

Quincy After School Child Care

Parent / Guardian

HANDBOOK

Welcome to the QCARE Program! We are happy to have your child join in our exciting after school and vacation program adventures. This Handbook provides important information as well as program policies and procedures regarding our programs. Please keep this handbook for future reference or visit our website at www.quincyafterschool.org for up-to-date information.

NAME OF CHILD'S SITE: _____

TELEPHONE NUMBER: _____

SITE SUPERVISOR: _____

SCHOOL YEAR HOURS: From the end of the public school day until 5:30pm

*SCHOOL VACATION HOURS: 8:00am – 5:30pm

*SUMMER VACATION HOURS: 8:00am – 5:30pm

► PLEASE REMEMBER TO PACK A COMPLETE LUNCH FOR YOUR CHILD ON ALL FULL DAYS ◀

QCARE MAIN OFFICE ADDRESS: **QUINCY AFTER SCHOOL CHILD CARE
162 Old Colony Ave, 2nd Floor
Quincy, MA 02170**

QCARE MAILING ADDRESS: **QCARE
P.O. BOX 82
QUINCY, MA 02170**

MAIN OFFICE TELEPHONE: **(617) 773-3299**

EXECUTIVE DIRECTOR: **Sarah Morrison**

CHECKLIST FOR ENROLLMENT:

- Completed enrollment packet/child file
- Site Visit and/or Enrollment Meeting
- Copy of physical and immunization record on file at school
- Lead paint screening for all children under the age of six on file at school
- All necessary medications and medication paperwork (if needed)

TABLE OF CONTENTS

Nondiscrimination Policy	4
Philosophy of the School Age Program	4
Goals of the School Age Program	4
General Description of Program	4
Information about Program Licensing	5
Registration Procedure/Policy	5
On Site Orientation	6
Parent/Guardian Visits and Program Input	7
Progress Reports	7
Line of Authority	7
Hours of Operation	8
Calendar and Holiday Schedule	8
Program Schedule and Curriculum	8
Summer and School Vacation Schedule	10
Field Trips	10
Staff/Child Ratio	11
Plan for Transitions	11
Basic Agreements for Program Participants	12
Payments/Billing Information	13
Payment Types and Fees	13
Altering an Enrollment Schedule	16
Withdrawal from the Program	16
Basic Rules for Children	17
Guidelines for Interactions between Staff & Children	18
Plan for Restroom Supervision	19
Anti-Bullying Policy	19
Avoidance of Suspension and Termination	19

TABLE OF CONTENTS (continued)

Health and Medical Policies	22
Plan for Administering Medications	26
Individual Health Care Plans (IHCP's)	29
Mandatory Reporting of Child Abuse and Neglect	30
Emergency Contingency Plan	31
Missing Child Procedure	32
Nutrition	34
Release Policy	35
Research Policy	35
Unauthorized Activities	36
Fundraising Activities	36
Transportation Plan	36
Snow/Emergency Closing Policy	36
Parental/Guardian Rights	37
Parents, Children's and Anonymous Complaints	37
Children's Records and Confidentiality	38
Referral Plan	38
QCARE Swimming Policy	39
Serving Children with Disability	41

NONDISCRIMINATION POLICY

Quincy After School Child Care, Inc. (QCARE) is a private, nonprofit corporation. QCARE, its staff, and Board of Directors welcome children of all racial, ethnic, and cultural backgrounds for the sense of community we strive for in our world.

QCARE will not discriminate on the basis of race, religion, cultural heritage, marital status, ethnicity, country of origin, sexual orientation, political beliefs and mental or physical limitations, toilet training status, or any disability.

PHILOSOPHY OF AFTER SCHOOL PROGRAM

The purpose of the school age program is to provide quality child care in a group setting. Our program focuses on education, nutrition, health and social services for children of parents/guardians who are working, training, attending school, or interested in enrichment.

GOALS OF AFTER SCHOOL PROGRAM

The goals of the school age program are to:

1. Provide a safe, healthy environment.
2. Stimulate a child's potential to grow physically, emotionally, intellectually and socially.
3. Increase a child's self-awareness, confidence, and self-worth.
4. Improve communication among family members.
5. Build interpersonal relationships with peers and adults.

GENERAL DESCRIPTION OF THE AFTER SCHOOL PROGRAM

Quincy After School Child Care provides after school child care services in nine Quincy elementary schools including: Atherton Hough, Beechwood Knoll, Bernazzani, Lincoln Hancock Merrymount, Montclair, Parker, Squantum and Wollaston. QCARE also offers February, April and Summer Vacation Program care.

The QCARE school age program provides a safe, enjoyable, and structured setting for school aged children to build friendships, play games and sports, work on homework, and engage in a variety of creative projects and enriching activities, while being supervised and supported by nurturing, adult child care professionals. A daily program is planned to meet the needs of the individual, as well as the group. Children are encouraged to develop and pursue their own interests, while respecting the rights of others. Children are also encouraged to engage in activities that involve cultural enrichment and will help them to understand the diversity that exists in our world. Programs are based on educational, physical and social enrichment and support a child as they grow and mature. All of our nine after school program sites are licensed and inspected by the Commonwealth of Massachusetts Department Of Early Education and Care.

QCARE is proud to be a non-profit organization. Former Mayor Francis X. McCauley and the Mayor's Commission on the Status of Women founded us in 1987. Our first program was opened in September of 1987 at the Montclair School with support from the Beechwood Knoll Community Center. In our first year were served about thirteen children. Today, we have grown to be able to serve more than 320 children per day at our nine locations. Our purpose is to support Quincy families and children. Quincy After School Child Care is affiliated with, but is not run by the City of Quincy or Quincy Public Schools.

PROGRAM LICENSING THROUGH THE COMMONWEALTH DEPARTMENT OF EARLY EDUCATION AND CARE

QCARE adheres to the strict licensing requirements and guidelines of the Department of Early Education and Care. A copy of the EEC regulations is available at each program site for your review at any time and can be found online on the Department of Early Education and Care website: <http://www.mass.gov/edu/docs/eec/regs-policies/20100122-606-cmr.pdf>. The Department of Early Education and Care can be contacted for information regarding QCARE's regulatory compliance history. Quincy After School Child Care, Inc. is licensed through the Department of Early Education and Care Metro Boston Regional Office located at: 1250 Hancock Street, Suite 120-S, Quincy, MA 02169. This EEC office can be reached at 617-472-2881. For more information about the Department of Early Education and Care, please view their website at www.eec.state.ma.us

REGISTRATION ENROLLMENT PROCEDURE FOR PROGRAMS

Each of our programs has a maximum licensed program capacity. Participants are registered on a first come, first serve basis for all programs and program sites when the maximum capacity has not been reached. Please contact a Program Director at our main office to inquire about openings at your desired program. If care is not immediately available, families may sign up for our waiting list by visiting our website at www.quincyafterschool.org and completing a "request for care" form. If care is immediately available, the parent/guardian and the Program Director will make arrangements for an orientation meeting and/or a site visit.

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. If the enrolling child requires medication or has a medical condition, a plan for completing necessary forms and obtaining medication will be devised. If the enrolling family's primary language is not English, QCARE 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 via the www.quincyafterschool.org website will be notified when a suitable opening occurs in the order that they signed up for the waiting list. 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-serve basis. Parents/Guardians are required to update all child files annually; either at pre-registration or by meeting with the Program Directors individually at a registration appointment.

CHILD ENROLLMENT POLICY

The primary goal of registration with the Quincy After School Child Care program is to serve school-age children who are residents of the City of Quincy during after school hours in the school where they attend classes. However, under certain circumstances we may allow children to enroll in QCARE's after school program who may not be enrolled in the school where care is provided.

These circumstances include, but are not limited to:

- children who attend a school outside of their district
- children who attend parochial or private school settings
- children who are homeschooled
- children whose primary school does not have an after school program offered by QCARE (this includes middle school children who are still qualified by age to receive services).
- children whose primary school has a QCARE program with no availability

- children who receive services at any other school setting as part of the Quincy Public Schools special needs program

In these instances, enrollment in our after school programs will be allowed on a case by case basis after review by the Executive Director and at least one member of the Executive Committee of the Board of Directors.

Enrollment for all QCARE programs is on a first-come, first-served basis. A child must be enrolled in a minimum of two consistent days per week during the school year after school programs. During all vacation programs enrollments are weekly only (5 days per week). If an after school program has availability and no waiting list, then registration will be available to families who inquire about care. When program availability is limited at an after school program, the agency will maintain a waiting list for families who are interested in care at that school. Families on the waiting list are maintained by the date of submission of a *Request For Care Form*, which is submitted via our agency website www.quincyafterschool.org, or completed by an administrative staff member during an initial phone call to our offices, at which time the data would be entered onto a *Request For Care Form* for a family that does not have access to the internet. Quincy After School is committed to providing continued enrollment to families once they have registered with our program, and therefore allows for annual pre-registration for our after school care for families who are already being served by the program. After a family is enrolled with the program via the program Registration Procedure, they are encouraged to take advantage of the pre-registration period provided to current families from year to year, to maintain after school program enrollment continually for their family.

Enrollment for our vacation programs during summer vacation and February and April vacation weeks is not limited to children who are Quincy residents. February and April vacation program are enrolled on a first-come, first-serve basis for each week until we reach program capacity. Due to our commitment to provide continuity in our care, our summer vacation program has a pre-registration period for families that are enrolled in our school year after school programs, and then Summer Vacation Program enrollment is opened to any family as of the date published in our annual Summer Program registration brochure, until each week of our Summer Program is filled to program capacity. Once at capacity, a week-by-week Summer Program waiting list will be maintained in the event that spots for care become available.

ON-SITE ORIENTATION

All potential QCARE program participants are given the opportunity to complete an on-site orientation prior to program enrollment. A prospective participant parent/guardian can request an orientation at any time. The orientation allows parents/guardians and/or children to visit the program and meet the program site staff before joining the program. To arrange for an on-site program orientation, the potential participant parent/guardian must contact a QCARE Program Director at the main office. At this time a date and time for visit will be agreed upon and basic information will be exchanged. The potential participant will be advised that he/she will be asked for identification prior to entering the program, may only visit the program under the direct supervision of a staff member and that they may not leave their child unattended at any time during the visit. This optional on-site orientation is offered to all potential participants and is offered in addition to the required registration enrollment meeting described in the “Registration Enrollment Procedure for Programs” section of this manual. The registration meeting will take place at the QCARE main office with an enrolling parent/guardian or their designee and a QCARE program administrator or designee. Please see the “Plan for Transitions” section of this manual for more information about on-site visits prior to entering care.

PARENT/GUARDIAN VISITS, PROGRAM INPUT & CONFERENCES

QCARE values and understands that open and ongoing communication between the after school program staff and a child's parent(s)/guardian(s) has a positive outcome and benefit for children in care. QCARE supports an ongoing partnership with parents/guardians to best foster a child's educational, physical, language, social and emotional needs and growth. QCARE encourages parent/guardian participation in the after school care of their children. A parent/guardian may request a conference with program educators or administrators, and a meeting time will be planned. QCARE welcomes the authorized parents/guardians of an enrolled child to visit that child's program site unannounced, at any time, for any duration of time while the child is receiving care. Additionally, throughout the school year, each program site location will schedule family events where parent/guardian participation is welcomed, encouraged and appreciated. Through suggestions, meetings and direct communication with program staff and administration QCARE welcomes parent/guardian input about program rules, goals, policies, procedures, curriculum plans, interpersonal relationships, community involvement and general program operations. We welcome feedback and communication from our program participants and the general public. To address concerns, offer feedback or to speak with a member of the administrative team, please call the QCARE main office at 617-773-3299, e-mail the management team at info@quincyafterschool.org, complete an Online Contact Form on our website at www.quincyafterschool.org or send a letter to a program administrator or the QCARE Board of Director's at P.O. Box 82, Quincy, MA 02170.

PROGRESS REPORTS

QCARE must 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 QCARE staff 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 QCARE to identify appropriate referrals for a child and/or family in care.

Progress reports must be prepared every six months. For children with identified special needs, the progress reports will be prepared every three months. All staff members 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 will be kept in the child's file.

LINE OF AUTHORITY

<u>Executive Director (administrator):</u> <i>Sarah Morrison</i>	Responsible for overall operation of QCARE.
<u>Program Directors (administrator):</u> <i>Emily Glej</i> <i>Angela Vecchione</i>	Responsible for overseeing vacation programs, school age sites, site supervisors, and staff.
<u>Site Coordinator (supervisor):</u> <i>varies by site</i>	Responsible for activity design, awareness of children in his/her charge, parent communication and staff.
<u>Group Leader/ Assistant Group Leader:</u> <i>Varies by site</i>	Responsible for assisting Site Coordinator in carrying out all necessary responsibilities, supervises children.

HOURS OF OPERATION

The After School Program operates during the school year at nine sites in the City of Quincy. Our hours of operation are after school is dismissed every day as follows:

Early Release Site Hours: M, W, Th, F: 1:55pm-5:30pm, and on Tues from: 11:25am-5:30pm.

Early Release Sites: Atherton Hough, Bernazanni, Lincoln Hancock, Merrymount, Wollaston

Later Release Sites: M, W, Th, F: 2:25pm-5:30pm, and on Tues from: 11:55am-5:30pm.

Later Release Sites: Beechwood Knoll, Montclair, Parker, Squantum

A full day program is offered during February and April school vacation weeks. A summer program is available to children who are 13 years old or younger and have completed kindergarten (i.e. QPS 1st grade eligible). Vacation Programs operate from 8:00am-5:30pm, and offer a wide variety of interesting and enriching activities and field trips. **Quincy After School Child Care, Inc. is closed for individual school holidays, snow days, and the winter vacation break.**

PROGRAM CALENDAR AND CALENDAR OF HOLIDAYS

QCARE follows the Quincy Public School calendar, which is established at the beginning of every school year by the QPS School Committee. If Quincy Public School is closed, then our after school programs are closed. The most up-to-date QPS school year calendar can be found on their website: www.quincypublicschools.com. A copy of the current school year calendar can also be obtained through the Quincy After School main office.

The following list contains the scheduled Holidays when the QCARE sites and administrative office will be closed:

New Years Day	January 1 st
Martin Luther King Day	January
President's Day	February
Good Friday	March/April
Patriot's Day	April
Memorial Day	May
Independence Day	July 4 th
Labor Day	September (1 st Monday)
Columbus Day	October
Veteran's Day	November
Day before Thanksgiving	November
Thanksgiving Day	November (4 th Thursday)
Day after Thanksgiving	November
Christmas Eve	December 24 th
Christmas Day	December 25 th

If there are additional scheduled school closings during any school year, QCARE will notify program participants at the time of enrollment, or at least two weeks in advance. Please refer to the QCARE Snow/Emergency Closing Policy in this manual for information regarding emergency closings and notification.

PROGRAM SCHEDULE AND CURRICULUM

QCARE works to provide a well balanced after school program curriculum of specific, planned learning experiences for all children that support the social, emotional, physical, intellectual and language development. Curriculum plans will be based on the natural interests of school age children and will:

1. be developmentally and linguistically appropriate;
2. provide for the development, interests and temperaments of individual children as well as the group served;
3. support school day learning and educational development;
4. include goals for the knowledge and skills to be acquired by children in the areas of English language arts, mathematics, science, technology/engineering, history and social science, comprehensive health, and the arts;
5. include opportunities for choice among activities and opportunities for individual play or play with others;
6. allow for physical activity, both structured and unstructured

Program plans (curriculum) will be developed using guidelines set forth in the Department of Early Education and Care regulations section 7.06(1)(a-c) in addition to best practices for after school care. Program plans will be prepared in advance and posted at each program site for participants to view. As appropriate, program participants and their families are encouraged to provide input into program planning.

Each of QCARE's nine after school locations operates a daily schedule that meets the goals of the program, but best supports the participants and staff at the individual location. Therefore, the daily schedule of individual program sites varies from location to location. Following is an example of the type of daily schedule which may be used at an after school program location.

EXAMPLE OF DAILY SCHEDULE

Early Release Sites: Mon., Wed., Thur., Fri. (will vary by individual site)

time between activities is allowed for flexible transitions for children in care

1:55-2:10	Children arrive, attendance and meeting/circle time
2:15-3:30	QCARE Homework Club (or Outside Time)
3:40-4:00	Clean-up, wash hands, and eat Snack
4:10-4:50	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos, Books, etc.
4:55-5:30	Group Games: Outside Time or Gym Time (or Homework Club)
5:30	Closing Time

Early Release Sites: Tuesday Only (will vary by individual site)

time between activities is allowed for flexible transitions for children in care

11:25-11:45	Children arrive, attendance and meeting/circle time
11:55-12:20	Wash hands, eat Lunch as a group
12:30-1:15	QCARE Homework Club
1:25-2:15	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos, Books, Writing Club, Math, etc.
2:20-3:10	Group Games: Outside Time, Playground, or Gym Time
3:15-3:50	Clean-up, wash hands, and eat Snack
4:00-5:00	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos, Books etc.
5:10-5:30	Storytelling, D.E.A.R. Time and clean-up
5:30	Closing Time

Later Release Sites: Mon., Wed., Thur., Fri. (will vary by individual site)

time between activities is allowed for flexible transitions for children in care

2:25-2:40	Children arrive, attendance and meeting/circle time
2:45-3:30	QCARE Homework Club (or Outside Time)
3:40-4:10	Clean-up, wash hands and eat Snack
4:15-5:00	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos, Books etc.
5:05-5:30	Group Games: Outside Time or Gym Time (or Homework Club)
5:30	Closing Time

Later Release Sites: Tuesday Only (will vary by individual site)

time between activities is allowed for flexible transitions for children in care

11:55-12:15	Children arrive, attendance and meeting/circle time
12:20-12:55	Wash hands, eat Lunch as a group

1:10-1:55	QCARE Homework Club
2:00-2:45	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos Books etc.
2:50-3:30	Group Games: Outside Time or Gym Time
3:40-4:15	Clean-up, wash hands and eat snack
4:20-5:00	Center-Based Choice Time: Art, Board Games, Science, Our World, Relaxation Station, Computers, Blocks/Legos, Books, Writing Club, Math, etc.
5:05-5:30	Storytelling, playground, D.E.A.R. Time and clean-up
5:30	Closing Time

SUMMER AND SCHOOL VACATION SCHEDULE

QCARE follows the Quincy Public School Calendar, which is established at the beginning of every school year by the QPS School Committee. However, during February and April vacation weeks QCARE will operate a vacation program. Additionally, QCARE operates a summer vacation program for most weeks of the annual QPS summer vacation. During vacation weeks, QCARE will open from 8:00 - 5:30 p.m. QCARE does NOT operate during the winter vacation week. QCARE is closed during Holiday's that fall during school vacation weeks.

For all vacation programs there is a separate sign up and separate tuition, including February Vacation, April Vacation, and all summer program vacation weeks. By participating in our after school program, you are NOT registered for any school vacation weeks, and must register separately before each program. Sign up forms are available about a month in advance for the February and April vacation weeks and will be distributed at each program site or are available at the administrative office. The summer program brochures are available in early March and will be distributed at each program site or are available at the administrative office. Enrollments are first come, first serve in conjunction with the Child Enrollment Policy.

During vacation weeks, children are divided into age appropriate groups and are supervised by our skilled school-year staff, as well as on site program administrators. Vacation weeks are planned in advance to include many enrichment activities based around the natural interests of children, planned in accordance with EEC regulations and our curriculum planning guidelines. Vacation weeks may also include supervised swimming time and/or field trips, which are announced at the time of registration. QCARE will provide two snacks per day for vacation weeks, and parents/guardians must provide a packed lunch on all full days. After a participant is enrolled in a QCARE vacation program, additional and specific program materials will be mailed home prior to the start of the vacation program, which will include items such as: a welcome letter, schedule of events and any required permission slips or paperwork.

Following is an example of a daily schedule for a QCARE Vacation Program week:

Example Vacation Week Schedule:

time between activities is allowed for flexible transitions for children in care

8:00-8:50	Children arrive, attendance, "Morning Stations" and Center Based activities
9:00-9:30	Wash hands, morning snack
9:30-11:45	Groups rotate through four 40 minute scheduled enrichment and physical activities
11:50-12:30	Clean up, wash hands, eat lunch with your group
12:40-2:55	Groups rotate through three 45 minute scheduled enrichment and physical activities
3:00-3:45	Clean-up, wash hands, afternoon snack
3:50-5:00	Children get into swim groups, any non-swimmers do enrichment or physical activities
5:05-5:30	"Afternoon Stations" and Center Based activities
5:30	Closing Time

FIELD TRIPS

During the course of the school year, the individual QCARE after school program sites may plan fun, safe, and educational field trip(s). During some school years, programs are able to plan two or more trips. Trips are offered at no additional cost to families, however some trips allow participants to bring money for snacks or to purchase items or play games. When money is

allowed on a trip, it will be announced in advance. Parents/guardians will receive permission slips for field trips in advance of the trip, stating the date and times of the trip, the trip location, as well as the name of the contracted transportation company. Parents/guardians must sign and return the field trip permission slip or the child will not be able to attend the field trip. **There will be NO alternate activity for children who do not attend a field trip.** Parents/guardians will have the choice of keeping their child(ren) home for the day, but will be charged for care. All field trips are subject to availability and weather. Daily schedules for field trip days will vary from a traditional after school program day or vacation program scheduled day.

Field trips will also be planned during vacation program weeks, and will be subject to the same procedures and policies as field trips scheduled during the course of the school year.

STAFF/CHILD RATIO

The staff/child ratio is thirteen children per one staff person in all QCARE school age programs, as mandated by the Department of Early Education and Care (EEC). However, whenever possible, our program strives for lower ratios to best serve the children, quality, and safety of care provided.

PLAN FOR TRANSITIONS

Part 1: ENTERING AND EXITING THE PROGRAM

Children who are new to QCARE 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, QCARE 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.
- QCARE 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)
- Children who are new to any one of our Programs at any point during the school year or vacation program will be partnered with a similar age, same gender "buddy" to help ease the transition and so that the child will have a peer to help them feel comfortable throughout their first day and beyond.
- QCARE 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 any one of 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 QCARE 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. Due to the nature of vacation program weeks, this is not the case during school vacation or summer vacation program weeks.

- Upon permission and request from the parent/guardian, QCARE 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 QCARE for this communication to take place. Additionally, at parent/guardian request QCARE 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.

QCARE 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. QCARE 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.

BASIC AGREEMENTS FOR PROGRAM PARTICIPATION

The following rules have been established to ensure the safety of all participants and smooth operation of QCARE programs. Please help us by following these rules and explaining those that are applicable to children to your child:

1. Children should wear sturdy, closed-toed shoes and socks during the program, or have them available in a backpack for physical activities.
2. Children should not wear expensive or valuable clothing/items to care. Quincy After School is not responsible for stained, damaged, destroyed, lost, broken, ripped items or clothing that is altered in any way during program activities.
3. Please do not permit toys to be brought into the after school program with your child, except on appropriate "toy days". Toys from home often cause arguments among the children, and become lost or stolen. The agency has ample equipment and activities to keep children happy and enriched. QCARE is not responsible for lost, stolen or broken personal items or toys.
4. Children are only allowed to have cell phones at the program if they do not pose a problem, and at the discretion of the site staff and directors. Cell phones may only be used to call parents/guardians after a child has asked a program site staff member. QCARE is not responsible for any damage to or misuse of cell phones, caused by accident, on purpose, by the owner of the cell phone or by another program participant. With staff permission and appropriate support and supervision, program participants may use the program site phone to contact their parents/guardians. Additionally, parents/guardians may contact the site via the site phone number at any time and request to speak with their child.

5. Please mark **ALL** belongings and clothing with your child's initials. It is amazing how many things we accumulate each year without identification. We cannot return lost items if we do not know who they belong to.
6. Children are expected to participate in all planned activities, outdoor activities, special events, and while on field trips. Our program curriculum allows for lots of choice and variety. Our motto is "try for ten" minutes. If a child tries an activity and is unable to continue with that activity, an alternative enrichment activity will be offered. If your child does not wish to participate in a field trip, there is **NO ALTERNATE CARE PLAN AVAILABLE**. Children who do not attend field trips must be picked up prior to the field trip and tuition will be charged as normal.
7. If you wish to pick-up your child early and avoid having to wait for your child to be ready to leave, you must let us know in advance. Children may be on a walking field trip and are therefore not always at the program site. When children are off site on a walking field trip, notification will be posted on the pick-up door at the program site, and whenever possible, advanced notification will be given. Arranging for early pick-up in advance on field trip days is extremely important.
8. Please be advised that our program **closes at 5:30pm SHARP**. There is a \$1.00/minute late charge, payable to site staff for each minute that you are late. This policy is strictly enforced. If you are running late you must make every effort to notify the site staff. If we do not hear from you and/or we are unable to reach you, we will begin calling emergency contacts for pick-up by 5:45pm. If no one from the family/emergency list has contacted the QCARE program or been reached by 6:25pm, the Quincy police will be called to transport your child to the police station to wait for a guardian to pick-up, as children are not allowed to be transported in a QCARE staff member's vehicle. A member of the QCARE administrative team will wait with the child at the Quincy Police station. Depending on the circumstances, the QCARE administrator and/or the Quincy Police may file a 51A Report with the Department of Children and Families for child neglect.
9. You must call your child's site to leave a message or speak with a staff member when your child is going to be absent from the program. You must call no later than 10:00am on the day of the absence. If your child does not arrive to the program and we have not heard directly from a parent/guardian that the child is absent, QCARE staff are required to follow missing child procedures, which detract attention from children who have arrived and are in care. Please be courteous and call QCARE whenever your child will not be attending on an enrolled day. You may call or notify the program staff in advance of a program absence.

PROGRAM PAYMENT/BILLING INFORMATION

Prior to the start of care, each parent/guardian must sign a payment agreement, which states the amount of tuition for each child enrolled. This payment agreement is included in the child enrollment application and is a contract for care. Accurate tuition rates can be found on our website at www.quincyafterschool.org or obtained by calling the main office at 617-773-3299. Child care vouchers are accepted and limited Tuition Scholarship Grants are available. Please call the main office for more information about child care vouchers or tuition scholarships.

QCARE is committed to supporting program families throughout the child care experience. If at any time you have billing questions, concerns, or need to discuss a plan for tuition payment, please contact the QCARE Billing Coordinator at the main office at 617-773-3299.

PAYMENT TYPES AND ASSOCIATED FEES

Deposits and registration fees:

Families must pay a deposit and a non-refundable registration fee when enrolling in care. For after school programs, the deposit is a two-week deposit based upon your child care schedule. The registration fee is \$40.00. Both the deposit and the registration fee are annual fees. When

enrolling in the summer vacation program, each enrolled family must pay a one-week deposit based upon the published tuition, which applies to each child enrolled. Families enrolled in the summer program that did not attend the after school program during that year will be required to pay the registration fee of \$40.00. Families who did attend school year programs would have already paid the annual registration fee, and it will not be due at the time of summer registration.

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. Tuition is charged for snow/emergency closings and some holidays. QCARE cannot hold an enrollment spot for any child whose parent/guardian wishes to take a break from care. If at any point a parent/guardian wishes to withdraw their child(ren) from the after school program, a two-week notice must be given (see procedure below). As stated below, a two-week notice is not allowed or acceptable for summer vacation weeks.

There are no fees for field trips or special materials for any family in care. Deposits and registration fees are waived for state child care voucher recipients.

Late Pick-Up Fees:

Our programs close at 5:30pm sharp. All children must be signed-out of care by 5:30pm. If a child is still signed into care at 5:30pm, a late fee of \$1.00 per minute will be assessed. When late arrival is anticipated, please call the program site whenever possible to inform QCARE staff that a pick-up person is en route. At the time of late pick-up, the pick-up adult will be required to sign the child out, as well as sign the late log. Payment is due in a timely manner and payable directly to the site staff. For extremely late child pick-up, after 6:00pm, any additional rental/custodial fees that are assessed to QCARE from Quincy Public Schools will be passed onto the parent/guardian responsible for the charges incurred due to their late pick-up.

Making a payment:

School year or vacation week tuition payments cannot be received at the program site. The SMART program is an automatic transfer of funds. Direct payments must be made in person by cash, check or money order to the QCARE main office (Billing Coordinator) or by mail to P.O. Box 82, Quincy, MA 02170. Please do not mail cash. Fees for late pick-up should be paid directly to the site staff in a timely manner.

PAYMENT TYPES:

There are three types of payment options associated with care at Quincy After School: SMART payment, Direct Payment Voucher, and Direct Payment. Not all payments types are eligible for all families, as described below.

SMART TUITION MANAGEMENT PROGRAM:

The SMART Tuition Management Program is the required form of payment for all after school program families enrolled in care who do not have a child care voucher. SMART is designed to take a tuition payment directly from a parent/guardian's checking or savings account once a month. This is an electronic transfer of funds. At program registration the parent/guardian will be required to complete a SMART enrollment form, and will provide bank information including the routing number and account number, as well as a voided check or deposit slip from the account. The parent/guardian will be able to select a withdrawal date of payment of either the 10th, 20th or 30th of the month. After payment of the required two-week deposit, the rest of the annual tuition is calculated and divided into equal monthly payments, which will then be withdrawn on the selected date. For families that enroll in care prior to the start of the school year, payments will be divided into ten equal monthly payments beginning in August and ending in May. Enrollments that occur after the start of the school year (or after the August payment), payment regularity and amounts will be discussed at the enrollment meeting. A welcome letter from the SMART program will be mailed home prior to the withdrawal of the first payment, and will include payment amounts and dates. While QCARE does not accept credit card payments,

payments can be made through the SMART program via credit card if you are already registered in the SMART program, but the parent/guardian must contact SMART directly to arrange for this type of payment. At the time of enrollment, a *SMART Information Sheet* will be provided to the parent/guardian. This sheet contains highly valuable information and will include information about up-to-date fees and frequently asked questions. As of January 2013 SMART fees include:

- A \$25.00 insufficient funds fee, and an additional late fee of \$45.00 if your account is not rectified within 8 days of your withdrawal date.
- 10 days after an insufficient funds failed withdrawal, a second attempt will be made by SMART to collect the funds, and if the account is insufficient, a second \$25.00 fee will be charged.
- There is a \$45.00 late fee for each month until the late payment is resolved.

Fees charged for insufficient funds by the SMART program are in addition to any fees that a bank might charge for insufficient funds. Fees are the financial responsibility of the parent/guardian.

For parents/guardians whose outstanding program balances result in court proceedings, all court fees will be passed onto the parent/guardian.

NOTE: If a family circumstance is such that two separate SMART accounts are required for payment to the QCARE program, the SMART enrollment charge which is typically waived, will not be waived for the second account, and each account for that family will be assessed half of the SMART enrollment charge.

DIRECT PAYMENT OPTION:

The direct payment option is the required form of payment for all after school program families who have a child care voucher, who elect to by-pass the SMART Tuition Management Program by paying annual tuition in two increments (two annual payments), and is the only form of payment accepted for all vacation program care. The SMART Tuition Program is not available for February, April or Summer Vacation Programs. Accepted forms of payment are cash, check or money order made payable to "QCARE". Direct payments must be made in person by cash, check or money order to the QCARE main office (Billing Coordinator) or by mail to P.O. Box 82, Quincy, MA 02170. Please do not mail cash.

Voucher parents/guardians must make direct payments by dropping off or mailing payments to the QCARE main office monthly, bi-weekly, or weekly per signed agreement at the time of enrollment.

Those parents/guardians to wish to by-pass the SMART Tuition Management Program may do so only if the parent/guardian pays all child care tuition for the program in two lump sum payments. One lump sum payment will be due at the time of registration and the second payment will be made at the half way point of the program. The QCARE Billing Coordinator will work directly with parents/guardians wishing to pay in this way at the time of registration to discuss payment amounts and due dates.

For all QCARE vacation program weeks (February, April and Summer vacations), tuition must be paid by the direct payment option. Tuition for these weeks are due in advance of care, and all prior balances must be paid prior to registration in the vacation programs.

The fees associated with the direct payment option are as follows:

- QCARE assesses a \$25.00 bounced check fee
- QCARE assesses a \$15.00 per week fee for all late direct payments

Fees charged for bounced checks by QCARE are in addition to any fees that a bank might charge for insufficient funds. Fees are the financial responsibility of the parent/guardian.

For parents/guardians whose outstanding program balances result in court proceedings, all court fees will be passed onto the parent/guardian.

TUITION SCHOLARSHIP PROGRAM:

Every year, Quincy After School will work to raise money to offer Tuition Scholarship Grants in the form of financial assistance to families with a demonstrated financial need. These funds are limited. If you feel your family may qualify for financial assistance, please contact the main office to obtain a scholarship application from the QCARE Billing Coordinator. QCARE encourages all families who are struggling to make tuition payments to apply for a Tuition Scholarship Grant or contact the QCARE Billing Coordinator to discuss payment options. Tuition Scholarship Grants are given on a first come, first serve basis to qualifying families who complete all necessary forms and supply all necessary documents. **The application form must have all accompanying documentation when the application is submitted in order to be reviewed and processed.**

ALTERING AN ENROLLMENT 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 will not 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 two day minimum enrollment), 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 QCARE main office at 617-773-3299 to speak with a 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 the main office.

WITHDRAWAL FROM PROGRAM

The QCARE Main Office must be notified in writing or by phone if you intend to **withdraw** your child from the After School Program. **TWO-WEEKS NOTICE IS MANDATORY FOR ALL FAMILIES.** Notice CAN NOT be given at the program site or to site staff. Once a two-week notice of termination is given, your two-week deposit will be applied to the two weeks of care after the date of the notice. If the child is withdrawn without notice, the two-week deposit will be forfeited.

Two weeks' notice is not sufficient for our Summer Vacation Program. For the summer vacation program, there is a published schedule change date in the registration brochure. This date must be strictly observed, as all registered weeks after the scheduled date change will the financial responsibility of the parent/guardian.

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.

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 to the QCARE main office. 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.

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. The QCARE billing office is happy to assist with reimbursement documentation requests. Requests may take up to ten business days, so please allow for such time. Requests may be mailed, faxed or retrieved from our main office. 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 not generated automatically from QCARE. Families may request from the QCARE billing office an annual statement of account for the purpose of preparing tax returns. 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 15th of the next year. Requests may take up to ten business days to process and can be mailed, faxed or retrieved from our main office.

BASIC PROGRAM RULES FOR CHILDREN IN CARE

At QCARE, we take the happiness and safety of all participants very seriously. Therefore, we work hard to create a fun and safe environment for care. Along with our efforts, we need the children in care to help us by following some basic rules. Below is our behavior agreement for children in care. Please make sure to read over this agreement with your child. Thank you for helping us to help your child have a safe and fun care experience.

Basic Program Rules: (as stated for children)

- Respect Yourself
- Respect Others
- Respect Property

More Detailed Program Rules: (as stated for children)

- I will listen to staff and follow directions.
- I will respect the personal space of others by keeping my hands, feet and the rest of my body in my own space.
- I will respect program spaces by cleaning up after myself, appropriately using equipment, and asking to use something and then putting it away after I am done.
- I will not engage in bullying and I will not fight with others.
- I will use an inside voice and will not yell in anger.
- I will use appropriate and kind language.
- I will ask permission before I leave a program space or group.
- I will respect others feelings.
- I will not share food, because I respect other people's bodies and understand they might have food allergies.
- I will have a positive attitude and "try for ten" minutes when new activities are introduced.

GUIDELINES FOR INTERACTIONS BETWEEN QCARE STAFF AND CHILDREN

In accordance with EEC regulations, but also in an effort to provide children with the highest level of quality care available, QCARE 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, QCARE staff members are trained in the QCARE Child Guidance Policy. Through our child guidance plan for staff, QCARE 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 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.

PLAN FOR RESTROOM SUPERVISION

In accordance with EEC licensing regulation 7.10(5)(b) and (j), QCARE 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. QCARE feels that in order to best provide for child safety as well as a child's right to privacy, QCARE 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, QCARE staff will provide constant supervision. Please sign below to agree to the use of the bathroom buddies and to agree to and acknowledge the QCARE plan for restroom supervision.

ANTI-BULLYING POLICY

Quincy After School Child Care is committed to creating a safe and nurturing environment in which students may achieve their individual maximum potential. Quincy After School Child Care expects all members of our community to treat each other with dignity and respect. Therefore, QCARE has adopted the Quincy Public School's Anti-Bullying Policy. This 9 page policy can be found on the Quincy Public School's website, or a copy can be obtained from the QCARE main office.

PLAN TO AVOID SUSPENSIONS AND TERMINATIONS OF CHILDREN IN CARE

The staff members of all QCARE Programs are trained in the management of children's behavior. All behavior management strategies used in our program are based on the individual needs and developmental levels of the child. Through constant monitoring of the classroom environment, the child care staff seeks to prevent behavior problems from developing. Parent/guardian input is

welcomed regarding behavior management strategies for their child. All QCARE programs employ positive behavior reinforcement plans to help minimize potential behavior challenges.

When children do exhibit behavioral difficulties, they are reminded of the classroom rules and are redirected to alternative activities. This is called a warning. If the child's behavior is interfering with the functioning of the group or he/she is acting in an aggressive, oppositional, or destructive manner, a "time out" will be used.

Time Outs:

QCARE employs "Time Outs" during care as a way to help children understand desired appropriate choices and as a reminder to children of program rules and expectations. Time out involves removing the child from the group activity, while remaining in the classroom or an alternative safe space designated by program staff. The time out process involve either verbal or written communication (Time Out Form) between the child and a staff member regarding the nature of the behavior choice that lead to a time out and discussion about what rules were broken. The child will remain in time out no longer than 5 minutes from the time he/she regains control and/or calms down. Before returning to the group, the staff member handling the issue will discuss with the child why he/she was sent to time out and possible alternative behaviors to prevent future or further disciplinary action. The adult picking the child up at the end of the day will be informed of the circumstances that lead to a time out.

Children in care are never subjected to abuse or neglect, cruel, unusual, severe or corporal punishment including: any type of physical hitting inflicted in any manner upon the body, punishments which subject a child to verbal abuse, neglect, ridicule, humiliation, derogatory remarks, excessive time-out, denial of meals, snacks , outdoor time, rest, or bathroom facilities, punishment for soiling, wetting, or not using the toilet, or punishment related to eating or not eating food, and using food as a consequence (i.e. no force feeding or making the child eat against their will).

Difficult Behavior Report write-ups:

Children who continually have trouble controlling their behavior or make a behavior choice that warrants more serious action than a time out will receive a time out that involves a Difficult Behavior Report write-up. The report will contain information about what happened to necessitate a Difficult Behavior Report. These reports are issued for behavior choices that include: physical harm, swearing or inappropriate language or subjects, tantrums, biting or spitting, leaving the program space without permission, stealing, instigating others, harassment, bullying, disrespecting staff, or other behavior choices that endanger the child, staff, or other children in care, or are excessively inappropriate or disruptive to the program day.

If a child receives three write-ups in a month, the child will be automatically suspended for at least one day and in most cases, no more than five days. Children will be suspended for at least a day the first time three write-ups are recorded within 30 days, up to three days the second time three write-ups are recorded within 30 days, and up to a week the third time. In circumstances of extremely difficult behavior choices, a period of suspension in excess of five days may become necessary to work with the family, child, and QCARE staff to formulate an individual behavior plan. If a child receives three write-ups throughout the course of the school year, it will be at the discretion of the Executive Director whether or not the child will be suspended. Furthermore, write-ups for serious behavior issues may warrant immediate suspension at the discretion of the Executive Director or Program Director.

If a child has been suspended from the program three times, the child may face the possibility of termination from the program. Through ongoing work between the Executive Director and Program Directors, Parents/Guardians, and the Site Coordinator, a plan of action will be set forth in the IBP to attempt to avoid termination or multiple suspensions whenever possible.

Response to Serious Discipline Problems/IBP's:

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. QCARE 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, QCARE 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, QCARE will pursue options for supportive services to the program, including consultation and educator training. Suspension 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 Executive Director.

Suspension and/or Termination Policy:

QCARE Programs may suspend and/or terminate child care services under any one of the following conditions:

- Disrespect of/for staff, other children, and property.
- A child's behavior endangers his/her safety or safety of others.
- A child leaves the program space on a regular basis without permission (i.e. "runs away").
- A child frequently assaults other children or staff. Assault includes: hitting, biting, spitting, kicking, pushing or serious verbal aggression.
- A child continually instigates others, bullies others or steals.
- A child is unable to function in the group and/or his/her behavior disrupts the functioning of the group on a regular basis.
- A child's behavior does not improve after the implementation of the IBP and/or during the probationary period.
- The parent(s) do not cooperate in the IBP process or fails to follow through with the agreed upon recommendations of the staff.
- The parent does not submit required documentation, pay required fees or follow through with mandated policy.
- The parent does not submit required non-expired medications which are necessary for the child's safety in care, or does not cooperate with program staff to complete necessary medication paperwork and authorizations as required by conditions of licensing, including non-expired prescriptions, non-expired medications or incomplete consent forms and Individual Health Care Plan forms.
- Unruly or disruptive behavior of the parent(s)/guardian(s) or representative.

All suspension/termination decisions will be reviewed at the discretion of the senior ranking administrative official at the time of the incident. A child may be suspended for one day or more (see above conditions). If a child is suspended for repeated offenses, termination procedures may

begin after a parent/guardian meeting has taken place. In all termination cases, the parent/guardian will be informed in writing of the reason(s) for the action and will be provided with information regarding the availability of resource and referral agencies. Written notice will include the reason for term and circumstances under which the child may return to care if any. If possible, a two week advanced notice will be given. Whenever a child leaves the program, he/she will be prepared for the transition in a developmentally appropriate manner if circumstances permit.

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), a QCARE 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. QCARE 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 the QCARE main office to alert QCARE Administration of the emergency. It will then be determined if it is more appropriate for the QCARE Administrator or the staff on scene to contact the child's parent/guardian to alert them that 911 has been called. It will also be determined which QCARE 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 QCARE 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 QCARE site 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. The staff member will then call the QCARE main office to alert QCARE Administration of the emergency.
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 QCARE 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 QCARE 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. QCARE 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 from any QCARE site location, the QCARE Program Directors or Site Coordinator in charge 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.
 - b. A plan to ensure that children will be protected against heat, cold, and sun injury will be devised.
 - c. On the field trip, QCARE staff will review the location of emergency services (such as life guard stations, 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 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 QCARE staff.
Transportation logs will be completed in accordance with EEC regulations.
2. If an accident or acute illness occurs with a child while any QCARE 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 QCARE administrator or child's parent/guardian first. 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 administrators about the emergency.
 3. Depending on the location of the trip it will be determined by the QCARE 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 QCARE 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 QCARE 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. QCARE 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 QCARE 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 QCARE 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 QCARE has up-to-date emergency forms on file for each child. QCARE 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. 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. QCARE 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 QCARE 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 QCARE 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 QCARE 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 QCARE 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 Quincy After School Child Care 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), **it is the responsibility of the parent/guardian to notify a QCARE staff by calling the child's program site or calling the QCARE main office**. When a report of communicable illness is noted at a child's program site, parents/guardians will be notified via e-mail and/or letter distributed at sign-out. Failure to report communicable illness can result in unnecessary spread of illness to program participants and staff, as well as their families. ALWAYS REPORT COMMUNICABLE ILLNESS!

COMMUNICABLE ILLNESS CHART*:

DIAGNOSED ILLNESS/CONDITION OR SYMPTOMS:	CHILD CANNOT RETURN TO THE PROGRAM UNTIL:
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.
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 and this list is kept up to date and on file at the QCARE main office. 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 a QCARE administrator.

PLAN FOR ADMINISTERING PRESCRIPTION AND NON-PRESCRIPTION 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. All QCARE 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. QCARE 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 QCARE 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 QCARE 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 QCARE administration in accordance with the practices of the Quincy 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, QCARE does not allow for this circumstance at its 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 QCARE 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 QCARE 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 QCARE staff when any medication has been administered.
16. All medications must be administered in accordance with the consent and documentation requirements listed below:

Regulation Number and Type of Medication	Written Parental Consent Required	Health Care Practitioner Authorization Required	Logging Required
7.11(2)(1)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)

Quincy After School Child Care 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 QCARE.

QCARE must develop an IHCP in collaboration with the parents/guardians, QCARE staff and the child's licensed health care practitioner, who must authorize the IHCP. IHCP forms have been developed by QCARE 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

QCARE 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 QCARE'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 QCARE 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

QCARE 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. QCARE will not discriminate on the basis of mental or physical limitations, toilet training status, or any disability. 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 QCARE has highly supportive staff, the program is unable to provide individual aids to children. We will welcome aids provided by QPS or by parents/guardians.

Please refer to the *QCARE Serving Children with Disabilities Policy* located within this handbook for more information about QCARE's ability to serve 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 a 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.

Plan for maintaining first aid supplies/emergency supplies

Each after school program site 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. Each program shall also maintain an emergency travel first aid backpack which will also include all of the items listed above. Additionally, each program shall maintain a few items of clothing in various sizes in the event that a child's clothing is soiled while in care. However, if a 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. First aid kits/emergency supplies will be inventoried at least monthly by the site coordinator.

Plan for the management of infectious diseases

1. All QCARE 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. Quincy Public Schools custodial staff will also be responsible for cleaning program spaces.
2. QCARE staff will educate children about and promote hand washing procedures and health precautions. Please be advised that QCARE 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.

MANDATED REPORTING OF CHILD ABUSE AND NEGLECT

The Department of Early Education and Care licenses QCARE's sites. Therefore, all QCARE 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 QCARE staff members are trained in warning signs and symptoms of abuse and neglect. If any staff member suspects abuse/neglect, QCARE 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 Executive Director will discuss the issue with the parent/guardian. QCARE 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 QCARE staff, that staff member will immediately be removed from direct contact with children until a thorough investigation has been completed by QCARE Administration 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, QCARE 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 immediately by QCARE Administration of any allegation of abuse or neglect involving their child while in the care and custody of Quincy After School Child Care.

EMERGENCY CONTINGENCY PLAN

In order to keep our program participants safe, and to comply with strict EEC licensing regulations, Quincy After School has the following plan for emergencies:

- 1) QCARE 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) QCARE will adopt the QPS procedures for “shelter in place” if necessary during the program day. QCARE 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. Each program site will have an emergency meeting location, and a plan for utilizing alternative program space (see below), should the licensed space become unfit for child care services.
- 4) All 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 will make every effort to contact the QCARE main office staff who will then work to contact guardians while the site staff monitor the children in care.
- 5) QCARE 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, QCARE administration, and parents/guardians. In the event that authorities need to be contacted, QCARE administration will contact the authorities, while site staff monitor children in care.
- 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 to the building custodian, and then the Program Administrator. If necessary, the Program Administrator will contact the Quincy 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 then 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. 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.

- 7) If a parent/guardian is not able to reach the site staff by telephone using the site's main phone number, the parent/guardian can call the QCARE main office to get assistance in contacting the site staff.

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 Site Coordinator on duty will be the person responsible for making sure every child is safely out of the building before the Site Coordinator exits the building. This "sweep" of program space will be practiced with normal emergency evacuation drills. QCARE 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, each of our program sites will take the group to the following places by walking under direct staff supervision:
 - a) Atherton Hough – The Fire Station across the street from the school.
 - b) Beechwood Knoll – Our program at the Parker School.
 - c) Bernazzani – The Fire Station at the corner of Copeland & Water Streets.
 - d) Lincoln Hancock – The Fire Station at the corner of Copeland & Water Streets.
 - e) Merrymount – Police Station on Sea Street.
 - f) Montclair – Fire Station on Hancock Street, near the NQ T station.
 - g) Parker – Fire Station on Hancock Street, near the NQ T station.
 - h) Squantum – Fire Station on Huckins Avenue.
 - i) Wollaston – Fire Station on Beale Street.
- 3) If it is ever possible to provide bus transportation in the event of an emergency, QCARE reserves the right to utilize Quincy Public School busses to transport children. In the event of extreme or more widespread emergencies where further evacuation could become necessary, QCARE administration will confer with local emergency management services to work out a plan for transporting children in a safe and supervised manner.
- 4) Once the site staff has made it to the location listed above they will notify the administrative offices and parents/guardians will be contacted by the QCARE main office. 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 QCARE staff will begin a missing child procedure. This procedure includes the following steps which may be taken by QCARE 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 dismissed as a walker or onto a bus. If you find that the child has, contact the QCARE main office to speak with a program director immediately. Call the child's parent/guardian 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.
- Call the QCARE main office to make sure a parent/guardian didn't notify the main office of an absence, and to make a Program Administrator aware of the missing child.
- The QCARE 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 Quincy police.

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 QCARE 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 in an outside agencies group (ex: REC or CCD). 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).
- Quickly contact the QCARE main office to make a Program Director aware, and so that a Program Director can head to the site. At this point we will discuss if the police should be notified.
- 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 director should arrive very shortly to help with the situation.

QCARE Vacation Programs Missing Child Procedure

If a child does not show up for the program by 9:30am and the guardian has not notified the program of absence:

- Check sign-in log to make sure the child was not signed-in for the day.
- If the child was signed-in, but the child cannot be located at the site follow procedure below.
- Check with the Unit Leader or P.D. to see if they received notice of absence.
- Make sure that the site's voicemail has been checked for the day.
- Call QCARE main office to make sure that absence notification was not received there, and to make the main office administrators aware of the situation. Check the main office voicemail if no one is available at main office.
- Check the child's file and team binder for any notes that might have been added/handed in.
- Contact a parent/guardian to confirm absence (try both parents if one cannot be reached). Call home, work, cell (all #'s) for one parent before contacting the other.
- When you reach the parents/guardians let the P.D. or Unit Leader know if the child is absent or if you were unable to reach the parent/guardian and had to leave a message.

- The P.D. or unit leader will continue calling emergency contacts until someone can be reached to account for the child.

If a child is missing from the after school Vacation Program or while on a Field Trip:

- Communicate with ALL staff members to make sure that they are not aware of the child's location.
- Check the child's Team sign out list to make sure that the parent/guardian has not picked-up with another staff member without your knowledge.
- Depending on the location of the group at the time the child is observed to be missing, check all areas that the child might be (examples: check around the school building, behind outdoor structures or playgrounds, inside all bathrooms and classrooms close to your location, the stage area, kitchen, vacation program office, gym, stairway to gym, locker room, etc. On field trip check immediate vicinity and the last place that you were).
- Contact the Unit Leader if on-site to make them aware of the situation and to see if they have seen the child during the day. (ex: did the Unit Leader or a P.D. release the child to a parent/guardian from the Summer Program office after illness without notifying the team leader).
- Do an "all call" over walkie-talkies (summer program) announcing "Locate: child's name, IMMEDIATELY". If anyone knows whereabouts of child, announce over walkie-talkie.
- Have all children sit quietly while you do a full face to name TEAM attendance.
- Quickly contact a PD or the QCARE main office to make aware, and so that a program director can head to the site if not already on-site. At this point we will discuss if the police should be notified.
- Do an ALL PROGRAM attendance.
- If available, notify the field trip location and ask their staff to help. Have the field trip location do an announcement for the child to meet at an obvious location.
- Contact the parent/guardian to explain the situation and to see if the parent/guardian can account for the child.
- Continue looking for the child without alarming other children in care. The program director should arrive very shortly to help with the situation.

NUTRITION

QCARE shall provide the opportunity for a snack/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), QCARE provides the snack.
3. One meal and two snacks are provided for children in care for more than 7 hours; Parents provide meal (lunch), QCARE provides snack.
4. QCARE 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. QCARE shall provide fresh drinking water at each 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.

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 child's program site will be discussed. *Please help us keep all children in care safe by observing all allergy restrictions posed at the individual sites.* QCARE 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.

RELEASE POLICY

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, 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 after school site or the program's main office to speak with an 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 QCARE 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 QCARE 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 your QCARE Site Coordinator 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 QCARE program, parental rights cannot be infringed. For questions about the child release policy, please contact a Program Director at the QCARE main office 617-773-3299.

RESEARCH POLICY

QCARE 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 program staff, and only after parent/guardian permission from all enrolled children. 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 QCARE allow physical harm to children during research. As an example, child observations are required of college students preparing papers or reports. Again, a

parent/guardian will always be notified when any outside observations or research involves their child.

UNAUTHORIZED ACTIVITIES

QCARE 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 QCARE OR CHARITIES

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

There are also occasions when QCARE 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. QCARE 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 grade one children to the QCARE site. A parent/guardian must speak with Quincy Public Schools to make these arrangements. Children in grades two and up may walk to the area independently and unsupervised. ***QCARE is not responsible for a child until they arrive at the program. Children remain the responsibility of Quincy Public Schools until they arrive at the QCARE School Age Program.***
3. **Program drop off:** Parents/guardians are responsible for transporting children on all full days and during the vacation weeks. 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. ***QCARE 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 5:30pm 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, and State Issued ID Card. Additionally, at the discretion of the QCARE 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). ***QCARE 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 QCARE, a valid High School ID Card. **Siblings under the age of sixteen (16) will not be allowed to pickup a child enrolled in Quincy After School Child Care.** We regret any inconvenience this may cause, but feel it to be in the best interests of the children to observe these limits.

6. QCARE 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 Quincy Public Schools are canceled before the start of the school day, Quincy After School Child Care, Inc. **will be closed** until Quincy Public Schools reopen. **Parents are expected to pay for all snow days**, as they are unplanned events for the program.

If Quincy Public Schools are canceled while children are in school, Quincy After School Child Care, Inc. **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 Quincy Public Schools or in our program, the Executive Director in conjunction with one member of the Board of Directors Executive Committee will have the authority to close Quincy After School Child Care, Inc. earlier than the regular 5:30pm dismissal time. All parents/guardians will be contacted in a timely manner and asked to pickup their children by the time designated. Quincy After School Child Care, Inc. 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 Quincy After School staff members, and the Quincy Public School custodians who keep the school buildings open for our program operation.

The Executive Director and the Board of Directors Executive Committee member will report back to the full Board of Directors at the next Board Meeting as to what mitigating factors were involved in closing the program early.

PARENTAL/GUARDIAN RIGHTS

These rights are as follows:

- 1. Parent/Guardian Involvement** – Parents/Guardians are welcome to visit the program unannounced at anytime while their child is present and observe their child’s activities.
- 2. Parent/Guardian Evaluations** - QCARE 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** - QCARE 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** - A monthly newsletter is sent to inform parents/guardians of upcoming events from each program’s Site Coordinator. 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.

PARENT/GUARDIAN, CHILDREN, AND ANONYMOUS COMPLAINTS

QCARE welcomes comments and suggestions about our programs from parents/guardians, children, schools, and anonymous sources. Whenever you have concerns, problems, or complaints regarding the QCARE Programs, please discuss the issue first with the site coordinator, if possible. If he/she is unable to resolve the issue, contact the Program Director(s) or the Executive Director at the main office 617-773-3299, who will then further address the issue.

For issues that cannot be addressed with the QCARE Administration, you are able to send correspondence to “Board of Directors ONLY” P.O. Box 82, Quincy, MA 02170. This correspondence will be forwarded to a Board of Directors Member without being opened.

The Department of Early Education and Care can be contacted by mail at: 1250 Hancock Street, Suite 120-S, Quincy, MA 02169 or at 617-472-2881. You may request QCARE’s compliance history or speak to someone there about concerns or complaints.

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 program administration 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 Executive Director to explain objections. The Director 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.

REFERRAL PLAN

QCARE has a deep commitment to supporting families and children in care. QCARE staff will evaluate all children enrolled in care on an ongoing basis, and half way through the school year in the child’s Progress Report. Any issues or significant developments will be brought to the parents/guardians attention as soon as they arise. In the event that it becomes necessary, QCARE shall offer referral services information to parents/guardians of children in care. In such a case, a Program Director or the Executive Director will have a conversation either in person or over the phone with the parent/guardian to share staff observations of the child and to discuss the referral. A referral meeting may be agreed upon to further share observations and discuss long term goals for the child in care. Referrals will be offered for such services as: medical services, vision or hearing screenings, dental health check-ups, mental health services including social or behavioral

assessments, educational referrals, or referrals to Quincy Public Schools special education services.

Throughout the time that QCARE staff are serving a child in care, if at any point in the child's care the staff feels that referral services would benefit the youth, they are obligated to discuss a plan for making a referral with the Program Director. The Program Directors will work with the Executive Director to make a plan for referral with the parent/guardian. All pertinent information and notes within the child's file will be reviewed prior to calling the parent/guardian for a referral. QCARE shall obtain parental consent prior to contacting any outside social, educational or health care resource or service provider on behalf of an individual child. For any referrals made to a family that pertain to the child in care, a written record of the referral and the results of such a referral will be kept in the child's file as required by EEC regulation 606CMR 7.06(5)(b).

Additionally, if at any time QCARE administration feels that there are ways to better support a program family with referrals for family supports, QCARE will work in a respectful and professional way to connect the family to available community resources, such as: food pantries, shelters, fuel subsidy services and child care subsidy vouchers.

For a complete and current list of referral resources in the Quincy community, please contact the QCARE main office to speak with a Program Director or the Executive Director.

QCARE SWIMMING POLICY

A. Swimming Pools

Occasionally, QCARE participants may utilize a swimming pool facility, normally at Lincoln Hancock School in Quincy. In such event, a strict protocol is in force, and must be followed. Parents/guardians must sign a permission slip to allow for a child's use of the pool area. Whenever the pool is not in use, it will remain inaccessible to children. Whenever pool facilities are to be used by the QCARE program, a QCARE staff member shall be immediately available who is aware of the pool pump location and shall be properly trained to turn off the pool pump in the event of an emergency.

STUDENT OBLIGATIONS

First, no participant may swim in a pool unless he/she is wearing proper swimming attire. Each participant over the age of 6 must satisfactorily complete a swim test, administered by staff/guards in the shallow end of the pool. Any participant who does not display adequate ability, in the sole judgment of the staff, will be required to wear a flotation device while in the pool. Any child over the age of 6 who does display adequate ability will be permitted to swim in the shallow end of the pool. Swimming in the deep end will only be permitted for those children who first take the deep end swimming test, and display adequate ability, again, in the sole judgment of the staff. The conclusion of staff members shall be final and binding as to all swimming activities.

Second, no child under the age of 6 will be permitted in the pool without wearing a flotation device, irrespective of swimming ability; no exceptions.

Third, QCARE participants must follow all pool rules while using pool facilities. Rules may be set by the pool facility as well as QCARE staff. Failure to follow pool rules may result in the suspension of a child's pool privileges, and immediate removal from the pool.

Finally, all participants must cooperate fully with QCARE staff/lifeguards while in the pool. Staff will be regularly conducting head counts and engaging in other safety measures, which require the full cooperation of each child. Any failure to cooperate will result in removal from

the pool. Please familiarize your child with these rules, in order to insure that all enjoy the experience offered.

STAFF OBLIGATIONS

When QCARE participants are in any pool, approximately half of the assigned QCARE staff shall be in the water, with the students; the remaining staff shall be divided and assigned to monitor the pool deck and locker room facilities, and/or conduct classroom activities for non-swimming participants. Staff will enter the pool before participants enter the water.

Regular headcounts will be conducted throughout the duration of the swimming session and at least every forty-five minutes, the pool shall be cleared and a head count conducted to insure the safety of all participants. One staff member should conduct a visual inspection of the pool, once cleared, to insure no participant is underwater or otherwise in distress.

In the event of a swimming emergency while at the pool, QCARE should defer to the on duty lifeguard for primary assessment of the situation and administration of care. If a lifeguard is not immediately available, a staff member trained in First Aid/CPR shall assess the situation and administer necessary care until a lifeguard becomes available. An immediate call to 911 shall be placed by a QCARE staff member, irrespective of whatever other personnel (e.g., lifeguards, teachers, etc) may be present. All available staff not assisting the lifeguard or otherwise directly involved in dealing with the swimming emergency shall assemble the participants present and remove them from the pool area to the locker area, until the emergency is abated.

B. Beach Activities (including Oceans, Lakes, and Ponds)

When QCARE participants take summer field trips to locations such as oceans, lakes or ponds, swimming by participants is subject to a strict protocol that must be followed.

QCARE will never allow a participant to swim at a venue without one or more lifeguard(s) – provided by the venue/facility - present and on duty. The role of Program Staff is to establish and maintain a perimeter near and in the water as a staging area for all participants, the purpose of which is to monitor participants while in the water. **It is important to note, however, that QCARE personnel are not trained lifeguards, and therefore cannot, and do not, fill that role.** QCARE personnel will monitor activities to ensure that children are safe, but rely on venue/facility personnel in the event of a water emergency.

STUDENT OBLIGATIONS

During a summer field trip, when swimming is to occur at an ocean, lake or pond, the Water Safety Rules are as follows:

1. No child can swim outside of the water perimeter set up by the staff members.
2. No child can be in the water deeper than his or her bellybutton.
3. Children must follow all staff rules and commands at all times or they will be removed from the water for the balance of the trip. (It is important you stress to your child the importance of cooperating with all staff on these trips.)
4. If a child is asked to leave the water for any reason, he/she must stay out of the water until the staff member who asked them to get out says it is okay for them to return to the water.
5. No rough-play while in the water or at any time.
6. Children must follow all posted beach rules.

STAFF OBLIGATIONS

Prior to any child entering the water, staff members present shall establish a swimming perimeter, using the following protocol: The perimeter shall be no further than 50 yards from an on duty lifeguard. The perimeter shall be, whenever possible, away from other large groups of swimmers. Before staff members allow any child to enter the water, two staff members shall enter the water

and walk/swim the area to ensure that the water area is safe for participant swimming. At all times, at least six staff members shall be in the water maintaining the perimeter, with at least three staff members along the perimeter of the deepest point that children will be allowed out to. At least three members shall be on the beach – one at each end of the perimeter and one in the middle of the swimming area.

Before any child is allowed in the water, staff members scheduled to be in the water shall enter the water and go directly to the area to which they are assigned. On the first occasion that children are to enter the water that day, the beach monitors shall then review the water safety rules with the participants. After that, and on each occasion when swimmers re-enter the water, staff shall conduct a head count of all swimmers. That number is to be written down by one of the beach monitors and maintained during the entire swimming period. Once the count is completed, the children shall be allowed into the water. At least every half hour, (more frequently if conditions – such as waves, number of swimmers, or any other condition which would tend to make a reasonable person more cautious – so warrant) the water shall be cleared of all QCARE participants, and a head count shall be conducted before swimmers are allowed to re-enter the water.

In the event of a swimming emergency while at a beach – whether involving QCARE participants or not - QCARE staff shall immediately contact the on-duty lifeguard, and cede control to that/those individual(s). QCARE should remove all other QCARE swimmers from the water, conduct a head count to insure all are properly removed, and gather the children together, removing them to an area away from the emergency to allow for the lifeguard staff to efficiently do its work.

If at any point during a trip, staff becomes aware that a lifeguard is not immediately available, or is not at his/her lifeguard post for any reason, then QCARE staff should remove all other QCARE swimmers from the water, conduct a head count to insure all are properly removed, and gather the children together on the beach until the return of the lifeguard staff.

State mandated child care ratios are one staff to thirteen children. QCARE feels that when engaged in water activities at the program a minimum of a 1:10 ratio (or better) shall be maintained.

These rules are designed with the safety of participating children in mind. Parents/guardians must review the rules carefully, and then review them with their child(ren). Please further stress that fun in the water is like fun anywhere else, but we just have to be a little more careful. Thank you.

SERVING CHILDREN WITH DISABILITIES

Quincy After School Child Care (“QCARE”) will accept applications for any child with a disability, consistent with its acceptance of applications for any child. QCARE is proud to serve all children and all families. However, due to the fact that a child with a disability may pose challenges that are beyond that which QCARE personnel are capable of meeting, and/or may burden available staff unduly, thereby detracting from staff ability to deliver services to other program members, QCARE may review whether it is capable of accepting and serving a particular child, consistent with the Commonwealth’s Department of Early Education and Care guidelines.

In determining whether to accept or serve a child with a disability, QCARE may, only after first obtaining parental consent (as appropriate), request information related to the child's participation in the center's program from the Local Education Agency, Early Intervention Program or other health or service providers.

Once QCARE determines it will accept a child with a disability, it shall review all available information concerning the child and consult with the parent(s)/legal guardian(s), and 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 center activities;
2. the size of the group to which the child may be assigned and the appropriate staff/child ratio; and
3. any special equipment, materials, ramps or aids.

Should QCARE determine that it will not accept a child with a disability, it must provide written notification to the parent(s)/legal guardian(s) within 30 days of its first receipt of the information, referenced in the second paragraph, above. QCARE may determine not to accept a child only if, in the exercise of reasonable judgment, the accommodations required by the regulations of the Commonwealth of Massachusetts to serve the child would cause an undue burden to the program. QCARE shall state, in its written notice to the parents, the reasons for its decision, and the particular facts which led to the conclusion of undue burden. In addition, the notification shall inform the parent(s)/legal guardian(s) that they may contact the Department Of Early Education and Care and request that EEC determine if QCARE is in compliance with mandated School Age Regulations as set forth by the Commonwealth of Massachusetts. QCARE shall maintain a copy of its written notification in its records for a period of three (3) years from the date of the letter. QCARE acknowledges that any accommodations related to the toileting needs of a child with a disability who is not toilet trained may not be considered an undue burden.

In determining whether the accommodations required by the Commonwealth of Massachusetts licensing regulations are reasonable or would cause an undue burden to the program, QCARE shall consider the following factors in its decision-making process:

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 QCARE;
4. the number of persons employed by QCARE;
5. the effect on expenses and resources, or the impact otherwise of such action upon .

This list is not intended to be all-inclusive of the factors to be considered; each case is to be determined on its own merits, with these factors among those considered.

QCARE may, if deemed appropriate by its staff, and only after first obtaining parental/guardian permission, participate in the development and review of the child's program plan in cooperation with the LEA, Early Intervention Program and/or other health and service providers.

Quincy After School shall, after first obtaining parental/guardian permission, inform the City of Quincy's Director of Special Education in writing, that it is serving a child with a disability.