



**LUDLOW COMMUNITY CENTER
RANDALL BOYS & GIRLS CLUB**

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**PRESCHOOL
PROGRAM**

PARENT HANDBOOK



Ludlow Community Center/Randall Boys & Girls Club

Ludlow Community Center/Randall Boys and Girls Club (Also known as the Ludlow Boys and Girls Club) has been in existence for over 75 years and is a member of the United Way Pioneer Valley and Boys and Girls Clubs of America. A Board of Directors, who has hired a CEO/President to oversee the daily operation of the Center, governs the Ludlow Community Center/Randall Boys and Girls Club.

The Ludlow Community Center/Randall Boys and Girls Club is a human service agency, providing a wide range of services to meet the needs of our members and the communities we serve. It is our goal to provide quality programs in a positive environment, providing for the enjoyment of our members with the proper supervision, guidance, and instruction in order to build citizens with good character and high self-esteem. One of our vehicles for doing so is the personnel we employ: kind, caring individuals contributing their expertise to the programs we provide. Our staff, working together in cohesive fashion, focused on our common goal, is what makes the Center a unique entity.

Mission Statement

The Ludlow Community Center/ Randall Boys & Girls Club is a community based not for profit, which provides youth and adult life enhancing programs. Our programs focus on promoting healthy lifestyles, academic success, and developing strong character and leadership skills.

Vision & Core Beliefs

We Pledge...

- To provide a safe and nurturing environment for opportunities to learn and grow.
- To offer quality programming and services to our community.
- To lead our programs by well trained, professional part time and full time staff members.
- To provide opportunities to help youth gain leadership skills.
- To being a good community partner by reaching out and collaborating with various town organizations and local businesses.
- To provide programs that are affordable and accessible.
- To provide leadership and innovative thinking from the Board in order to continue to move forward in a strategic direction.

Statement of Purpose

The Ludlow Community Center/Randall Boys and Girls Club Preschool Program is designed to provide full-day childcare, for parents seeking a safe, healthy, and educational environment for their child. The environment will meet the needs and provide the support for each individual child in accomplishing the developmental tasks of early childhood. Staff are trained, experienced, and certified by the Department of Early Education and Care (EEC). **Under no circumstance will a child or family be discriminated against because of gender, sexual orientation, race, religion, cultural heritage, political beliefs, disability, or marital status, as well as toilet training status not being an eligibility requirement for enrollment.**

Goals and Objectives

- To provide children with the opportunity to participate in a developmentally appropriate program that fosters physical, social, cognitive, and emotional development.
- Care for children whose parents are working or enrolled in a training program.
- To supply supportive services for children and families at risk.
- To provide children with activities that allows exploration, imagination, and creativity.
- To maintain a healthy and safe learning environment for the children in our program.
- To allow parents/guardians to keep or find employment.
- To encourage and foster an awareness of the rights of others as well as understanding individual differences.

Enrollment Procedures

The Ludlow Community Center/Randall Boys and Girls Club Preschool Program has a rolling admissions procedure for enrollment. Once the program is at capacity, a waiting list will be instituted. If a vacancy occurs, the child first on the waitlist will be offered the open slot. Our Program is licensed by the Department of Early Education and Care (EEC) and follows EEC regulations (EEC Program #291019). The EEC regional office responsible for our program is located at 1441 Main Street, Suite 230, Springfield, MA 01103. Parents/Guardians may contact EEC for information regarding the program's regulatory compliance history @ (413)-788-8401.

Full Day childcare is offered for children who are 2.9 to 5 years of age. Toilet training status is not an eligibility status for enrollment. There are three classrooms with the capacity for 20 children with a Lead Teacher and Teacher in each classroom. The classrooms operate 50 weeks out of the year with a week off in August and the days between Christmas and New Year in December.

Before admitting a child into the program, the Preschool Director will set up a time to meet with the parent/guardian to provide the parents and child a tour of the classrooms and review the enrollment/registration process with them. Registration is online in the Daxko member portal. All completed registrations are reviewed by the Director before admission.

A non-refundable and non-transferable \$25.00 registration fee and a \$150 non-refundable deposit must be provided at time of registration. The deposit will be applied to your child's first week of enrollment in the program. Automatic weekly debits must be set up for payment

Fees & Hours

The Program operates Monday – Friday **8AM-4PM**

Weekly Rate Per Child

M-F (5 days)	M/W/F (3 days)	T/TH (2 days)
\$220.00	\$152.00	\$110.00

Department of Early Education and Care Vouchers are accepted.

Special events such as field trips or entertainment may be fee based, depending on grant funding.

Early drop off and late pick up

Early drop off (7:30 AM) and late pick up (4:30 PM) are available for an additional weekly fee. Families must indicate if they are registering for one of these options at registration. Fee details are as follows:

	<u>M-F</u>	<u>M-W-F</u>
<u>T-Th</u>		
Early drop off:	\$15.00	\$9.00
\$6.00		
Late Pick up:	\$15.00	\$9.00
\$6.00		
Early & Late	\$30.00	\$18.00
\$12		

Payment Policies

- Program Fees: Program fees are debited weekly. Payment will be deducted on the Friday of each week for the following program week for as long as the program runs. Automatic bank charge payments are required. All payments must be made on an automatic payment plan. Weekly charges are the same regardless of absences.
- Withdrawal from Program: If a parent chooses to withdraw a child from the program, they will be responsible for payments thru the second week after written notice is given. If no written notice is given, they will be responsible for payments thru the second week after service end date. For example, if the Club is notified on March 3rd, payment must still be rendered for the weeks of March 8th and March 15th.
- Late Pick Up: A parent/guardian/authorized person who is late picking up a child from any Club program will be charged \$20.00 for the first 15 minutes or any part thereof and \$10.00 for each additional 5 minutes or any portion thereof. Charges for late pick up will be withdrawn with the next weekly debit of program fees, or direct payment will be required for those children who are not enrolled in direct debit. After a third incident, the child's enrollment in the program may be in jeopardy of termination.

- Refunds: There are no refunds or credits for missed time due to absences and no substitution of days. Should we be ordered to close by town, county, state or federal officials at any time, in order for the Club to meet its financial obligations, families will be required to meet their financial commitment for up to two weeks of closure. After that time, no further charges will be made until the Club reopens.
- Successful registration is dependent on all household accounts being in good standing with The Club. If there is an outstanding balance, your registration may not be valid.

Transition Procedures

It can be difficult for some children to enter into a preschool setting for the first time. To make this process less overwhelming for a child we encourage parents/guardians to set up an appointment with the Preschool Director to visit the preschool program. The child will be able to meet the teachers, view the classroom and materials. This will give the parent/guardian and child things to discuss regarding the classroom, so when the child arrives the child is walking into a familiar setting.

When a child will be transitioning into a new classroom, teachers will take the child into the transitioning classroom to visit. This allows for the child to become familiar with the teachers and classroom. Teachers will also collaborate and share information with each other with parental permission. When teachers are able to share information it provides the child and allows for teachers to provide a more consistent transition.

When a child will be transitioning out of the program due to the child becoming eligible for kindergarten or due to suspension or termination (refer to termination and suspension policy) teachers work together with the child's parents/guardians to address the new transition in an appropriate manner. When a child will be entering kindergarten teachers will speak about the transition in a positive manner and with parental permission will also share information with the school to provide consistency.

Attendance Policy

Children should arrive by 9:00 AM. This is when the preschool portion of the day begins and a set schedule of activities is followed.

If a child will not be attending the program or will be entering the program late we ask that the parent/guardian contact the child's teacher or Director to let them know.

Drop-Off Policy

- Children may be dropped off beginning at 8AM (7:30AM if they are signed up for early drop off) at the preschool doors that are parallel to the playground.
- Parents and or guardian will sign the child in on the attendance sheet located in the preschool entrance.
- A teacher will open the classroom door to let the child in.

Pick-up Policy

- Parents/Guardians must supply in writing at the time of registration a list of those parties authorized to pick up their child.
- In the event that someone not on the authorized list will be picking a child up the parent/guardian must supply a written note to the Preschool Director, or teaching staff.
- Anyone picking up a child will be required to show a picture ID at the time of pick-up.
- Parents/Guardians or authorized persons may enter the preschool doors located parallel to the playground.
- Parent/Guardian or authorized person will sign the child out on the attendance sheet located on a clipboard in the entrance.
- The teacher will bring the child to the classroom door and release the child to the parent or authorized person.
- If the person picking up is not listed as an authorized pick-up person in the child's file the Preschool Director, or teaching staff will contact the parent/guardian. The child will not be released unless the parent/guardian is contacted and gives verbal authorization for pick-up.

Playground or Field Pick-Up

1. In addition to following the above pick-up policy parents/guardians or authorized persons must also sign their child out inside the building.
2. Parents/Guardians or authorized persons must enter the playground/field and sign the child out on the attendance sheet.

Authorizations

Parents/Guardians are expected to provide the Preschool Program with a list of any persons who have the authorization to pick-up their child from our program. Children will only be released to the parents/guardians or emergency contacts. In the event that someone else will be picking a

child up, the parent/guardian **must supply a written note to the teachers. For the protection of all children in the program parents/guardians and emergency contacts will be asked to show an ID when picking up a child.**

Late Pick-Up Policy

In the event a child is not picked-up by a parent/guardian at the designated time, the following procedures will be followed:

1. Attempt to contact parents/guardians at home phone number
2. Attempt to contact parents/ guardians at work phone number
3. Attempt to contact parents/guardians at cell phone number
4. Attempt to contact any of the people listed on the emergency contact list
5. If in the event the Ludlow Community Center/Randall Boys & Girls Club has not been contacted by parents/guardians with-in one hour of the designated pick-up time the Preschool Director or a member from the professional staff will be responsible for contacting the Ludlow Police Department and notifying the officer on duty of the situation
6. Contact The Department of Child and Families

It is the policy of the Ludlow Community Center/Randall Boys & Girls Club to make every attempt to contact a child's parent/guardian or the adults listed on the emergency contact sheet before contacting the police.

Holidays & Special Days

The Preschool Program is closed for 13 days out of the year: New Year's Day, Martin Luther King Jr. Day, Presidents Day, , Memorial Day, Juneteenth, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day. The Preschool Program is also closed two days for Staff Development; TBA (Childcare fees still need to be paid on these days.)

The Preschool Program is closed for one week in August and December(TBA). A detailed closure schedule is available on our website.

Closing, Delays, or Cancellations of Program

In the event the Preschool Program must cancel, delay or close it will be posted as the Ludlow Boys & Girls Club on TV 22. Delays and cancellations will also be posted on the Club's website. www.ludlowbgc.org
(Childcare fees will still be charged if the program closes, is delayed or canceled.)

Curriculum

The preschool teachers use the Creative Curriculum that guide their planning of daily activities for the children. The creative Curriculum is closely aligned with the Massachusetts State frameworks for Early Childhood Education. Because children learn from their daily interactions with the environment, a carefully organized and rich environment is the foundation for The Creative Curriculum. The creative Curriculum focuses on the developmental progress of each child and offers an ideal setting for all children including those with disabilities. The Creative Curriculum focuses on interest areas to support children's development:

- **BLOCKS**
- **DRAMATIC PLAY**
- **TABLE TOYS**
- **SAND AND WATER**
- **BOOKS**
- **MUSIC AND MOVEMENT**
- **SCIENCE, MATH AND LITERACY**
- **OUTDOORS**

Assessment of Child Progress

Assessment tools are used to track, support child's learning and promote school readiness. Through screenings, documented observations, checklists, child portfolio's and child development reports are all ways of how we track children's developmental growth and gather information to inform instruction. The purpose of the assessments is to better understand each child's individual personality, learning style, behavior and interests. It helps teachers to identify what a child already knows and expand on children's knowledge along with recognizing children who may be in need of additional support. Assessing children is a way for teachers to develop age appropriate curriculum providing teachers with the guidance of how and what should be taught.

Assessment Tools

ESI•R Early Screening Inventory•Revised™

The ESI•R is a brief screening procedure designed to identify children who may be in need of additional services to support school readiness. Screening enables teachers to seek help much sooner for a child who might be at risk rather than waiting for observations and documentation to accumulate before attaining a child's need for intervention.

The developmental screening is a standardized screening divided into three sections: Visual-Motor/Adaptive, Language and Cognition, and Gross Motor. To accurately assess children, the ESI•R Screening consists of two score sheets: ESI•P (3 to 4 ½ years old) and the ESI•K (4 ½ to 6 years old).

Parents are asked to complete an ESI•R Parent Questionnaire during the first month of their child's program entry. The Parent Questionnaire provides the program with an overview of conditions, problems, and events that may pose as risk factors for normal development.

All children receive a developmental screening within three months of program entry. Children must be at least 3 years of age to conduct the screening. A child who is not at least 3 years of age within the first three months of program entry will not receive the developmental screening until the child turns 3 years old.

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All parents will receive feedback regarding their child's performance. There are three ways a child can screen: OK, Rescreen or Refer. Parents receive a letter informing them of how their child screened. For a child who screens OK there is no further evaluation. A child who screens Rescreen will be screened again in about another six weeks. When a screening is in the Refer range the Teacher and Director will arrange a parent teacher conference to discuss further evaluation.

Children who are in need of further evaluation are referred to the Public School System. Parents are asked to sign a consent form for our program to communicate with the Public School. A copy of the child's screening along with the consent form will be sent to the Public School. The specialists in the Public School give standardized tests to add to the information considered for eligibility determination for special education services.

Once testing is completed for special education referrals, the evaluators, child's parents, child's teacher and our Preschool Director meet as part of a Team. If the child is eligible for special education services, the Team develops an Individual Education Program (IEP). All Team members participate in evaluating the results of the evaluations and putting together an appropriate IEP for the child.

Teaching Strategies GOLD®

Teaching Strategies GOLD is the assessment used in our Preschool Program to track a child's progress towards developmental goals and objectives. Teaching Strategies GOLD is curriculum embedded and is designed to help plan instructional activities that are responsive to children's interest, strengths and needs. Teaching Strategies GOLD is based on 38 research-based objectives that include predictors of school success and are aligned with the Massachusetts State Guidelines for Early Childhood.

Observations

Teachers are responsible for tracking children's progress throughout the school year through documented observations. Observing children provides a greater picture about the child that is more accurate and concrete. Observations provide evidence to support teacher evaluations regarding children because observations are conducted over a period of time to monitor improvements, new skills and areas a child may still be working towards. The more teachers

observe a child the more they learn about the child. Observations guide teachers to develop and implement individual, group lessons and activities to expand and challenge children's knowledge.

Parent/teacher Conferences

Through the collection and review of all documentation teachers complete a Child Development Report twice a year to share with families. The report identifies where the child's current developmental skill levels are and the likely next steps they will take towards progression. A parent teacher conference will take place at least once during the year to review the child's developmental growth and progress. A Child Development Report will be conducted every three months on children who are identified with special needs.

Any special problems or significant developments will be brought to the parent's attention as soon as they arise. Parents may request a parent teacher conference or consultation at any time of the year.

Parent Meetings

The Preschool Director will be available Monday – Friday between the hours of 8:30 PM.-3:00 PM. to discuss any problems, concerns, or suggestions a parent/guardian may have with a child or program. Special arrangements may be made with the Preschool Director if these hours are not conducive to an individual's schedule.

Parent Visits

Parents are welcome in the center at any time.

Parent Input

Ludlow Community Center/Randall Boys and Girls Club welcome and values parent/guardian input. We encourage parents/guardians to share information and suggestions with us. Verbal ongoing communication, phone calls or emails are ways we can keep the lines of communication open. In doing this, staff is able to accurately assess the experiences of the child and use the information to build new experiences.

Parent Code of Conduct

While in the building parents are expected to act in a respectful manner. Any concerns that they have regarding their child, the staff, program, or other children shall be addressed with the

Preschool Director. If a concern arises regarding the Preschool Director, parents may contact the Director of Youth Services or President/CEO. Any parent who displays negative, abusive or belligerent behavior or conducts themselves in a manner that is detrimental to the program or organization may have their child terminated from the program (see termination & suspension policy).

Parking Policy

For the safety of the members we serve parking is permitted ONLY in our parking lots. There is No Parking in or in front of the Emergency Lane/Bus Loop and No On-Street Parking.

Nutrition Policy

Parents/guardians are responsible for providing their child with breakfast prior to school and packing their child with a nutritional morning snack, afternoon snack and a lunch. The Ludlow Community Center/Randall Boys and Girls Club will provide all parents with the USDA guidelines to assist in their choices for their child's snack and lunch and information on how to keep the food safe in regards to preparation and storage. Parents/Guardians are asked to inform the Preschool Director, upon registration, of any special dietary needs or food allergies that their child may need or experience.

We ask that parents be mindful of foods that may be hazardous to choking such as hotdog rounds, whole grapes, large chunks of meat or poultry, hard candy and gum when you are packing lunches. We encourage parents to provide a variety of healthy snacks and lunches and to limit or avoid sugary treats and drinks.

Per the Health Dept. and Dept. of Early Education and Care Licensing recommendations, food that comes from home for sharing among the children, such as for birthdays or parties, must be either whole fruits or commercially prepared packaged foods in factory-sealed containers.

Clothing

Preschool activities can be messy! Activities may include paint, glue, and other materials that can sometimes stain clothing. Please be sure to dress your child in comfortable, washable play clothes. Appropriate footwear such as, non-skid, toe covered shoes should be worn for safety (sneakers are best). No matter how careful we try to be, accidents can still happen.

The children will go outside everyday except in severe weather conditions. Make sure that your child is dressed in appropriate clothing suitable to the temperature.

Parents/Guardians need to send their child with extra clothes that can be left in the classroom for accidents and different weather conditions. A plastic covered bin will be provided for each child to store their extra clothes. The plastic bins will be labeled and stored in the child's cubby.

Weather Safety

Staff will reference the Child Care Weather Watch /Wind Chill and Heat Index; information is from the National weather services, as to the appropriateness of playing outdoors in both the winter and summer months. Outside play time may be shortened due to the cold or hot weather.

1. **Cold Weather**

In order to ensure children with the protection that is needed from the cold children must have the appropriate winter clothing such as: mittens/gloves, hat, scarf, winter coat, snowsuit, boots, etc.

If a child does not have the appropriate winter clothing to provide protection needed from the cold, then the child is to remain inside and will be provided with indoor activities.

On extremely cold days children will remain indoors for gross motor play.

2. **Heat**

During the hot weather a water pitcher with cups is brought outside for children to have access to water as needed and shade is provided. Staff will apply either sunscreen or sun block with UVB and UVA protection of SPF 15 or higher to exposed skin of a child (with parent/guardian written permission to do so).

During extreme hot days children will be kept inside for gross motor activities.

Recommendations to provide children with protection from the heat are to have children wear light, loose fitting clothes and a hat.

3. **Insects**

Bugs like summer, too. Although most insects will not sting unless provoked, during late summer and early fall it seems to take less to irritate them and their venom is more potent. When public health authorities recommend use of insect repellents due to a high risk of insect-borne disease the program will apply the repellent no more than once a day and only with parent/guardian permission.

Procedures for Children's Records

Confidentiality and Distribution

Staff may not distribute, share or discuss information (including photographs or other images) about children and families in the Preschool Program by any means, whether written or verbal, using any medium, including but not limited to telephone, e-mail or electronic text, without the expressed written permission of the child's parents/guardians.

Information pertaining to children and their families is privileged and confidential. Information about a child or his/her family is not to be distributed or released to any unauthorized person, or

discussed with any unauthorized person, including but not limited to other parents in the program, and may not distribute copies of information in a child's record without the written consent of the child's parent/guardian. Information in the child's record is not to be distributed or released to anyone not directly related to implementing the program plan for the child without the written consent of the child's parent/guardian or pursuant to a court order.

The Preschool Program will notify the parent/guardian if a child's record is subpoenaed. The child's parents/guardians have the right to access, upon request, their child's records and will receive the request within two business days. A written log will be kept in each child's file indicating each time a child's record has been released. All confidential records are kept in a locked file located in the Preschool Director's office. The Preschool Director and Teaching Staff have access to these records.

Amending the Child's Record

A child's parent/guardian has the right to add information, comments, data or any other relevant materials, and request deletion or amendment of any information contained in the child's file. If the parent/guardian feel that adding information is not sufficient to explain, clarify, or correct objectionable material in the child's record, then the parent/guardian has the right to a conference to make his/her objections known. Within one week after the conference, the parents/guardians will receive a statement in writing regarding the reason for the decision that has been made. If the decision is in favor of the parent/guardian the necessary steps will be taken to put the decision into effect.

Transfer of Records

Whenever children are preparing to transition to a new classroom in the program the teachers will share information between classrooms with parental permission. When a child is no longer in the care of the program or is leaving the program, a written request from the parent/guardian can be made to the Preschool Director to transfer their child's records.

Charge for Copies

Ludlow Community Center/Randall Boys and Girls Club will not charge an unreasonable fee for copies of any information contained in the child's records.

Children with Disabilities

The Preschool Program will accept applications for any child with a disability. In determining whether to accept or serve a child with a disability, The Preschool Director, with parental consent and as appropriate, request information related to the child's participation in the program from The Local Education Agency, Early Intervention Program or other health or service providers. The Preschool Director will also request that the parent set up a meeting to discuss the disability. At this meeting based upon available information the Preschool Director shall, with the parent's input, identify in writing the specific accommodations, if any, required to meet the needs of the child at the program, including, but not limited to:

1. any change or modifications in the child's participation in regular program activities.
2. the size of the group to which the child may be assigned and the appropriate staff/child ratio;

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3. any special equipment, materials, ramps or aids.

The Preschool Program must provide written notification to the parent within 30 days of the receipt of the authorized and requested information if, in the judgment of The Preschool Director the accommodations requested by the parent would cause an undue burden to the program. The Preschool Director will supply the reasons for the decision in writing. In addition, the notification shall inform the parents that they may contact EEC and request that they determine if the program is in compliance with 102 CMR 1.03(1) and 7.10(2).

In determining whether the accommodations requested are reasonable or would cause an undue burden to the program The Preschool Program shall consider the following factors which include but are not limited to:

1. the nature and cost of the accommodations needed to provide care for the child at the program;
2. ability to secure funding or services from other sources;
3. the overall financial resources of the program;
4. the number of persons employed by the program;
5. the effect on expenses and resources, or the impact otherwise of such action upon the program.

The accommodations related to the toileting needs of a child with a disability who is not toilet trained shall not be considered an undue burden.

The program shall, with parental permission, participate in the development and review of the child's program plan in cooperation with the Local Education Agency, Early Intervention Program and/or other health and service providers.

The program shall, with parental permission, inform the appropriate administrator of special education, in writing, that the program is serving a child with a disability.

Parents of children with disabilities who have already successfully participated in the Preschool Program will not be required to meet with The Preschool Director before re-enrolling.

Child Guidance

Behavior management is a process of helping children build positive behaviors, maximize growth and

development, and protect the group and individuals within. The focus of the Ludlow Community

Center/Randall Boys and Girls Club Preschool Program is to provide each child with the degree of conformity to assist him/her to develop self-control, self-direction, self-esteem and independence. In order to accomplish these developments, the Ludlow Community Center/Randall Boys and Girls Club will employ three basic principles:

Rules: Standards of acceptable conduct and modifying undesirable behaviors based on an understanding of an individual needs and development.

Consistency: Helping children to know and understand what the expectations are and help them meet these expectations.

Rewards: Reinforce desirable behaviors by: word praise (good job), physical praise (hug or clap), or social praise (helper).

Staff Behavioral Management Policy

- Staff will use reasonable and positive expectations, offering an opportunity to verbalize their feelings, to help children understand what acceptable and non-acceptable behavior is.
- Children are given choices so that they are involved and have some sense of responsibility of what plan of action will take place concerning the behavior.
- Any child acting in a disruptive or inappropriate manner will be re-directed.

Rights of the Child

No child shall be subject to abuse or neglect, cruel, unusual, severe or corporal punishment, including: subjecting children to humiliation, verbal or physical abuse, 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, will not be tolerated. 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 will not be tolerated

Supportive Services and Referrals

The Ludlow Community Center Randall Boys & Girls Club Preschool Program strive to provide and support all children in their developmental growth to achieve individual success.

2-1-1

The Ludlow Community Center Randall Boys & Girls Club is a member of the United Way 2-1-1 and may consult the Ludlow Board of Health to reference a specific health issue. This system is in place so that as an organization we may refer parents to appropriate social, mental health, educational, and medical services, including but not limited to dental check-ups, vision or hearing screenings or a particular service that a child or family may need. 2-1-1 is a free and confidential service that helps people across North America find the local resources they need.

Public School Support

The Public Schools provide outreach to children who may be in need of further services. If a parent/guardian or the Preschool Program is concerned about a child's development the parent/guardian or Preschool Program with parent/guardian permission may refer the child to the Student Support Services Department for an evaluation. This evaluation will be completed in the areas of suspected concern. Upon completion of evaluation teachers, parent/guardian and evaluator will meet to discuss the need for support services. If a child is in need of supportive services, they will be provided through an Individual Education Program (IEP).

Behavioral Support

The Community Partnership for Children and Behavioral Health Network offer Early Childhood providers with a Behavioral Support Program as well as occupational therapy screenings and consultation. Our Preschool program can access specialized consultation regarding children with challenging emotional/behavioral concerns in the program. This service is a partnership between the BHN clinician, the preschool program and the family, in an effort to support the child. With parent/guardian permission a clinician will come into the preschool program to observe the child and interview the director and teachers. The teacher's complete relevant behavior rating scales and the clinician will interview the parent/guardian for input in the problem-solving. A success team meeting where all team members (preschool director, teachers, parents, mental health consultant) put the data together and makes a plan. This support is to help with the success of children with challenging behaviors in the preschool program.

Procedures are in place to ensure our children and families are given the best opportunity to receive the care and assistance they require:

1. Staff will inform the Preschool Director immediately if they observe or have concern with a particular child.
2. Depending on the type of concern a referral form and/or observational form on the child will be filled out, which will include the name of the child, birth date, date of observations, particular concerns, and types of activities the child is being observed participating in. The Preschool Director will determine the length of the observation.
3. The Preschool Director will arrange a consultation with the parents/guardians as well as with the child's teacher(s) to communicate and share with the parents/guardians any concerns that the staff has regarding the child.
4. Reasons for the observations and/or referral and possible recommendations for additional services are presented to the parent/guardian in writing.
5. The parent/guardian is provided with a written summary of any and all observations or referrals made on the behalf of the child.
6. A signed consent form will be obtained from the parent/guardian concerning any referrals, which is made on behalf of the child.

A copy of the child's observation and/or referral will be placed in the child's file and a record of any referrals will be kept in a binder located in the Preschool Director's office.

Termination and Suspension Policy

The CEO/President is the only person who has the authority to terminate a child from the program. The CEO/President, Director of Operations, or Preschool Director are the only persons who have the authority to suspend a child from the program. The circumstances under which a child may be terminated or suspended are:

- If a child becomes harmful to other children or themselves.
- If a child becomes harmful to staff.
- If staff feels the program cannot in good faith provide the necessary accommodations to meet the child's needs.
- If a parent displays negative, abusive, or belligerent behaviors towards a staff member, parent, or another child or conducts themselves in a manner that is detrimental to the program or organization.
- Failure to update and provide the child's physical by the third notice.
- If a parent/guardian is perpetually late picking up a child.
- If a parent/guardian neglects to follow through on an agreed upon plan of action regarding the health or behavior of their child.
- If there is an overdue balance.

In terminating or suspending a child from the program, the CEO/President or the person designated will follow these steps:

1. Notify the parent/guardian of the actions that will be taken prior to the termination/suspension.
2. Provide parents/guardians with a written documentation of the reasons.
3. Will provide information and referral for other services to parents/guardians upon request.
4. If a child is suspended from the program the Preschool Director will meet with the parent/guardian before the child returns to the program if the Preschool Director feels it is necessary.
5. If a child is to be terminated from the program, the Preschool Director, staff and parent/guardian will work together to help the child prepare and understand the situation.

SOCIAL MEDIA POLICY

The purpose of the Club's Social Media pages is to promote the mission of the Club by creating awareness, connecting with the community, and promoting our quality programs.

One person shall be designated by the President/CEO to oversee all Social Media. Only this person will be able to post on the Club's Social Media sites. All staff members wishing to share information via Social Media sites must do so through the designated person.

Our Facebook page represents the Club, and everything published online reflects upon it. Be aware that our organization's actions captured via images, videos, posts, or

comments need to reflect positively on the Club. Our page operates under the principles of caring, honesty, respect, and responsibility.

The Club's Social Media pages will be monitored on a continual basis. Individuals who post or share any posts from a personal account that are negative, insulting, threatening, or illegal, or engage in any behavior that is inappropriate, will be blocked and the post will be removed. This applies to any staff member of the Club who posts any of the above that are contrary to the employment standards of conduct outlined in the employee handbook; they may be subject to discipline up to and including termination.

Information that is confidential or personal in nature is not to be shared, including names of individual Club members, the substance of internal, confidential communications, etc. Consult the Club's confidentiality policy for guidance about what constitutes confidential information.

Ensure that the Club has parental consent before posting images or videos of any children on social media.

Be respectful to the Club, employees, members, volunteers, and Board Members.

Professionalism is to be maintained at all times.

The Club's name, reputation, and brand must be protected in order to maintain the Club's message/mission.

All staff members must remember that, when wearing a staff shirt, you are a representative of the Club. Please do not allow yourself to be caught in inappropriate circumstances that could be shared on social media sites.

Staff members are prohibited from posting content on their own personal social media accounts or on the Club's Facebook page that degrades or denounces staff, members, or constituents.

Staff members have the unique opportunity to serve as online ambassadors for the Club and its philosophy, and must take full responsibility for their own comments on any social media platform.

Every volunteer and employee will be required to review and sign a document annually acknowledging this social media policy.



**LUDLOW COMMUNITY CENTER
RANDALL BOYS & GIRLS CLUB**

Childcare Program Health Care Policy

Emergency Telephone Numbers

Health Care Consultant: Dr. Elinor Kelliher
Telephone: 413-734-1001
Address: Pediatric Associates
373 Park St West Springfield MA 01089

Emergency Telephone #:

911 or

Fire: 583-8332

Police: 583-8305

Rescue/Ambulance: 583-8305

Poison Prevention: 1-800-222-1222

DCF: 205-0650

Hospital(s) Utilized for Emergency:

Baystate Medical Center
Telephone: 794-0000

759 Chestnut St.
Springfield, MA. 01115

Mercy Hospital
Telephone: 748-9000
271 Carew St.
Springfield, MA. 01115

Information to give in an Emergency

Your Name: _____

The Nature of the Emergency: _____

Telephone number: **583-2072**

Address: **91 Claudia's Way**

Location in the building: _____

Emergency Procedures

If a child is injured or requires emergency assistance, the staff person is to summons help from other staff members in the building and notify The Program Director immediately. Staff person or persons attending the child shall take whatever action necessary if a child is in a life-threatening situation. Appropriate emergency agencies (fire, rescue, police) shall be notified along with parent(s) immediately. In case of a life threatening emergency, (child needs immediate medical attention), the parent will be asked to sign a medical release form at the time of registration giving emergency personnel permission to start treatment on the injured child before parents arrive at hospital. Parents will sign this release form when they register for the program and be kept on file for the entire year.

If Parent Cannot be Contacted:

In the event a parent or guardian of an injured or sick child cannot be contacted The Program Director or person in charge will proceed to attempt to the person or persons listed as the emergency contact on the member's information sheet. Attempts to contact a person on the list will be made until someone is contacted and the situation is explained. A professional staff member will accompany the child to the hospital in the absence of a parent or guardian. The staff person will bring medical consent forms along with them.

Emergency Procedures for Off-Site Incidents:

When an incident or accident occurs off-site, the staff will follow the following procedures:

1. Staff will assess the situation and take appropriate action to guarantee the safety of all the children. First-Aid will be administered by a qualified person if needed. First Aid Equipment will be accompanied with each group that leaves the building.
2. The Program Director, Director of Operations, CEO/President will be notified as soon as possible.
3. Depending on the nature or extent of the injury parents will be notified by staff member as quickly as possible.
4. Depending on the severity of the emergency or injury staff will notify emergency personnel. i.e.. Fire, Police and Rescue.

Procedures for Utilizing First Aid Equipment

1. First Aid boxes are located in the following program areas: School Age office, gameroom, gym storage, pool, arts & crafts, Club Blue, E Sports Lab, and Maker Space and Pre – School rooms A, B and C. Group leaders will carry a fully stocked first-aid kit with them when outside of the building.
2. First aid can only be administered by staff members who are currently certified in First Aid.
3. First Aid boxes and supplies will be maintained and stocked by the following professional staff members: School Age Director and site coordinator. The First-Aid cabinet in the School Age and Pre-School office will serve as the main supply of first-aid equipment.
4. Contents of all first aid boxes will include the following: tape, band aids, gauze pads, gloves, gauze roller bandage, cold packs, tweezers, and scissors. A thermometer will be kept in the first-aid cabinet in the School Age office and in all three Pre-school classrooms

Injury Prevention and Management:

The Ludlow Boys and Girls Club shall monitor the environment daily to immediately remove or repair any hazard, which may cause injury. The Ludlow Boys and Girls Club does not permit smoking in the building or on Club property. All toxic substances and hazardous materials are to be kept locked. Sharp objects, poisonous planets, matches and other dangerous materials will be kept out of the reach to children of the program.

Injury Prevention Plan

1. Staff shall monitor the environment daily to remove or repair any hazards which may cause injury.
2. Staff shall make sure that all first-aid kits remain stocked.
3. Staff shall carry a fully stocked first-aid kit with them at all times while outside of the building.
4. A list of all allergies and or medical conditions will be posted in the School Age Office.
5. All toxic substances, poisonous plants, medications, sharp objects, glass objects, matches, and other hazardous object must be put in a secured place and kept out of the reach of the children.
6. If a child is to become injured the following steps must be taken:
 - A. First-aid will be administered by a qualified person only.
 - B. An injury report must be filled out as soon as possible and placed in the bin in The School Age Office.
 - C. If the injury is serious The Program Director should be notified immediately. If the child requires medical attention a Professional Staff person must accompany the child to the hospital in the absence of a parent. The professional Staff person will bring the child's file containing emergency contacts with them.
 - D. The Program Director will notify the parents of any first-aid that was performed. A copy of the injury report will be given to the parent/guardian, a copy will be put in the child's file, and a copy will be placed in the injury binder.

Maintenance and Monitoring Central Injury Log:

The Ludlow Boys and Girls Club will maintain a central log and file on all injuries and incidents, which occur during program hours. An injury or incident report shall include, but not be limited to: Name of Child, Date of Injury, Time and Location of Injury, Description of Injury and how it Occurred, Name of Witnesses, Description of First Aid that may have been administered, and the Name of the Staff Member Filing Report.

First-Aid and CPR Training

First-aid will only be performed by staff who are currently certified in First-aid. All staff must be first aid certified within six months of hire. One staff member on the premises must be certified in CPR at all times. CPR must be renewed annually as required.

Informing Parents of First Aid Administration:

The Ludlow Boys and Girls Club will inform parents immediately of any injury, which requires emergency care beyond minor first aid. In the instance that the injury is not severe The Club will notify parents within 24 hours. A written report will be supplied for all injuries.

Notification of Death or Serious Illness:

The Randall Boys and Girls Club shall immediately report to The Department of Early Education and Care the death, hospitalization, or emergency care of any child, which is injured during the licensed program. A written report shall be sent to EEC with a detailed description of the injury within forty-eight hours of hospitalization or death.

Infection Control

1. All staff will ensure that staff and children wash their hands with liquid soap and running water using friction. Hands shall be dried with individual or disposable towels. Staff and children shall wash their hands at least at the following times:
 - a. Before eating or handling food
 - b. After toileting
 - c. After coming into contact with body fluids and discharges
 - d. After handling center animals or their equipment
 - e. After cleaning
2. Facilities used for hand washing after toileting shall be separate from facilities and areas used for food preparation and food service. Only the sink in the staff room shall be used for food preparation.
3. Staff shall ensure that all equipment, items, and surfaces are clean and sanitized. Areas shall be cleaned first with soap and water and then with a bleach solution.
4. All staff shall wear disposable gloves when cleaning up bodily fluids or providing first-aid.
5. All bodily fluids shall be cleaned up using a bleach solution.
6. All gloves and towels used to clean up bodily fluids should be disposed of immediately in a trash bag and the bag shall immediately be tied up and brought to the dumpster.

Procedures for Disinfecting Program Equipment:

Daily Procedure

1. toilets and seats – Janitorial staff
2. sinks and faucets – Janitorial staff
3. drinking fountains – janitorial staff
4. tables and chairs – Program & Janitorial staff

At least monthly or more frequently as needed to maintain cleanliness, when wet or soiled, and before use by another child

1. cots and mats used for resting children – program staff
2. sheets, blankets, pillow cases and other coverings – program staff

Procedure for Clean-up of Blood or Bodily Fluid Spills:

The Randall Boys and Girls Club will provide disposable non-latex gloves to be used for the clean up of blood and bodily fluid spills. The affected area shall be disinfected with a bleach and water solution. Used gloves shall be thrown away in a lined, covered container. The Randall Boys and Girls Club shall ensure that staff washes their hands thoroughly with soap and water after cleaning up and bodily fluid. Bloody clothing shall be sealed in a plastic container or bag, labeled with the child's name and returned to the parent. All mops and rags used to clean area shall be immediately disinfected washing them in a bleach and water solution.

Procedures for Identifying and Reporting Suspected Child Abuse and Neglect

All staff members are mandated reporters according to Massachusetts General Law C119, Section 51A. This means that if a staff member has a reasonable suspicion of abuse of a child he/she must file a report with the Department of Children and Families (DCF). The following procedures will be followed:

1. A staff member who suspects abuse or neglect will notify The Program Director or professional staff person. The staff member will also document his/her observations including the child's name, date, time, child's injuries, child's behavior and any other pertinent information.
2. The Program Director or professional staff member will make a verbal report to DCF, to be followed by a required written report 51A within 48 hours. DCF phone number is 205-0500.
3. If a staff member feels that an incident should be reported to DCF and The Program Director and professional staff person disagree then the staff member may report the incident to DCF directly.
4. The Program Director may or may not choose to communicate with the parents any of the concerns of suspected abuse and neglect that is reported to DCF.

Procedures for Identifying and Reporting Child Abuse/Neglect While in The Care of the School-Age Childcare Program

The Randall Boys & Girls Club is committed to protect all children in their care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the program.

Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Children and Families (DCF) and The Department of Early Education and Care (EEC). A meeting will be held with the staff member in question to inform him/her of the filed report.

The staff member in question will be immediately suspended from the program without pay pending the outcome of the DCF and EEC investigations. If the report is screened out by DCF, the president CEO has the option of having the staff member remain on suspension pending the EEC investigation or allowing the staff member to return to the program. The decision will be made by the President CEO will be based on the seriousness of the allegations and the facts available.

If the allegations of abuse and neglect are substantiated, it will be the decision of the President/CEO whether or not the staff member will be reinstated with back pay.

All staff will cooperate fully with all investigations.

Emergency Plan for Evacuation of the Facility:

➔ ***Evacuation Drills:*** In the event that the CLUB must be evacuated during the time of operation of programs. Due to health or safety reasons Drills will be practiced to insure the safety of our members the following drills will occur at least monthly during the year. These drills will be practiced to ensure the safety of our members and staff. It will be the responsibility of the Director or Site Coordinator to conduct monthly evacuation drills during each of the following program times:

1. Between the hours of 6:30 am and 8:30 am – Before School
2. Between the hours of 2:30 pm and 5:30 pm – Afterschool
3. Between the hours of 8:00 am and 4:00 pm – Pre-School

It will also be the responsibility of the Director to note the date the drill occurred, the time and effectiveness of the drill. The Director will complete an evacuation drill sheet, which will be placed in the evacuation binder. Daily attendance records for each program and the sign out sheet located at the membership desk will be used to obtain an accurate account of members once they have evacuated the building. The procedure of maintaining and gathering this material for attendance purpose will be the responsibility of the Director.

Dispensing of Medication:

The Randall Boys and Girls Club reserves the right to make any decisions concerning the distribution of medication during program hours. The following is the guidelines concerning the distribution of medication during program hours:

1. The Club will not administer prescription medication to child without a written order from a physician, which may include the label on the medication, which must indicate that the medicine is for the specific child and specify the dosage, number of times

per day and number of days the medication is to be administered. Non-prescription medication will not be administered without a written note from a physician.

2. All medications must be signed in with the Program Director along with the medication consent form.
3. The Randall Boys and Girls Club will not distribute medication to the same child more than twice during regular or extended program hours.
4. All medication with the exception of inhalers and Epipens shall be administered by a staff member, or upon written authorization of a parent, the child may be permitted to administer his/her own medication, under the supervision of a staff member.
5. Medications are not allowed to be carried in first-aid kits unless authorized by the Health Care Consultant or the Program Director. Inhalers and Epipens are allowed to be carried in the First-Aid backpacks and should always accompany the child when outside of the building.
6. The Club will not be responsible for the distribution of any medications which must be taken through syringe or injections.
7. We ask that parents discuss with their doctors the possibilities of prescribing doses of medication around Club hours. The Club will only handle those medications which we feel are absolutely necessary.

Care of Mildly Ill Children:

The Randall Boys and Girls Club has designated a quiet area in the Program Director's office for mildly ill children. A cot with blanket and pillow will be supplied for those children to rest. A professional or part time staff member will supervise children using the quiet area, until a parent/guardian can pick the child up from the CLUB.

Condition, which necessitates parents picking up an ill child:

1. If a child has more than one hour left in the program day, parents will be asked to pick-up child as soon as possible.
2. If a child has vomited or has diarrhea.
3. If a child has a fever
4. If a child is drowsy or demonstrates any other behavior which causes concern to staff
5. If a child has suffered a traumatic injury or incident

Conditions in which a child can return to Program:

1. If the child has been absent from CLUB programs for more than three (3) days or if child has been diagnosed with a communicable disease the CLUB must have a written doctors note clearing the child to resume CLUB activities.
2. A child may not return to the program within 24 hours of vomiting, diarrhea or having a fever.

Procedures for identifying and protecting children with allergies and/or medical conditions:

The Randall Boys and Girls Club require parents to inform CLUB staff of any known allergies and/ or medical conditions. The Randall Boys and Girls Club will post all program children and their allergies and/or medical conditions for notification for all staff. Staff will be made aware of said allergies to ensure that children are not exposed. Staff will be aware of medical conditions and make accommodations when necessary.

Individual Health Care Plans

The Ludlow Boys & Girls Club must maintain as part of a child's record, an Individual Health Care Plan (IHCP) 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 the program. The IHCP must include the following:

1. Description of the chronic condition which has been diagnosed by a licensed health care practitioner
2. Description of the symptoms of the condition
3. Outline of any medical treatment that may be necessary while the child is in care
4. Description of the potential side effects of the treatment
5. Outline of the potential consequences to the child's health if the treatment is not administered.

An educator must have successfully completed training relative to a child's ICHP. This training must be given by the child's health care practitioner or by the parent or the programs 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. Any child needing an IHCP cannot attend the school age programs without it.

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