behavior and responsibility towards the individual child, their friends/community, and the expectations of our program environment.

Our program Educators must provide guidance to children in a positive and consistent way based on an understanding of the individual needs and development of children by:

- encouraging self-control and using positive child guidance techniques such as recognizing and reinforcing the appropriate/positive behaviors;
- having reasonable and positive expectations, setting clear and consistent limits, and redirecting;
- helping children learn social, communication, and emotional regulation skills they can use in place of challenging behaviors;

- using environmental modifications, activity modifications, adult or peer support, and other teaching strategies to encourage appropriate behavior and prevent challenging behaviors;
- intervening quickly when children are physically aggressive with one another and helping them develop more positive strategies for resolving conflict;
- explaining program rules and procedures and the reasons for them to children, and where appropriate and feasible, allowing children to participate in the establishment of program rules, policies and procedures;
- discussing behavior management techniques among staff to promote consistency.
- Having a method of communicating effectively with each child.

Educators must direct child guidance to the goal of maximizing the growth and development of children and protecting the group and the individuals within it.

Per EEC regulations, the following practices are strictly prohibited: spanking or other corporal punishment of children; subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks; depriving children of outdoor time, meals or snacks; force feeding children or otherwise making them eat against their will, or in any way using food as a consequence; disciplining a child for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting; confining a child to a chair or any other piece of equipment for an extended period of time in lieu of supervision; and excessive time-out; Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view. The program encourages an atmosphere where children feel safe. We also ask that parents/guardians respect these rules while at the program.

When a child's behavior is inappropriate or bad choices are made, the Educators will use a variety of techniques to guide the behavior. In some instances, this will involve helping the child choose another activity through redirection. Reasoning will be used whenever possible. The program encourages problem solving and settling disagreements through peer to peer communication. When children become involved in arguments with one

another, a teacher will help the children discuss the circumstances leading up to the disagreement. Children will have a chance to explain to each other their feelings and the reason the conflict occurred, so that they can learn better problem solving strategies and grow in their socialization skills.

Occasionally, Educators may find that a child needs time away from the group and a "Think Time" (time out) to regain control before re-entering the group's activity. As a rule, "Think Time" will be followed by a discussion of the problem that led to the time away from the group or activity. If a child is having a persistent problem with aggressive or dangerous behavior, we will work closely with the child's parents/guardians to try and understand issues and work on solutions. Our program provides referrals for parents pertaining to challenging behavior. The Program does not routinely reveal the name of children who may have hurt another child unless the staff feels that there is an issue between two children that is ongoing. However, if parents feel the need to know the name of a child involved in an incident, we will first seek the permission of the parent of that child before giving out that information.

### **Incident Reports**

If a child's behavior escalates to the degree that he/she is consistently breaking program rules, not responding to other disciplinary guidance, disrespecting others, harmful to themselves or others, or endangering the physical or emotional well-being of others, the program Educators will fill out an Incident Report to be shared with the parent/guardian and added to the child's file. If a child receives 3 Incident Reports, or if negative/challenging behaviors persist despite interventions, the Administrator or Site Coordinator will contact the parent/guardian for a meeting. Persistent behavior challenges that result in consistent Incident Reports may result in periods of suspension of services or program termination.

### **Response to Serious Behavior Concerns**

Parents/guardians will be notified when the child's behavior:

- Necessitates removal from the classroom/program space.
- Requires frequent monitoring or intervention by the staff.

- Indicates an ongoing or serious difficulty with adjustment to the child care program.
- Requires the development of an Individual Behavior Plan.

A parent or guardian/staff conference may be required to develop or discuss an individual behavior plan (IBP) when it is developed for use at the program, or when an IBP is being used during the school day or at home. INA feels that the most successful IBP's occur when parents/guardians, school personnel and child care providers are using the plan with consistency. Parent/guardian input and cooperation is vital to the successful implementation of the IBP. The conference for an individual behavior plan will allow for discussion of options other than suspension or termination from the program. Referrals to educational, mental health, medical or other service agencies will be provided to the parent/guardian as needed. When appropriate, INA will offer referrals to parents/guardians for evaluation, diagnostic or therapeutic services. A formal probation period may be instituted if a child's behavior calls for it; this period is at least two weeks. Whenever possible, INA will pursue options for supportive services to the program, including consultation and educator training.

While every attempt will be made to avoid time away from the program, suspension or termination of the child from the program may also be considered in cases of serious, severe, or dangerous behaviors. At the discretion of program administration, it may become necessary for the parent/guardian to meet with program administrators to develop an IBP or action plan before the child will be allowed to return to care. The parent/guardian will be financially responsible for payment of any days of suspension. Parents/guardians can/will be required to accompany children with serious behavior problems on all field trips at the discretion of the Program Administrator or Site Coordinator.

## **GUIDELINES FOR INTERACTIONS BETWEEN INA STAFF AND CHILDREN**

In accordance with EEC regulations, but also in an effort to provide children with the highest level of quality care available, INA has developed the following guidelines for interactions between our staff and the children we serve. All staff

members are trained and regularly evaluated on their interactions with children in care. Additionally, INA staff members are trained in the INA Child Guidance Policy. Through our child guidance plan for staff, INA is committed to providing positive and consistent guidance to children, which is based on their individual needs and development.

The guidelines are as follows:

- Educators must be responsive to children's individual needs and support the development of self-esteem, self-expression, autonomy, social competence, and school readiness.
- Educators must be nurturing and responsive to children by: frequently expressing warmth to individual children through behaviors such as joint laughter, eye contact, and smiles, and communicating at children's eye level; providing attentive, consistent, comforting, and culturally sensitive care; being consistent and predictable in their physical and emotional care of children, and when implementing program rules and expectations; and by recognizing signs of stress in children's behavior and responding with appropriate stress-reducing activities.
- Educators must support children in the development of self-esteem, independence, and self-regulation by: demonstrating courtesy and respect when interacting with children and adults; encouraging appropriate expression of emotions, both positive (e.g. joy, pleasure, excitement) and negative (e.g., anger, frustration and sadness); providing opportunities for children to develop self-help skills as they are ready; encouraging children's efforts, work and accomplishments; assuring that all children have equal opportunities to take part in all activities and use all materials; and offering opportunities for children to make choices and decisions.
- Educators must support children in the development of social competence by: promoting interaction and language use among children and between children and adults by talking to and with children frequently; encouraging children to share experiences and ideas; modeling cooperation, problem-solving strategies and responsible behavior for children; assisting children in learning social skills such as sharing, taking turns, and working together; encouraging children to listen to, help, and support each other; providing guidance to assist children in resolving conflicts, and finding solutions to problems, and making decisions.
- Additionally, educators must support children in the development of social competence by: helping children to understand and respect people different from themselves; helping children learn to respect each other's possessions

and work; and helping children to learn effective ways to deal with bullying, teasing, or other forms of intolerance.

- Educators must provide guidance to children in a positive and consistent way based on an understanding of the individual needs and development of children by: encouraging self-control and using positive child guidance techniques such as recognizing and reinforcing children's appropriate behaviors, having reasonable and positive expectations, setting clear and consistent limits, and redirecting; helping children learn social, communication, and emotional regulation skills they can use in place of challenging behaviors; using environmental modifications, activity modifications, adult or peer support, and other teaching strategies to encourage appropriate behavior and prevent challenging behaviors; intervening quickly when children are physically aggressive with one another and helping them develop more positive strategies for resolving conflict; explaining program rules and procedures and the reasons for them to children, and where appropriate and feasible, allowing children to participate in the establishment of program rules, policies and procedures; and discussing behavior management techniques among staff to promote consistency.
- Educators must have a method of communicating effectively with each child.
- Educators must direct child guidance to the goal of maximizing the growth and development of children and protecting the group and the individuals within it.
- The following practices are strictly prohibited:
  - spanking or other corporal punishment of children;
  - subjecting children to cruel or severe punishment such as humiliation,
  - verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks;
  - depriving children of outdoor time, meals or snacks; force feeding children or otherwise making th
  - 
  - em eat against their will, or in any way using food as a consequence;
  - disciplining a child for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting;
  - confining a child to a chair or any other piece of equipment for an extended period of time in lieu of supervision; and

- excessive time-out; Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.

### **Termination of Care by the Program**

It is the goal of Imagine Nation Academy to ensure that children in our care receive services that best meet their needs and the needs of their family. Incidents may occur where child care services are temporarily suspended in accordance with our behavior plan. In extreme circumstances or specific situations, it may be determined that the INA program is not appropriate to best meet the needs of the child or family. Imagine Nation Academy reserves the right to terminate child care services for the following:

1. Disrespectful behavior toward any staff member, student, or family by a participant's parent, guardian or family representative.
2. In circumstances when the participant's individual needs cause an undue burden to the program, only after every reasonable effort has been made for proper accommodations.
3. Failure to comply with program policies and procedures, such as those highlighted in this handbook, or additions/amendments.
4. Failure to adhere to billing procedures, or make timely payments in accordance with program policies.
5. Care may be terminated for a child who demonstrates an inability to function in the program, only after the Director/Administrator has met with the participant's parent/guardian to discuss the situation and has worked to resolve issues through careful planning, reasonable accommodations, referrals, additional staff training or an individual behavior plan for the child.

In the event that child care services are terminated by the program, the parent/guardian will be informed in writing, clearly stating the reasons for the termination. Every effort will be made for advanced notice; however, it may not always be possible. Whenever termination is elected, the written notification will include appropriate referrals or additional resources.

### **Plan for Social Service Referrals**

Imagine Nation Academy uses the following procedures for referring parents/guardians to appropriate social, mental health, educational, and medical

services for their child, should the program Educators feel that an assessment for such additional services would benefit the child.

Whenever any staff member is concerned about a child's development or behavior, and feels that further evaluation should be done, it will be reported to the program lead teacher and the Director. If the administrator agrees with the initial assessment, a complete observation report and review of the child's record will be done prior to making a referral. The administrator will maintain a list of current referral resources in the community for children in need of social, mental health, educational, or medical services. This list will include the contact person for Chapter 766 and the Early Intervention Program.

The lead teacher will complete ongoing observation and documentation of the child's development and/or behaviors. This observation report will be reviewed, along with the child's record, prior to making a referral.

After reviewing all materials, the Director will schedule a meeting with parents to notify them of the Program's concerns. A current listing of possible referral services will be prepared for this meeting.

The parents/guardians will be provided with a written statement including the reason(s) for recommending the referral for additional services, a brief summary of the Program's observations related to the referral, and any efforts the Program may have made to accommodate the child's needs.

The Director will offer assistance to the child's parents/guardians in making the referral. Parents will be encouraged to request a written evaluation. If the parent/guardians requires extra support, they can request support from the program.

To follow-up on a referral, the Director will contact the evaluating agency or service provider for consultation and assistance in meeting the child's needs at the Program, after obtaining parent/guardian permission. If it is determined that the child is not in need of services or is ineligible to receive services, the program shall review the child's progress every 3 months to determine if another referral is necessary.

## **Anti-Bullying Policy**

INA is committed to creating a safe and nurturing environment in which students may achieve their maximum individual potential. INA expects all members of our community to treat one another with dignity and respect. Therefore, INA has adopted the Abington Public Schools Anti-Bullying Policy. This policy can be found on the APS Website.

## **Nutrition Plan**

INA shall provide the opportunity for a snack and/or meal for each child daily at a regularly scheduled time in accordance with the guidelines of the Department of Early Education and Care. Snack will be provided in the following manner:

1. One nutritious snack is provided in care more than two hours but less than 4 hours.
2. One meal and one snack, or two snacks are provided for children in care 4 to 7 hours; Parents provide the meal (lunch), INA provides the snack.
3. One meal and two snacks are provided for children in care for more than 7 hours; Parents provide meal (lunch), INA provides snack.
4. INA will post a written snack menu at the program site, and the menu will be provided to program participants upon request. Parents/guardians may send snacks from home.
5. INA shall provide fresh drinking water at the program site, which shall be located so that it is convenient to children and so that children can serve themselves water as needed.
6. If a child misses a snack/meal time due to a deviation from his/her regular schedule, the child will be allowed to make up the snack time upon return or arrival to the program.
7. Although the Beaver Brook Elementary School is not a peanut free school, INA will not be allowing snack/food in our program that contain peanuts/tree nuts. Our staff are hypervigilant when children's allergies require us to be so and every effort will be made to enforce this.

During full day sessions, the parent/guardian must provide a lunch from home, which will be consumed during care. Lunches will not be refrigerated by the program, and can only be heated for 1 minute or less if a microwave is available at the program site. The ability to heat food will be discussed at the time of program registration. Upon registration, parent/guardians will be provided with a list of

healthy and nutritious ideas for lunch and snack, and food allergies specific to the program site at that time will be discussed. *Please help us keep all children in care safe by observing all allergy restrictions posed at the site..* INA supports a parent/guardian's choice regarding meals to the extent that such choices do not adversely affect the health of a child in care.

## **Health and Medical Policies**

Handling a medical emergency (at the program site):

1. In the case of a medical emergency (such as an allergic reaction, serious fall or cut, seizure, serious illness, etc), an INA staff member trained in first aid will begin administration of necessary emergency first aid while the other staff member(s) attend to the needs of the other children in care, removing them from the scene of the incident if possible. INA staff members are trained to respond in a reasonable, reassuring and calm manner.
2. A staff member who is not assisting with the child involved in the serious medical emergency will call 911 for assistance when immediately necessary, and will then call to alert INA Administrator of the emergency. It will then be determined if it is more appropriate for the INA Administrator or a staff on scene to contact the child's parent/guardian to alert them that 911 has been called. It will also be determined which INA staff member will ride with the child in the ambulance in the event that the parent/guardian does not arrive before it departs for the emergency room. Staff riding with the child involved in an emergency medical situation will bring with them all pertinent paperwork and medication, including such items as the child's file which includes permission forms, and any medication or medical paperwork which is on file at the INA site for that child.
3. When the more appropriate response to a medical emergency is NOT to call 911 immediately, but to consult with the guardian first (such as in the case of a broken toe or tooth or cut which might require stitches), the appropriate INA staff who is not assisting the child will attempt to contact the parent/guardian to consult and request immediate pick-up for transportation of the child for treatment. If the Program Administrator is not on duty, they will be contacted for a full report of what has transpired.

4. In the event that a parent/guardian cannot be reached, all emergency contacts will be called in order of how they are listed in the child's paperwork. Additional attempts to reach the parent/guardian may be made. If a parent/guardian or emergency contact cannot be reached for a child, the INA Administrator on duty will devise a plan of action. If transportation to a hospital or medical facility is deemed necessary for the child, a member of the INA staff will serve as the child's guardian until the parent/guardian or an emergency contact can be reached and can join the child. If it is determined that the child needs treatment, 911 will be called for ambulance transportation to treatment.
5. INA staff will never transport a child in their personal vehicle for medical treatment.
6. Once the child is treated and resting, all necessary reports will be completed. Copies will be logged and filed, provided to the parent/guardian, and filed with the Department of Early Education and Care as soon as possible and not later than three business days after the injury.

**Handling a medical emergency (while on a field trip):**

1. As a preventative measure, prior to the departure of a field trip, the INA Program Administrator or Site Coordinator will determine appropriate guidelines to be followed during the field trip to insure continuity and safety of the children including:
  - a. A plan to bring all emergency information for children including: medications and necessary medication paperwork, permission slips and emergency forms which will include emergency contact information for the child's parent/guardians and other emergency contacts. Also at least one travel first aid kit will be fully stocked and brought on the trip. Children will wear required program identifying information in accordance with EEC regulation.
  - b. A plan to ensure that children will be protected against heat, cold, and sun injury will be devised.
  - c. On the field trip, INA staff will review the location of emergency services (such as restroom locations, emergency exits, telephone locations, first aid stations), and will have access to a working cell phone. When groups will be traveling separately, whenever it is possible, at least two staff will travel together with a group of children at the field trip location and walkie-talkie/cell phone communication will be utilized for communicating between all staff.

- d. Procedures for ensuring that the bus or busses transporting children are cleared at the end of each trip will be reviewed and followed by INA staff. Transportation logs will be completed in accordance with EEC regulations.
2. If an accident or acute illness occurs with a child while the INA program is on a field trip, the staff in charge will assess the situation, give first aid as needed, and will then determine if it is most appropriate to contact 911, the INA administrator (if not attending the trip) or child's parent/guardian as the initial action. Other staff members who are available on the trip will assist the staff member who is administering first aid by assisting children who are not involved in the emergency, and alerting other program staff or the administrator about the emergency.
3. Depending on the location of the trip it will be determined by the INA staff in charge if the urgency of the situation necessitates ambulance transportation, or if staff can wait with the child for a parent/guardian to arrive at the location to transport the child.
4. Whenever possible two staff members will wait with the child until emergency transportation arrives. In the event that ambulance transportation is necessary, at least one staff member will accompany the child to the hospital and will serve as that child's guardian until the parent/guardian or an appointed emergency contact can join the child. Staff riding with the child involved in an emergency medical situation will bring with them all pertinent paperwork and medication, including such items as the child's emergency form, permission forms, and any medication or medical paperwork for that child.
5. In the event that a parent/guardian cannot be reached, all emergency contacts will be called in order of how they are listed in the child's paperwork. Additional attempts to reach the parent/guardian may be made. If a parent/guardian or emergency contact cannot be reached for a child, the INA Administrator on duty will devise a plan of action. If transportation to a hospital or medical facility is deemed necessary for the child, a member of the INA staff will serve as the child's guardian until the parent/guardian or an emergency contact can be reached and can join the child.
6. Other staff member(s) will attend to the needs of the other children in care on the field trip, removing them from the scene of the incident if possible. INA staff members are trained to respond in a reasonable, reassuring and calm manner.
7. Once the child is treated, all necessary reports will be completed. Copies will be logged and filed, provided to the parent/guardian, and filed with

the Department of Early Education and Care as soon as possible and not later than three business days after the injury.

### **Care of children: Mild Illness or Injury and Allergies or Medical Conditions:**

The INA child application has several sections that require specific information about a child's health and medical background. This includes sections regarding physical examination and immunizations, chronic health conditions, past surgeries, dietary restrictions, medications, allergy information, etc. It is imperative that the parent/guardian completing the paperwork forms are as accurate as possible when providing information about the child, which could affect that child's wellbeing while in care. It is encouraged that parents/guardians provide information to program site staff about how they feel that their child is best cared for when mildly ill or injured. Parents/guardians must work together with program staff to ensure that all EEC regulations are met with regard to the care of a child with life threatening allergies or medical condition, as these conditions will require paperwork that is in addition to the child's basic file.

The following information provides a basic guide for how INA will handle the care of a child who has a life-threatening allergy or medical condition, or becomes mildly ill or injured during program hours.

1. Prior to registration, a parent/guardian must confirm that documentation of a physical exam (within one year), immunization records (in accordance with the Department of Public Health), and lead screening is on file at the child's school. Annual dental screenings are recommended for all children.
2. It is required that INA has up-to-date emergency forms on file for each child. INA must have accurate phone number(s) where guardians can be reached, as well as information for three (3) emergency contacts. If there is a move, change of phone numbers, job change, or any other changes that would affect the program's ability to contact the parent/guardian or an emergency contact; it is the responsibility of the parent/guardian to notify the program immediately and make the update. According to the Department of Early Education and Care, forms and permission slips must be updated every year and are only valid for one year from the date of signature. **Failure to provide up-to-date information, such as working telephone numbers or emergency contacts, required forms, medication information, or failure to provide required non-expired medication may**

**result in suspension of child care services or termination of child care services.**

3. INA must be informed by a parent/guardian if a child has any medical condition or chronic condition that could cause difficulties (including: past surgeries or bone breaks, allergies or any chronic or life-threatening conditions or allergies) in order to best handle any emergencies that could arise. It is essential that all medical information is kept up-to-date. **Failure to disclose pertinent information or keep information or medications up-to-date could result in suspension of or termination of child care services.**
4. Children who become mildly ill or injured during program hours will receive appropriate care from a INA staff member who is trained in first aid. Our basic means of treatment for mild injuries are cleaning cuts, bandaging, and applying cold compresses. Our basic treatment for mild illness is to consult with the child about symptoms, take the child's temperature and then to allow for rest on a mat. Any child who is mildly ill or injured will continue to have their needs met with regard to food, drink, rest, play materials, comfort, appropriate levels of activity and supervision. Children who are mildly ill or injured will be continually monitored by the staff members in charge and are allowed to remain in care.
5. Symptoms of mild illness may include: headache, fever that is under 100°F, belly ache or body aches, mild cough or congestion, ear ache, sore throat without fever, mild diarrhea, and lethargy. Mild injuries might include: small cuts or scrapes, bumps or bruises, nose bleeds, loose or lost baby tooth, or injuries resulting from small falls.
6. If any child in care complains of illness or injury for more than 15 minutes INA staff will consider this persistent and a parent/guardian will be called for consultation and to possibly speak with their child. In our experience, children who are not able or willing to participate in normal activity should be picked-up from the program as soon as the parent/guardian or emergency contacts are able. Children who are exhibiting symptoms that are slightly more than mild will be monitored and kept comfortable by INA staff until the pick-up person arrives.
7. If a child becomes more seriously ill, vomits, has a high fever or cannot be soothed by program educators due to illness or injury, a parent/guardian or emergency contact will be notified and pick-up from the program will be required. We will keep the child comfortable and away from other children (in case the illness is communicable) until the necessary pick-up arrangements are made.

8. All children who receive any type of first aid care will receive an INJURY/ILLNESS REPORT form, which will be completed by INA staff and presented to the pick-up person for signature. The parent/guardian will always be notified verbally of the injury/illness at pick-up and whenever possible a copy of the report will be provided when it is signed at pick-up. However, the form may be provided up to 48 hours after the injury/illness. Additional copies of the report will be logged in the programs central log book and retained in the child's file.
9. It is the practice of program staff to notify a parent/guardian any time a child's injury involves any part of the child's head, neck or back. At the time of notification it will be stated if the injury was mild or more severe. This precaution is in addition to the INJURY/ILLNESS REPORT form and is in place to ensure timely notification of this type of injury to the parent/guardian.
10. If a child is ill with a fever of 102°F or above, is vomiting, has a communicable illness or has an illness noted in the chart below, **the parent/guardian is required to keep him/her out of care for the recommended amount of time as indicated in the chart below.** If a child experiences a fever of 102°F or higher or is vomiting while in care, immediate pick-up by a parent/guardian or their representative will be necessary.
11. If any child or program staff member is known to have any type of communicable illness or condition (such as lice or the flu), **it is the responsibility of the parent/guardian to notify a INA staff by calling the child's program site or calling the INA's Program Director.** When a report of communicable illness is noted at the program site, parents/guardians will be notified via e-mail and/or letter distributed at sign-out. Confidentiality will be maintained in the communication to other participants. Failure to report communicable illness can result in unnecessary spread of illness to program participants and staff, as well as their families. Please ALWAYS REPORT COMMUNICABLE ILLNESS!

**COMMUNICABLE ILLNESS CHART\*:**

<b>DIAGNOSED ILLNESS/CONDITION OR SYMPTOMS:</b>	<b>CHILD CANNOT RETURN TO THE PROGRAM UNTIL:</b>
Fever above 102°F	Keep home for 24 hrs. Fever must be under 102°F without use of fever reducing meds.

Vomiting more than 2 times per hour	No vomiting for 12 hours
Infectious diarrhea: Giardia, Shigella, Salmonella,	On medications & must have a doctor's note to return to child care.
MRSA	On medications & must have a doctor's note to return to child care.
Meningitis	On medications & must have a doctor's note to return to child care.
Conjunctivitis	On antibiotic for 48 hrs.
Strep Throat	On antibiotic for 24 hrs.
Scarlet Fever	On antibiotic for 24 hrs.
FLU	At least 24 hrs after the fever is gone without the aid of medication.
Pneumonia	On medication for 24 hrs.
Ear Infection with fever & pain	Can return to care as long as fever is under 102°F for at least 24 hrs.
Impetigo	On medication for 24 hrs.
Chicken Pox	All blisters are crusted and dry, (approximately 1 week)
Head Lice (pediculosis)	Return after complete treatment and removal of nits. Must be completely nit & lice free.
Scabies	Treatment has begun
Pinworms	Feeling well enough to return
Ringworm	

	Treatment has begun
Herpes Simplex	Sores have completed crusted over or can be covered
Mononucleosis	Contagious period has passed and feeling well enough to return
Fifths Disease	Contagious period has passed and feeling well enough to return
Viral Croup	Contagious period has passed and feeling well enough to return
Coxsackie Virus (Hand, Foot & Mouth)	Contagious period has passed and feeling well enough to return
Pertussis (Whooping Cough)	Contagious period has passed, on medications and feeling well enough to return
Vaccine Preventable: Measles Mumps Rubella Diphtheria/Tetanus HIB Disease Hepatitis B	Contagious period has passed and feeling well enough to return

\*This list is not a comprehensive list of all communicable illnesses. The CDC issues a list of all reportable illnesses. If at any time your child is diagnosed with any illness or medical condition that can be spread to others, please call your child’s pediatrician, and refrain from sending your child to the program until you speak with an INA administrator.

**Plan for Administering Medication**

1. No medication or topical cream can be administered to a child without a completed written consent form from the parent/guardian and in some cases the child’s licensed health care practitioner.
2. All medication administered to a child, including but not limited to oral and topical medications of any kind, either prescription or non-prescription, must be provided by the child’s parent/guardian.

3. Appropriate INA staff members will be trained annually in procedures for administering medication, including training in the “5 Rights of Medication Administration”, and “The common side effects, adverse reactions and interactions of various medications commonly administered to children”.
4. All medication must be provided as prescribed, in the container in which they were originally dispensed, with the original label, the name of the drug, the directions for its use, and the child’s name clearly affixed.
5. Both the medication and the prescription label must be non-expired in order for the medication to be acceptable for use at the program.
6. INA staff cannot administer any medication contrary to the directions on the original container, unless so authorized in writing by the child’s licensed health care practitioner.
7. Any medications without clear instructions on the container will be administered by INA staff in accordance with a written physician or pharmacist’s descriptive order.
8. Unless otherwise specified in a child’s individual health care plan, the INA staff must store all medications out of reach of children and under proper conditions for sanitation, preservation, security and safety during the time that the children are in care and during the transportation of children or off-site activities of the program.
  - a. Medications found in the US-DEA Schedule II-V must be kept in a secured and locked place at all times when not being accessed by an authorized individual.
  - b. Prescription medication requiring refrigeration shall be stored in a way that is inaccessible to children in a refrigerator maintained at temperatures between 38°F and 42°F.
9. Emergency medications, such as Epi-pen auto-injectors, must be immediately available for use as needed, but stored so that they are not accessible to children in care.
10. When possible, all unused medication will be returned to the parent/guardian when a child is no longer enrolled in care or no longer needs the medication or the medication becomes expired. This return will be documented in the child’s file. If returning medication to the parent/guardian is not an option, the medication will be destroyed or disposed of properly by the INA administrator or Site Coordinator in accordance with the practices of the Department of Public Health or under guidance of the police department.
11. While EEC regulations allow for a circumstance where an older school age child, with written parental consent and authorization of a licensed health care practitioner, could carry their own inhaler or epinephrine auto-injector, INA does not allow for this circumstance at the program. This EEC

requirement mandates that the program must also maintain an on-site back-up supply of the medication for use as needed, and therefore creates redundant medications to be furnished by the family. Additionally, the child may only use the medication under staff supervision. Therefore, we feel that it is best practice to keep the medication under the control of our trained staff. Then, when the child needs the medication it will always be available for use.

12. Over-the-counter (non-prescription) medications can be administered with a completed written consent form, as well as a note from the child’s licensed health care practitioner authorizing the use of such medications, but must be in the original manufacturer’s packaging with directions for use that are consistent with those provided by the licensed health care practitioner’s authorization.
13. Whenever a medication requires a measuring device, the appropriate device must be supplied by the parent/guardian and labeled with the child’s name.
14. No INA staff shall administer the first dose of any medication to a child, except under extraordinary circumstances (such as anaphylactic shock) and only with consent of the parent/guardian.
15. Each time a medication is administered, the INA staff must document in the child’s record the name of the medication, the dosage, the time and method of administration, and who administered the medication. Parents/guardians will also always be notified by INA staff when any medication has been administered.
16. All medications must be administered in accordance with the consent and documentation requirements listed below:

<b>Regulation Number and Type of Medication</b>	<b>Written Parental Consent Required</b>	<b>Health Care Practitioner Authorization Required</b>	<b>Logging Required</b>
7.11(2)(1) All Prescription	Yes	Yes. Must be in original container with original label containing the name of the child affixed.	Yes, including name of child, dosage, date, time, & staff signature. Missed doses must also be noted along with the reason(s) why the dose was missed.

7.11(2)(1)2

Oral Non-Prescription	Yes, renewed weekly with dosage, times, days and purpose	Yes .Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature. Missed doses must also be noted along with the reason(s) why the dose was missed.
-----------------------	--	---	--

7.11(2)(1)3

Unanticipated Non-Prescription for Mild Symptoms (e.g., acetaminophen, ibuprofen, antihistamines)	Yes, renewed annually	Yes. Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature
---	-----------------------	---	---

7.11(2)(1)4

Topical, non-Prescription (when applied to open wounds or broken skin)	Yes, renewed annually	Yes. Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature.
--	-----------------------	---	--

7.11(2)(1)5

Topical, non-Prescription (not applied to open wounds or broken skin)	Yes, renewed annually	No. Items not applied to open wounds or broken skin may be supplied by program with notification to parents of such, or parents may send in preferred brands of such items for their own child(ren)'s use.	No for items not applied to open wounds or broken skin.
---	-----------------------	--	---

**Individual Health Care Plans (IHCP's)**

Imagine Nation Academy must maintain, as part of a child's record, an Individual Health Care Plan for each child with a chronic medical condition which has been diagnosed by a licensed health care provider. An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending INA.

INA must develop an IHCP in collaboration with the parents/guardians, INA staff and the child's licensed health care practitioner, who must authorize the IHCP. IHCP forms have been developed by INA for this purpose and will be provided either at the time of registration or when a chronic medical condition is noted.

***The IHCP must include the following:***

- description of the chronic condition which has been diagnosed by a licensed health care practitioner
- description of the symptoms of the condition
- outline of any medical treatment that may be necessary while the child is in care
- description of the potential side effects of the treatment
- outline of the potential consequences to the child's health if the treatment is not administered

INA staff must have successfully completed training relative to a child's IHCP. This training must be given by the child's health care practitioner or, with the child's health care practitioner's written consent, by the child's parent or INA's health care consultant. The training must specifically address the child's medical condition, medication and other treatment needs. Some examples of an IHCP would include children with asthmatic conditions, allergic reactions, ADHD, or diabetic conditions.

In addition to the plan for administering prescription and non-prescription medications highlighted above, when children with an IHCP need to receive any unanticipated administration of medication (such as Benadryl or Epi-pens), the INA staff will make reasonable attempts to contact the parent/guardian prior to administering such medication or beginning unanticipated treatment, or, if the parent/guardian cannot be reached in advance, as soon as possible after such medication or treatment is provided.

Written parental and licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner and must be renewed annually, *or when the child's condition changes*, in order for administration of medication and/or treatment to continue. **Failure to fully comply with this requirement of care may result in the suspension of child care services until paperwork is complete or termination from care if the parent/guardian will not comply with this licensing requirement.**

## **Plan for Serving Children with Disabilities**

INA welcomes children of all abilities and medical needs to participate in our programs. Care for all children shall ensure that all health requirements for individual children are met. INA will not discriminate on the basis of mental or physical limitations, toilet training status, or any disability, or any other factor. While we welcome children of all abilities, the program must always work with parents/guardians to ensure that a safe environment can be maintained for all participants. Additionally, while INA has highly supportive staff, the program is unable to provide individual aids to children. We will welcome aids provided by the public schools or by parents/guardians. INA will conform to the regulations of the Department of Early Education and Care with regard to providing services to children with disabilities.

## **Plan for Assessing Potential Hazards**

Each day the program site will be inspected by all staff members to make sure the area is free from all hazards, and any dangerous objects or debris that appear at the site should be removed immediately. All toxins (bleach, cleaning liquids, etc.) are to be kept in a locked cabinet, which is off limits to children. The program areas will be assessed for any hazards which could pose a risk to children with allergies at the program site, and where necessary areas will be cleaned to ensure that allergens have been removed prior to the arrival of children at the site.

If any child enrolled in care at the program site has a life-threatening allergy to a substance which may be brought into the program space by other children, parents/guardians, staff or school personnel, that information will be shared and the area will be labeled as a sensitive area. Based upon the individual health needs of a child in care, it may become necessary to limit exposure to potentially dangerous substances (i.e. peanuts). In this case, participant parents/guardians will be notified of the programs attempts to limit the allergen. However, please be advised that INA shares space with the Beaver Brook School, which may not have the same plan to limit potential allergens.

## **Plan for Maintaining First Aid Supplies/Emergency Supplies**

INA will maintain adequate first aid supplies in a well marked location at the site. Supplies will include (but are not limited to): large and small sized band aids, gauze pads, adhesive tape, gauze roll bandages, disposable non-latex gloves, instant cold packs, blunt tip scissors, tweezers, thermometers, triangular bandages, CPR mouth guard, eye wash container, and a flashlight. The program shall also maintain an emergency travel first aid backpack, which will also include all of the items listed above. Additionally, the program shall maintain a few items of clothing in various sizes in the event that a child's clothing is soiled/become wet while in care. If your child is known to have accidents or if a parent/guardian feels that the needs of their child are best served by having a change of clothing at the program at all times, it is encouraged and recommended that the parent/guardian provides a change of clothing which will be labeled for use by that child only and stored discretely. First aid kits/emergency supplies will be inventoried at least monthly by the Site Coordinator.

## **Plan for The Management of Infectious Diseases**

1. All INA staff will be trained annually in infection control procedures, including proper procedures for hand washing, and washing, disinfecting, and sanitizing program spaces, surfaces, and equipment. Public Schools custodial staff will also be responsible for cleaning program spaces.
2. INA staff will educate children about and promote hand washing procedures and health precautions. Please be advised that INA staff and children will and are required to wash their hands many, many times each day. Hand washing will occur (but is not limited to) before and after food preparation or snack time, before and after the administration of medication (staff only), before and after water play, after toileting, after coming into contact with any bodily fluids (including sneezing and coughing), after performing cleaning tasks (staff only).
3. EEC guidelines will be followed for the clean-up and disinfection of areas that have been contaminated by blood or any other body fluid. Any clothing which is contaminated by blood or any other body fluid is required to be sealed in a plastic container or bag, labeled with the child's name and returned to the parent/guardian at the end of the day.

## **Plan to Keep Children Safe From Abuse or Neglect (Mandated Reporting)**

The Department of Early Education and Care licenses Imagine Nation Academy. Therefore, all INA staff members are *mandated reporters* for suspected child abuse and neglect. Massachusetts law requires mandated reporters to immediately make an oral or written report to the Department of Children and Families when, in their professional capacity, they have reasonable cause to believe that a child under the age of 18 years is suffering from abuse or neglect. All INA staff members are trained in warning signs and symptoms of abuse and neglect. If any staff member suspects abuse/neglect, INA will file a 51A with the Department of Children and Families. Depending on the severity of the issue and whether or not a child is at risk, a parent/guardian may or may not be informed of the filing. If a parent/guardian is to be informed, the Program Administrator will discuss the issue with the parent/guardian.

INA must notify the Department of Early Education and Care immediately after filing or learning that a 51A report has been filed alleging abuse or neglect of a child while in the care of the program or during a program related activity. If at any point, an accusation of abuse or neglect of a child involves a member of the INA staff, that staff member will immediately be removed from direct contact with children until a thorough investigation has been completed by the INA Owner and the Department of Children and Families. The accusation will be reported to the Department of Early Education and Care, which may require further investigation of the accused and further segregation from children in care. Additionally, INA shall notify EEC immediately upon learning that a report has been filed naming an educator or person regularly on the child care premises, as an alleged perpetrator of abuse or neglect of any child. A parent/guardian will be notified as quickly as possible by the INA Owner of any allegation of abuse or neglect involving their child while in the care and custody of Imagine Nation Academy.

## **Emergency Contingency Plan**

In order to keep our program participants safe, and to comply with strict EEC licensing regulations, Imagine Nation Academy has the following plan for emergencies:

- 1) The INA Site Coordinators will plan and execute at least one emergency evacuation drill monthly, which will be scheduled to allow each participant

to practice the plan at least once a month (which will require multiple monthly drills). Drills will be conducted from various care locations (i.e. from the classroom, from the gym, from the cafeteria, etc.) and in various weather conditions. Guardians and children will not receive advanced notice of drills. Educators will record the drills in a manner that fulfills licensing requirements.

- 2) INA will adopt the APS procedures for “shelter in place” if necessary during the program day. INA staff may practice procedures for sheltering in place.
- 3) All exits to outdoors in all program utilized spaces will have posted emergency escape routes and procedures. The program site will have an emergency meeting location, and a plan for utilizing alternative program space, should the licensed space become unfit for child care services.
- 4) The Site Coordinators shall have one method for recording attendance during emergencies which will also have emergency contact information for each child enrolled, in the event that parents/guardians must be notified of an emergency. Should this occur, the Site Coordinator and/or Program Administrator will then work to contact guardians while the site staff monitor the children in care.
- 5) INA educators shall receive emergency preparedness training and instruction in handling potential emergencies in a calm, safe and appropriate manner for children in care. Staff will be trained in communicating emergencies in an efficient and appropriate manner to the proper authorities and parents/guardians. In the event that authorities need to be contacted, the Site Coordinator or Administrator will contact the authorities, while site staff monitor children in care. EEC must be notified of reports made to police or fire departments.
- 6) In the event of a loss of power, heat, water or other unforeseen emergency at the program site, the situation will be assessed through communication from the Site Coordinator/Program Administrator and the building custodian. If necessary, the Program Administrator will contact the Abington Police or Fire Department or utility provider to gain information about the scope of the emergency. Every attempt will be made to remain open, as long as safe conditions can be met including adequate heat and clean water. A decision will be made on a case by case basis how to address the emergency. In some instances, it may become necessary for the program to be closed due to the emergency (i.e. a water main break that results in no toilets or clean water to wash hands). In this circumstance, program families will be contacted via telephone and e-mail until it is certain that all families are informed and

children will be supervised by staff until the guardian or an emergency contact can retrieve the child early due to emergency closing.

### **Contingency Plan for Alternative Program Space**

- 1) If the building (site location) ever becomes unsafe, the children will be taken out of the building in the same fashion practiced in emergency drills, accounting for attendance as children are exiting the building. The staff will take the children out of the building, and the Administrator on duty will be the person responsible for making sure every child is safely out of the building before the Administrator exits the building. This “sweep” of program space will be practiced with normal emergency evacuation drills. INA staff will follow the *missing child procedure* (see below) if every child is not accounted for immediately upon exiting the building.
- 2) Once the children are out of the building, children and staff will walk together to the alternative program space, which is: The Frolio Middle School.
- 3) If it is ever possible to provide bus transportation in the event of an emergency, INA reserves the right to utilize Abington Public School busses to transport children. In the event of extreme or more widespread emergencies where further evacuation could become necessary, the INA Owner/Program Administrator will confer with local emergency management services to work out a plan for transporting children in a safe and supervised manner.
- 4) Once the entire program has made it to the alternative location, they will begin to notify parents/guardians. Each parent/guardian will be contact and the children will be supervised by site staff until the guardian or an emergency contact can pick-up the child at the alternative location.

### **Missing Child Procedure**

When a child is missing at the program site/start of day:

Within 5 minutes of the final school bell all children should be accounted for on the master attendance.

If a child has not arrived/cannot be immediately accounted for, the INA staff will begin a missing child procedure. This procedure includes the following steps which may be taken by INA staff:

- Check the child's file for updates

- Recheck the program's voicemail
- Communicate with other staff members in the event that they took a message from the parent/guardian or have information about the child's absence
- Check the hallways, closest bathroom, areas nearest to the program
- Check the child's classroom and try to speak with the classroom teacher
- Check the school's main office and absence list
- Make sure that the child wasn't accidentally dismissed as a walker or onto a bus. If this is the case, a call to the child's parent/guardian will occur to inform them of the child's whereabouts and to discuss a plan for getting the child back to after school or to make sure that the child is greeted at home by an adult.
- The INA Program Administrator will advise site staff on calling the parents/guardians and emergency contacts and will decide if and when it would be appropriate to inform Abington police if the child has not been located in a reasonable timeframe.

**When a child is missing at the program site/not at the start of the program day:**

If a child cannot be accounted for during a regular head count during the program day, the following steps may be taken by INA staff:

- Be sure that your head count is correct with the number of children in attendance, ask a fellow staff member to confirm your count.
- Identify which child is missing. If it is necessary, do a full face to name attendance.
- Communicate with ALL staff members to make sure that they are not aware of the child's location.
- Check your site's sign-out list to make sure that the parent/guardian has not picked-up.
- Check to make sure that the child is not attending an enrichment activity group. If it is early in the afternoon, check with the main office of the school.
- Depending on the location of the group at the time the child is found to be missing, check all areas that the child might be (examples: check around the school building, behind outdoor structures, inside all bathrooms and classrooms close to your location, the child's own classroom, etc).

- Contact the parent to explain the situation and to see if the parent can account for the child. Also, if you know of someone who might know the whereabouts of the child, contact that person (ex: someone who might have picked-up without signing out – grandparent, etc).
- Continue looking for the child, the program administrator should advise to help with the situation.

### **Child Release Procedure**

When picking a child up from care, the adult will be greeted by program staff and must present photo identification. If a pick-up person arrives at the program without proper identification and staff members on site cannot identify the pick-up person with complete certainty, the pick-up will be asked to leave and return with proper identification. The following forms of identification will be allowed: Driver's License, Passport, College Photo ID and State Issued ID Card.

After a pick-up person has their identification checked against the child's file, they will then be allowed to sign out the child for the day. No child is allowed to leave care without being signed out. Under no circumstances can a child leave the after school area for the day without adult supervision and without a parent/guardian signing out. Children in care may be released to authorized adults who appear on the child's file only, unless there is some other documentation from the child's parent/guardian authorizing pick-up. When a child is to be picked up by someone not on the application, parents/guardians must send a handwritten note, or call the the program's main number to speak with the administrator to add a name. Authorized emergency contacts listed on the child's file will be considered appropriate for pick-up without prior notice by the parent/guardian. At the discretion of the INA site staff, a child will not be released to a pick-up person who they feel cannot safely supervise the child upon program departure (such as a pick-up person who arrived intoxicated, or displays potentially dangerous or harmful or aggressive behavior).

All emergency contacts/authorized pick-ups must be adults who are at least 18 years old. The only exception is in the case of an older sibling. An older brother or sister who is at least 16 years old or older will be permitted to pick-up their own sibling only (not a cousin or friend) if the parent/guardian so authorizes in writing that this is permissible, and the pick-up siblings birth certificate is on file at the

INA main office. The older sibling must have photo identification, such as a school ID card, which will be checked against the child's file at pick-up. The older sibling will then be permitted to sign out their brother or sister.

If you have sole custody of your child, or there is some form of protective order or court order to protect your child, you **MUST** notify INA at the time of registration or when the order is filed and supply documentation of the sole custody or any court orders, so that we are able to comply with these documents at all times.

Without proper documentation on file at the INA program, parental rights cannot be infringed, meaning that the non-custodial parent will still have rights to visit the child or pick-up if they are on the child's file. For questions about the child release policy, please communicate directly with the Program Administrator or Site Coordinator.

### **Research Policy**

INA will not conduct research or experimentation involving children without the written informed consent of the affected child's parents/guardian for each occurrence. All researchers or observers would be allowed to work in our program space only under the direct visual supervision of our trusted program staff, and only after parent/guardian permission from all enrolled children is obtained. In programs where observations of children (by anyone other than parents/guardians) are common, a general parental consent may be obtained. Observation shall mean that there is no interaction between the child and the observers and no identification of the individual child will be used. In no case shall INA allow physical harm to children during research. As an example, child observations are required of college students preparing papers or reports and they may contact the program to observe staff with children, etc. Again, a parent/guardian will always be notified when any outside observations or research involves their child.

### **Unauthorized Activities**

INA shall not, without parental consent, authorize any activities or contacts with children or parents/guardians, unrelated to the provision of child care. Activities or contacts shall include, but not be limited to, fundraising, publicity, media interviews and photographs.

## **Fundraising Activities for INA or Charities**

On occasion, INA will develop fundraisers or fundraising events and will ask for parent/guardian or child participation. Participation in INA fundraisers is optional. All funds raised for the program will be for specific identified projects or program related expenses.

There are also occasions when INA will engage in fundraising opportunities that give back to the local community or other charities. Children will be encouraged to participate in these activities to help foster a sense of “giving back”, but participation is always optional and with the permission of the parent/guardian.

## **Transportation Plan**

1. INA does not provide transportation or arrange for transportation to or from the program.

2. **Children walking to the Program within the same school:** It is recommended that classroom teachers bring kindergarten and grades one and two children to the INA site. A parent/guardian must speak with Abington Public Schools to make these arrangements. *INA is not responsible for a child until they arrive at the program. Children remain the responsibility of Abington Public Schools until they arrive at the INA Program.*

3. **Program drop off:** Parents/guardians are responsible for transporting children to the program for morning care. A parent/guardian must walk a child into the program site if signing-in and will enter the program to sign-out a child at pickup time. *INA is responsible for the child after they have been signed into care, and until the time that they are signed out of care.*

4. **Pick-up from the program:** Children must be picked up by an adult who is eighteen years of age or older and signed out by 6:00pm each day. It is the responsibility of program staff to make sure that children depart from care safely. Therefore, all pick up persons listed on a child’s file (including parents or guardians and emergency contacts, babysitters or another child’s parent) MUST be prepared to show proper identification to program staff. The following forms of ID will be allowed: Driver’s License, Passport, College Photo ID and State Issued ID Card. Additionally, at the discretion of the INA site staff, a child will not be

released to a pick-up person who they feel cannot safely supervise the child upon program departure (such as a pick-up person who arrived intoxicated, or displays potentially dangerous or harmful or aggressive behavior). ***INA relinquishes responsibility of the child in care as soon as they are signed out by a parent or guardian at pick-up.***

5. **Siblings**: Older brothers and sisters who are at least sixteen (16) years old will be allowed to pick up their younger brothers and sisters from the site. They may not pick up friends, neighbors, cousins, nieces, or nephews. The sibling must produce a valid Photo ID for the staff before the child can leave the site. The following forms of ID will be allowed: Driver's License, Passport, State Issued ID Card, and if the sibling picking up has their birth certificate on record at INA, a valid High School ID Card. **Siblings under the age of sixteen (16) will not be allowed to pick-up a child enrolled in INA.** We regret any inconvenience this may cause, but feel it to be in the best interests of the children to observe these limits.

6. INA does not allow children to leave care without being signed out by an authorized adult. Children will not be allowed to walk home from the program unsupervised.

### **Snow/Emergency Closing Policy**

If Abington Public Schools are canceled before the start of the school day, Imagine Nation Academy **will be closed** until Abington Public Schools reopen.

**Parents/guardians are expected to pay for all snow days**, as they are unplanned events for the program.

If Abington Public Schools delays school openings for any reason, the Morning Care Program will operate on the same timed delay. (ie. APS 60 minute delay, INA 60 minute delay).

If Abington Public Schools are canceled while children are in school, INA **will not be open**. Children will need to be picked up from the school at the time the school closes.

In the event of a severe storm or other national, local, or statewide emergency, during the time children are in the Abington Public Schools or in our program, the Program Administrator will have the authority to close Imagine Nation Academy

earlier than the regular 6:00pm dismissal time. All parents/guardians will be contacted in a timely manner and asked to pick-up their children by the time designated. We will make every effort to remain open as long as possible but will close the program at times deemed unsafe for the children and their parents/guardians, the INA staff members, and the Abington Public School custodians who keep the school buildings open for our program operation.

## **Parent/Guardian Communication**

**1. Parent/Guardian Involvement** – Parents/Guardians are welcome to visit the program unannounced at any time while their child is present and observe their child’s activities. We encourage parent/guardian engagement and open, mutually respectful communication.

**2. Parent/Guardian Evaluations** - INA has an evaluation form that requires/seeks parent/guardian input in the development of the program and policies. Information collected from this form will be used to update the program and make necessary changes when appropriate to continue to serve families more effectively. All comments will be kept confidential.

**3. Parent/Guardian Conferences** - INA shall make the staff available for individual conferences with parents/guardians at the parent/guardian's request. Parent/Guardian conferences will be set up as deemed necessary by the staff or the parent/guardian. This will give parents/guardians an opportunity to discuss any progress or behavior issues the child is experiencing at the program or any other issues of concerns.

**4. Communication with Parents/Guardians** – Parents/Guardians are informed of monthly events, reminders, and happenings through email, facebook posting, communication board (located at sign out table). Notices may also be sent home to inform parents/guardians of important information or events. Notices are also sent home to inform parents/guardians about field trips, events, fundraisers, communicable illnesses, etc. E-mail communication is used frequently. Continual communication between parent/guardians and staff is encouraged and often initiated by staff through informal telephone calls and e-mails.

**5. Progress Reports** – Progress reports for each child will be completed and reviewed with each parent halfway through the school year (ever 6 months) or more frequently (every three months) if your child has documented special needs.

Please refer to the progress reports section of this parent/guardian handbook for more information about progress reports.

**6. Withdrawal** – Parents have the right to request a copy of their child’s file and/or written/oral information from program staff to be shared with the child’s next group, site, and/or new program to insure a smooth transition. Two weeks’ notice is required for all withdrawals and requests of material. Please refer to the withdrawal from program section of this parent/guardian handbook for more information.

### **Children’s Records and Confidentiality**

It is the policy of this program to meet the need for confidentiality of all records kept on your child. Only appropriate staff persons and the Department of Early Education and Care (EEC) have access to these files. EEC is allowed to review a child’s file when conducting a licensing study (looking for state mandated permission slips, health records, etc.) or if any other incident requires EEC investigation.

Parents/Guardians have the right to add information, comments, or relevant data to their child’s file. Please be aware that in the case of parents/guardians who are not raising a child in the same household, that if two parents/guardians are listed on a child’s file and share custody of the child, then both are able to amend file information and add emergency contact persons. You must contact the program administrator if there are extenuating family circumstances that will affect or limit a second parents/guardians access to the file. Parents/Guardians may also request deletion or amendment of any information in their child’s file by having a conference with the Program Administrator to explain objections. The Administrator will make the final determination and will inform the parent/guardian in writing within one week of the conference.

No information from a child’s record will be released without written permission of the parent/guardian. Upon termination of enrollment, all children’s records will be stored locked for the period mandated by EEC regulation.

## **Feedback and Concerns**

INA welcomes comments and suggestions about our program from parents/guardians, children, schools, and anonymous sources. Whenever you have positive feedback, constructive feedback, concerns, problems, or a complaint regarding any part of the INA Program, please discuss the issue with us so that we can evolve and grow as a business. Please contact the Owner/Program Administrator, who will field the feedback or complaint and address the issue.

You have the right to contact EEC to obtain information regarding the program or to file complaints against the program. You can reach the Department of Early Education and Care can by contacting the Taunton office. For more information visit <http://www.mass.gov/edu/birth-grade-12/early-education-and-care/eec-offices-and-locations.html>. You may request INA's compliance history or speak to someone there about concerns or complaints.