



Quincy After School Child Care Parent/Guardian Handbook

Welcome to the QCARE Program! 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 COORDINATOR: _____

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

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

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

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 child registration application
- Paid registration fee
- Submitted copy of child care voucher (if applicable)
- Site visit and/or registration appointment
- 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 applicable)

Parent Handbook Table of Contents

THE QCARE MISSION STATEMENT	4
NONDISCRIMINATION POLICY	4
PHILOSOPHY OF AFTER SCHOOL PROGRAM	4
GOALS OF AFTER SCHOOL PROGRAM.....	4
GENERAL DESCRIPTION OF THE AFTER SCHOOL PROGRAM.....	4
PROGRAM LICENSING THROUGH THE COMMONWEALTH DEPARTMENT OF EARLY EDUCATION AND CARE.....	5
REGISTRATION ENROLLMENT PROCEDURE FOR PROGRAMS	5
ON-SITE ORIENTATION.....	5
CHILD ENROLLMENT POLICY & PROCEDURE.....	6
PARENT/GUARDIAN COMMUNICATION, VISITS, PROGRAM INPUT & CONFERENCES	7
PROGRESS REPORTS	8
LINE OF AUTHORITY.....	8
HOURS OF OPERATION.....	8
PROGRAM CALENDAR AND CALENDAR OF HOLIDAYS	9
PROGRAM SCHEDULE AND CURRICULUM	10
EXAMPLE OF DAILY SCHEDULES	10
SUMMER AND SCHOOL VACATION SCHEDULE.....	11
FIELD TRIPS.....	12
STAFF/CHILD RATIO.....	13
PLAN FOR TRANSITIONS.....	13
BASIC AGREEMENTS FOR PROGRAM PARTICIPATION	14
PROGRAM PAYMENT/BILLING INFORMATION	15
PAYMENT TYPES AND ASSOCIATED FEES	16
ALTERING AN ENROLLMENT SCHEDULE.....	19
WITHDRAWAL FROM PROGRAM	19
BASIC PROGRAM RULES FOR CHILDREN IN CARE	20
GUIDELINES FOR INTERACTIONS BETWEEN QCARE STAFF AND CHILDREN.....	21
STAFF DEVELOPMENT.....	22
PLAN FOR RESTROOM SUPERVISION	22
ANTI-BULLYING POLICY	23
PLAN TO AVOID SUSPENSIONS AND TERMINATION OF CARE	23
HEALTH AND MEDICAL POLICIES	26
NUTRITION	26
RELEASE POLICY	27
RESEARCH POLICY.....	27
UNAUTHORIZED ACTIVITIES.....	28
FUNDRAISING ACTIVITIES FOR QCARE OR CHARITIES	28
TRANSPORTATION PLAN.....	28
QCARE SNOW/EMERGENCY CLOSING POLICY	29

PARENTAL/GUARDIAN RIGHTS.....	30
PARENT/GUARDIAN, CHILD AND ANONYMOUS COMPLAINTS	30
CHILDREN’S RECORDS AND CONFIDENTIALITY	31
REFERAL PLAN	31
QCARE SWIMMING POLICY.....	32

Health Care Policy Table of Contents

HANDLING A MEDICAL EMERGENCY (at the program site)	34
HANDLING A MEDICAL EMERGENCY (while on a field trip)	35
CARE OF CHILDREN WITH MILD ILLNESS, INJURY, ALLERGIES OR MEDICAL CONDITIONS.....	36
PLAN FOR ADMINISTERING PERSCRIPTION AND NON-PERSCRIPTION MEDICATION	39
INDIVIDUAL HEALTH CARE PLANS (IHCP’s).....	42
SERVING CHILDREN WITH DISABILITIES	42
PLAN FOR ASSESSING POTENTIAL HAZARDS	44
PLAN FOR MAINTAINING FIRST AID SUPPLIES/EMEREGENCY SUPPLIES	44
PLAN FOR THE MANAGEMENT OF INFECTIOUS DISEASES.....	44
PLAN FOR ORAL HEALTH	45
MANDATED REPORTING OF CHILD ABUSE AND NEGLECT	45
EMERGENCY CONTINGENCY PLAN	46
CONTINGENCY PLAN FOR ALTERNATIVE PROGRAM SPACE.....	47
MISSING CHILD PROCEDURE.....	48

THE QCARE MISSION STATEMENT

The mission of Quincy After School Child Care, Inc. (QCARE) is to provide affordable child care and enrichment services of the highest quality through innovative and carefully crafted programs that are governed by qualified and passionate caregivers.

NONDISCRIMINATION POLICY

QCARE is a private, nonprofit corporation. QCARE, its staff, and Board of Directors welcome and encourage children and families of all racial, ethnic, and cultural backgrounds.

QCARE will not discriminate on the basis of race, religion, gender, cultural heritage, marital status, ethnicity, country of origin, sexual orientation, political beliefs, 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, culturally, 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: 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. Children will be able to build friendships, play games and sports, work on homework and engage in a variety of creative projects and enriching activities. Each program is staffed by nurturing adult child care professionals who will supervise and support each child in care. 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 nonprofit organization. Former Mayor Francis X. McCauley and the Mayor's Commission on the Status of Women founded Quincy After School Child Care in 1987. Our first program was opened in September of 1987 at the Montclair School with support from the Beechwood Community Life Center. In our first year our program served about thirteen children. Today, we have grown to be able to serve more than 470 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 operated 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 (EEC). 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. 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 visit 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 served basis for all programs when the maximum capacity has not been reached. A child must be enrolled in a minimum of two consistent days per week during the school year. During all vacation programs, enrollments are full weeks only.

Please contact our main office to speak with a member of our registration team to inquire about openings at your desired program/school. 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.

When program availability is limited at an after school program, QCARE maintains a waiting list for families who are interested in care at that school. Interested participants who have signed up for the program waiting list will be notified when a suitable opening occurs in the order that they signed up for the waiting list.

ON-SITE ORIENTATION

All potential QCARE program participants are given the opportunity to complete an on-site orientation prior to program enrollment. 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 parent/guardian

must contact a member of the registration team at the main office. A date and time for visit will then 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. A registration appointment will take place at the QCARE main office with a parent/guardian or their designee and a QCARE program administrator or designee. Please see the “Plan for Transitions” section of this handbook for more information about on-site visits prior to entering care.

CHILD ENROLLMENT POLICY & PROCEDURE

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 the instances above, enrollment in our after school programs will be allowed on a case by case basis after review by the Executive Director and the principal of the designated school. QCARE administration reserves the right to determine appropriate placement for all students traveling from middle schools to receive care at elementary school based programs.

If an after school program has availability and no waiting list, then registration will be available to families who inquire about care. If care is immediately available, the parent/guardian and a member of the QCARE registration team will schedule a registration appointment and/or a site visit. After the registration appointment is scheduled, the parent/guardian will be emailed all important information, including a “link” to complete the QCARE child registration application, submit the registration fee, and complete the required billing information. The child registration application must be completed via our online system by the parent/guardian prior to the registration appointment. At the registration appointment, the child registration application will be reviewed and signed, a start date will be arranged and all questions will be answered. If the enrolling child requires medication or has a medical condition, a plan for completing necessary forms and obtaining medication(s) will be made. If the enrolling family’s primary language is not English, QCARE will help to arrange for translation services.

Quincy After School is committed to providing continued enrollment to families once they have registered with our program and, therefore, allows for annual preregistration

for our after school care for families who are already being served by the after school program. At that time, families are also allowed to register a newly enrolling sibling. We strongly urge families to take advantage of preregistration as spots are not guaranteed from year to year and availability is on a first-come, first-served basis. Parents/Guardians are required to update all child files annually either during preregistration or by individually meeting with a member of the registration team.

Enrollment for QCARE 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-served basis for each week until capacity is reached. Due to our commitment to provide continuity in our care, our summer vacation program has a preregistration period for families that are currently enrolled in our school year programs. Summer vacation program enrollment is then 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 waiting list will be maintained in the event that spots for care become available.

PARENT/GUARDIAN COMMUNICATION, VISITS, PROGRAM INPUT & CONFERENCES

QCARE values and understands that open and ongoing communication between after school program staff and a child's parent(s)/guardian(s) has a positive benefit and outcome for children in care. QCARE supports an ongoing partnership with parents/guardians to best foster a child's educational, physical, language, social, cultural 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. QCARE welcomes the authorized parents/guardians of an enrolled child to visit that child's program site unannounced at any time while the child is receiving care.

Throughout the school year, each program site location will schedule family events where parent/guardian participation is welcomed, encouraged and appreciated. These events will be scheduled at least twice a year as opportunities for parents/guardians and staff to interact and communicate. Examples of these opportunities are coffee hour, family craft night, movie nights, family board game night, parents/staff vs. children kickball game, recipe swap night or potlucks. These opportunities are initiated by the program to help foster relationships between caregivers and parents/guardians.

QCARE also encourages families to initiate meetings with direct care staff whenever they feel it is necessary or at regular intervals. To ensure that there is communication at least monthly with program families, direct care staff will regularly email program updates. We encourage two way email communication whenever a family feels that it is necessary. Also, monthly newsletters will be emailed and available in paper format at program locations. QCARE staff will also regularly telephone parents/guardians and families are encouraged to call whenever inclined. Through suggestions, meetings and direct communication with program staff and administration, QCARE welcomes parent/guardian input about the care of their child, 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, email 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 Directors 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 to 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. Parents/guardians are encouraged to request a conference to discuss the content of the report if there are any questions or concerns.

LINE OF AUTHORITY

Executive Director (administrator): Responsible for overall operation of QCARE.
Sarah Morrison

Program Directors (administrator): Responsible for overseeing, school age sites, vacation programs, site supervisors and staff.
Emily Goldberg
Angela Vecchione
Jonathan Bragg

Site Coordinator (supervisor): Responsible for site programming, children in his/her charge, parent communication and staff.
varies by site

Group Leader/
Assistant Group Leader: Responsible for assisting Site Coordinator in carrying out all necessary responsibilities, supervises children.
varies by site

HOURS OF OPERATION

QCARE 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 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 Tues from: 11:55am-5:30pm.

Later Release Sites:

Beechwood Knoll, Montclair, Parker, Squantum

The after school program operates during vacation weeks at the Lincoln Hancock School. 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 (they must be eligible for QPS first grade). 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, winter recess, and the last week in August.

PROGRAM CALENDAR AND CALENDAR OF HOLIDAYS

QCARE follows the Quincy Public School calendar, which is established every school year by the QPS School Committee. If Quincy Public School is closed, 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 QCARE main office.

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

- New Years Day (January 1st)
- Martin Luther King Day
- President's Day
- Good Friday
- Patriot's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day (first Monday in Sept.)
- Day after Labor Day
- Columbus Day
- Veteran's Day
- Day before Thanksgiving
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)
- Winter Recess

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 handbook for information regarding emergency closings and notification.

PROGRAM SCHEDULE AND CURRICULUM

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

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

Program 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. 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 and 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 SCHEDULES

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

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

1:55-2:35	Arrival and Centers
2:35-3:05	Snack
3:05-3:40	Homework
3:40-4:15	Activity and Centers
4:15-4:45	Outside Time or Gym Time
4:45-5:00	Reading
5:00-5:30	Centers

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

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

11:25-11:50	Arrival and Centers
11:50-12:20	Lunch
12:20-1:00	Outside Time, Gym Time, or Activity
1:00-1:40	Centers, Gym Time, or Outside Time
1:40-2:35	Activity or Homework

2:35-3:05	Snack
3:05-3:35	Homework, Gym Time, or Outside Time
3:35-4:20	Gym Time, Outside Time, or Centers
4:20-4:35	Reading
4:35-5:30	Centers

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

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

2:25-2:50	Arrival and Centers
2:50-3:10	Snack
3:10-3:40	Homework
3:40-4:15	Activity and Centers
4:15-4:45	Outside Time or Gym Time
4:45-5:00	Reading
5:00-5:30	Centers

Late Release Sites: Tuesday only (will vary by individual site)

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

11:55-12:20	Arrival and Centers
12:20-12:50	Lunch
12:50-1:30	Outside Time, Gym Time, or Activity
1:30-2:00	Centers, Gym Time, or Outside Time
2:00-2:35	Activity or Homework
2:35-3:05	Snack
3:05-3:35	Homework, Gym Time, or Outside Time
3:35-4:20	Gym Time, Outside Time, or Centers
4:20-4:35	Reading
4:35-5:30	Centers

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 winter recess. QCARE is closed during holidays that fall during school vacation weeks.

For all vacation programs (February, April and summer) there is a separate registration and separate tuition fee. Participants of our after school program are NOT automatically 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 served 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. The activities are 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 daily. After a participant is registered for 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 February or April vacation program week:

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

8:00-8:45	Center based play
8:45-9:20	Snack
9:20-11:20	Enrichment activities
11:20-11:50	Lunch
11:50-12:15	Tooth brushing and Reading Time
12:15-1:05	Enrichment activities
1:05-3:15	Swimming and Choice Time
3:15-3:45	Enrichment activities
3:45-4:15	Snack
4:15-5:30	Center based play

Following is an example of a daily schedule for a QCARE summer vacation program week:

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

8:00-8:45	Center based play
8:45-9:00	Snack
9:00-11:05	Swimming and Clubs
11:05-11:25	Math, Music, Engineering & Tribe work (MET time)
11:25-12:00	Lunch
12:00-12:40	Tooth brushing and Reading Time
12:40-4:25	Specialties (Art, Wacky Science, New Games, Sports and Drama)
4:25-4:45	Snack
4:45-5:30	Center based play

FIELD TRIPS

During the course of the school year, individual QCARE after school program sites may plan fun, safe, and educational field trip(s). 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 and to provide the best quality and safest care possible.

PLAN FOR TRANSITIONS

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. To assist with transitioning into our programs, the plan 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, if able, are welcome to join their child for the beginning of the first program day if the parent/guardian feels this is necessary for their child to feel 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 them and will explain how the program day works and what to expect in a manner consistent with the child's ability to understand and their personal temperament (e.g. if they are shy or outgoing).
- 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 "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 our program 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:

- Once advance notice for withdrawal of care is given during school year programs the QCARE staff who works regularly with the child will have a conversation with the child to address the upcoming departure. Staff will work with the child

to tell other children about their planned departure and, in most cases, will plan a special snack or other acknowledgement for the departing child on their last day of enrollment at after school. Due to the nature of vacation program weeks, this is not the case during school vacation or summer vacation program weeks.

- At the request of the parent/guardian and, with permission, 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.

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 employees will carefully supervise children throughout transition times and will follow all attendance procedures.

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 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. 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 (e.g. 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 your child:

- Children should wear sturdy, closed-toed shoes and socks during the program or have them available in a backpack for physical activities.
- 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.
- 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.
- 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 or 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.
- Please mark ALL belongings and clothing with your child's name or initials.
 - Children are expected to participate in all planned activities, outdoor activities, special events, and field trips. Our program curriculum allows for lots of choice and variety. We ask children to "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.
 - 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 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.
 - Please be advised that our program closes at 5:30pm. There is a \$2.00/minute late charge that is strictly enforced. We understand that occasional late pick ups may occur. 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, at approximately 5:45pm we will begin calling emergency contacts for immediate pick-up. 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. A member of the QCARE administrative team will wait with the child at the Quincy Police station until the parent/guardian arrives. The QCARE administrator and/or the Quincy Police may file a 51A report with the Department of Children and Families for child neglect as mandated by law. Chronic late pick-ups may result in a loss of child care services.
 - When your child is going to be absent from the program you must call your child's site to leave a message or speak with a staff member. You must notify us in advance or call prior to dismissal on the day of the absence. Please note that during vacation programs you must inform us of your child's absence or late arrival by 8:45am. 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 detracts 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.

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 registration 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. Child care vouchers are accepted (limited vouchers accepted at some locations) 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.

PAYMENT TYPES AND ASSOCIATED FEES

Registration Fees and Deposits:

Families must pay a nonrefundable registration fee when enrolling in care. The annual registration fee is \$50.00. Once enrolled, 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. When Quincy Public Schools adds extra days to the end of the school year to make up for snow/emergency closings, the parent/guardian is required to pay after school tuition for those added days.

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 period must be given. A two-week notice period is not allowed for summer vacation weeks.

During summer vacation program enrollment, each enrolled family must pay a one week deposit, based upon the published tuition, for each child enrolled. Families enrolled in the summer program who did not attend the after school program during that year will be required to pay the registration fee of \$50.00.

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.

Failure to meet financial obligations to QCARE will result in fees as described in the payment agreement, and can result in a loss of child care services.

Late Pick-Up Fees:

Our programs close at 5:30pm. 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 \$2.00 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 on the way. At the time of late pick up, the pick up adult will be required to sign the child out, as well as sign a late slip. Late pick up fees are added to your child care ledger balance, which is automatically withdrawn from your checking or savings account biweekly. Those who are not part of the EZ-EFT program (e.g. half year payers) will be invoiced for their late fees and must pay in office.

Making a Payment:

QCARE uses an automatic withdrawal system called EZ-EFT. In office payments (for half year payers or voucher participants only) must be made in person by cash, check or money order payable to QCARE and submitted to the QCARE main office at P.O. Box 82, Quincy, MA 02170. Please do not mail cash. QCARE is not responsible for cash, check or money order payments until they are received by a member of our main office staff. Tuition payments cannot be received at the program site.

PAYMENT TYPES

There are three types of payment options associated with care at Quincy After School: EZ-EFT program, in-office payment for voucher, and in-office payment for half year payers. Not all payment types are available for all families, as described below.

EZ-EFT PROGRAM

The EZ-EFT program is the required form of payment for all after school program families enrolled in care who do not have a child care voucher. EZ-EFT is suggested for all families, including those with vouchers. It is free to enroll in EZ-EFT. EZ-EFT is designed to take a tuition payment directly from a parent/guardian's checking or savings account every other week (biweekly). This is an electronic transfer of funds. When a parent/guardian fills out the child registration application a registration fee of \$50.00 is due. The parent/guardian will be required to enter a bank account and routing number to pay the registration fee. The parent/guardian agrees that the entered account information will be used for the EZ-EFT program for after school and summer tuition. If at any time you need to change your bank account information on file, please contact the QCARE Billing Coordinator.

EZ-EFT is a biweekly, automatic payment program. The first payment is due the Friday before school starts and every other Friday thereafter for the remainder of the school year. A PDF invoice with your tuition balance will be emailed to the email address provided approximately five days prior to the start of the two week billing period (including any changes incurred during the two week period such as late payment or late pick up fees).

Example:

- An invoice will be emailed on Monday, August 27th with your invoice amount.
- On Friday, August 31st, an EZ-EFT transfer will take place for the amount of the invoice.
- School begins on Wednesday, September 5th (payment is in advance of child care services).

At the time of enrollment, an EZ-EFT Information Sheet will be provided to the parent/guardian. This sheet contains valuable information and will include information about up-to-date fees and frequently asked questions.

The fees associated with the EZ-EFT payment option (as of June 2018) are as follows:

- QCARE assesses a \$30.00 insufficient/dishonored funds fee.
- QCARE assesses a \$15.00 per week late payment fee.

It is imperative that you contact the QCARE main office to speak with someone in our billing department if you are anticipating a missed payment or become aware of a billing issue. Your financial institution may charge additional fees for insufficient funds. All fees are the financial responsibility of the parent/guardian.

NOTE: payments can be delayed by banking institutions or EZ-EFT, so they may not appear on your bank statement for up to three days after initiating transfer.

For parents/guardians whose outstanding program balance results in court or collection proceedings, all court fees will be passed onto the parent/guardian.

EZ-EFT SUMMER PROGRAM PAYMENTS

Summer EZ-EFT payments are due in two payments. Weeks 1-5 of the summer program (minus the one week deposit that is paid at the time of summer registration) is withdrawn in mid-June by EZ-EFT. Weeks 6-10 (if there are 10 wks.) is withdrawn in mid-July. The EZ-EFT withdrawal dates for the summer program will be published in the yearly summer brochure. All other EZ-EFT payment program rules apply.

IN-OFFICE PAYMENT OPTION

The in-office payment option is a form of payment for after school program families who have a child care voucher (families with a voucher are encouraged to use EZ-EFT) or for families who elect to by-pass the EZ-EFT program by paying annual tuition in two increments (two half-year payments). Accepted forms of payment are cash, check or money order made payable to "QCARE". In-office 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 who make in-office payments must drop off or mail payments to the QCARE main office. In-office payments must occur on a monthly, biweekly or weekly basis, per signed agreement, at the time of enrollment. Voucher families must adhere to all financial policies required by the Commonwealth and agreed upon by the parent/guardian at the voucher appointment. Please contact Community Care for Kids in Quincy with additional questions about state-issued child care vouchers.

Those parents/guardians who wish to bypass the EZ-EFT program may do so only if the parent/guardian pays all child care tuition for the program in two half-year payments. The first payment will be due at the time of registration or by August 20th and the second payment will be made at the halfway point of the program. The QCARE Billing Coordinator will work directly with parents/guardians wishing to pay this way at the time of registration to discuss payment amounts and due dates.

For QCARE vacation program weeks (February and April), tuition must be paid by the in-office 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 in-office payment option are as follows:

- QCARE assesses a \$30.00 bounced check fee.
- QCARE assesses a \$15.00 per week fee for all late 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 or collection proceedings, all court fees will be passed onto the parent/guardian.

TUITION SCHOLARSHIP PROGRAM

QCARE continuously works to raise money to offer tuition scholarship grants to offset program costs for families with a demonstrated financial need. These funds are limited. If

you feel your family needs and/or 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 to contact the QCARE Billing Coordinator to discuss payment options. Tuition scholarship grants are given on a first come, first served 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. Once a scholarship application is processed the parent/guardian will be notified of qualification and the reduced tuition amount.

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 and is only possible if space is available).

To alter an enrollment, you must contact the QCARE main office to speak with a member of our administrative office team. 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. It is the responsibility of the parent/guardian to notify the child's school teacher and the school's main office about changes to the child's schedule.

WITHDRAWAL FROM PROGRAM

The QCARE main office must be notified by phone if you intend to withdraw your child from the after school program. A two-week notice period is mandatory for all families. Notice cannot be given at the program site or to site staff.

A two-week notice period is not sufficient for our summer vacation program. There is a published schedule change date in the summer vacation program registration brochure. This date must be strictly observed as all registered weeks after the schedule change date will be 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 child care program to ensure a smooth transition. A two-week notice period is required for any 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 providing a two-week notice period to the QCARE main office. There are occasions when families may be due a refund after giving notice. In these cases, refunds will be

calculated and issued within ten 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. In most cases, funds will be returned to the family via the EZ-EFT system.

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 Coordinator is happy to assist with reimbursement documentation requests. Requests may take up to ten business days. Requests may be mailed, faxed, emailed, or picked up 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 automatically generated from QCARE via email by January 30th. Receipts will include all tuition payments for the calendar year and the agency's tax identification number.

BASIC PROGRAM RULES FOR CHILDREN IN CARE

QCARE priority is the happiness and safety of all participants. We work hard to create a fun and safe environment for care. The children in care must follow some basic rules to help us in our efforts to create a harmonious environment. We ask that parents/guardians read over our behavior agreement for children in care in order to support us in providing 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, follow directions and be respectful of all staff members.
- 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 use my body in a safe way and never fight with others.
- I will use an inside voice.
- 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.
- I will ask for help when I need it and let an after school staff member know when I am unhappy or feel that something is not right.

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

STAFF DEVELOPMENT

QCARE provides its staff with many opportunities for professional development throughout the year to develop their professional abilities, enable them to best support the children in care and to strengthen best practices in child care. Professional development opportunities include orientation, staff trainings, webinars, and conferences. The QCARE Staff Professional Development Training policy requires that all staff members must complete annual professional development trainings in accordance with the regulations of the Department of Early Education and Care CMR 6.06 7.09 (18) (d) and the policies of QCARE. Per EEC regulations, one third of all training hours must be completed in topics that address “diverse learners.”

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 buddies" system for all children in care and will send children in groups of three whenever possible to use the restroom, at the discretion of staff and, where circumstances allow. The bathroom buddies will be same gender children to travel to facilities with and act as helpers 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.

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. QCARE has adopted the Quincy Public School's Anti-Bullying Policy. This 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 TERMINATION OF 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 level 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 welcome 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 ("taking a break") will be used.

Taking A Break:

QCARE employs "taking a break" during care as a way to help children understand desired appropriate choices and as a reminder to children of program rules and expectations. Taking a break involves removing the child from the group activity while remaining in the classroom (or an alternative safe space designated by program staff). The taking a break process involves either verbal or written communication (e.g. respect or safety forms) between the child and a staff member regarding the nature of the behavior choice that lead to the need for a break and a discussion about what rules were broken. The child will remain in a break for no longer than one minute for each year of the child's age 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 take a break 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 the need for a break (in most circumstances).

Difficult Behavior Reports (DBR):

Children who continually have trouble controlling their behavior or who make a behavior choice that warrants more serious action than taking a break will receive a DBR. The report will contain information about what happened to necessitate a DBR. These reports are issued for behavior choices that include: physical harm, swearing, inappropriate language or topics, 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 DBRs in 30 days, 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 DBRs are recorded within 30 days, up to three days the second time three DBRs 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 (IBP). If a child receives three DBRs 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. DBRs 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 Individual Behavior Plan (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.

QCARE is invested in all children finding success in our care. When serious or ongoing behavior issues arise, a plan to best support the child's participation in the program must be devised. A meeting with the parent or guardian and QCARE administrators/educators will be required to 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, with parental consent. 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. QCARE, whenever possible, 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 a child is suspended from care. Parents/guardians may be required to accompany children with serious behavior problems on all field trips at the discretion of QCARE administration.

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 (e.g. 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 fail 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 termination, prior actions that were taken by the program and will be provided with

information regarding the availability of resources and referral agencies. Written notice will include the reason for termination and the circumstances under which the child may return to care, if any. A two week advance notice will be given, whenever possible. 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

QCARE has a detailed document, as required by EEC licensing, called The Health Care Policy. A copy of this document can be reviewed at the child care site location, on our website, or by requesting a copy from the main office. Among other things, this document highlights QCARE's plans for managing medical emergencies, managing the care of ill children and emergency contingency plans.

NUTRITION

All QCARE staff are trained in USDA Nutritional Guidelines and choking hazards in young children.

A list of suggested nutritious food items is provided to families at registration and can be requested at any time.

QCARE shall provide the opportunity for a daily snack/meal for each child 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:

- One snack is provided when in care more than two hours but less than 4 hours.
- 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.
- One meal and two snacks are provided for children in care for more than 7 hours. Parents provide meal (lunch), QCARE provides snack.
- 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.
- 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.
- 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 or heated by the program. 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. Children must be signed out before leaving care. Under no circumstances can a child leave the after school area for the day without adult supervision. 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 child file, 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 not 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, 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. 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 before the child can leave the site. If the sibling picking up does not have one of the accepted forms of ID a copy of their birth certificate must be on record at QCARE to accompany a valid high school ID card. Siblings under the age of sixteen (16) will not be allowed to pick-up a child enrolled in Quincy After School Child Care.

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/Director 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.

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 is obtained for 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. Examples of circumstances where QCARE would seek parent permission for research:

- child observations are required of college students preparing papers or reports
- observations by contracted behavioral health or mental health specialists to support program educators or diverse learners
- research conducted by professors or Ph.D. students with specific educational merit, or that allow for advanced opportunities for program participants (e.g. additional literacy supports)

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. Please note that the child registration application includes a permissions section in which fundraising and photographs are specifically discussed.

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” to those in need or the community, 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 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. Please reference the Release Policy for acceptable form of ID. *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 before the child can leave the site. If the sibling picking up does not have one of the accepted forms of ID a copy of their birth certificate must be on record at QCARE to accompany a valid high school ID card. Siblings under the age of sixteen (16) will not be allowed to pick-up a child enrolled in Quincy After School Child Care.

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.

QCARE SNOW/EMERGENCY CLOSING POLICY

If Quincy Public Schools closes before the start of the school day, QCARE will be closed until Quincy Public Schools reopens.

If Quincy Public Schools closes as of a designated time but after children are already in school, QCARE will have two options:

1. QCARE will cancel after school programming and children will need to be picked up from the school at dismissal, including instances where QPS elects to dismiss early.

OR

2. QCARE will remain open until the time that QPS has determined that schools need to close and parents/guardians must pick-up by that time (e.g. 3:30pm).

In the event of a severe storm or other national, local, or statewide emergency during the time that children are in school or in our care, the QCARE Executive Director (in conjunction with one member of the Board of Directors Executive Committee) will have the authority to close QCARE programs earlier than 5:30pm.

In the event of a closing that is not initiated by Quincy Public Schools, all QCARE parents/guardians will be contacted in a timely manner and asked to pick up their children by the designated closing time. Communication about an emergency closing will be posted on social media, emailed to families at the primary email address and communicated on outgoing voicemails. QCARE will also attempt to call individual families whenever possible. QCARE will make every effort to remain open as long as possible, but will close the program at times deemed unsafe for program participants or staff. In the event of severe weather, please plan additional travel time to arrive at the program by the designated closing time. Planning ahead ensures safety of all involved and is greatly appreciated.

In the event that a QCARE program has to leave the school site due to an emergency, our staff will notify the QCARE Main Office of the situation that necessitates leaving and where the children have been relocated, in accordance with the emergency contingency plans for the agency. Administrative staff will then contact all parents/guardians to pick their children up at the alternative location.

QCARE asks that you update your phone numbers and emergency contacts regularly due to emergency events. Parents/Guardians will be charged tuition for emergency closings as they are unplanned events for the program and program staff are paid. QCARE will automatically extend child care for days added onto the QPS school year calendar as “make-up days”. These days will be additional charged events.

PARENTAL/GUARDIAN RIGHTS

These rights are as follows:

1. Parent/Guardian Involvement – Parents/Guardians are welcome to visit the program unannounced at any time while their child is present and observe their child’s activities.
2. Parent/Guardian Evaluations - QCARE may utilize an evaluation form/survey that requires/seeks parent/guardian input in the development of the program and policies. Information collected from this survey 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 or concerns.
4. Communication with Parents/Guardians - A monthly newsletter is sent by each site’s Site Coordinator/Site Director to inform parents/guardians of upcoming 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 (every six 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 ensure a smooth transition. A two week notice period 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, CHILD 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 he/she is unable to resolve the issue, contact the Program Director(s) or the Executive Director 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 parent/guardian's 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 securely stored 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 halfway 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 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

Swimming Pools:

QCARE participants may utilize a swimming pool facility, most frequently at the Lincoln Hancock School in Quincy. In such an 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 six 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/lifeguards, will be required to wear a flotation device while in the pool. Any child over the age of six who displays 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 swimming ability. The conclusion of staff members/lifeguards shall be final and binding as to all swimming activities.

Second, no child under the age of six 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 ensure 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 ensure the safety of all participants. One staff member should conduct a visual inspection of the pool, once cleared, to ensure 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 resolved.

Beach Activities (including oceans, lakes, and ponds):

When QCARE participants take field trips to locations such as oceans, lakes or ponds, swimming by participants is subject to a strict protocol that must be followed. QCARE follows all requirements of Massachusetts General Law (M.G.L.) c. 111, §127A½, also known as Christian's Law, when field trips involve waterfront swimming. According to Christian's Law, all municipal and recreational programs and licensed camps must:

1. Determine each minor's swimming ability prior to allowing participation in swimming activities;
2. Make available properly sized and snug fitting Type I, II, or III personal flotation devices (PFDs) to all minor children who have been determined to be a non-swimmer or at-risk swimmer; and
3. Accept a PFD provided by a parent or guardian of a minor for the minor to use while in attendance at the program or camp.

QCARE will never allow a participant to swim at a venue without one or more lifeguard(s), provided by the venue/facility or by QCARE, 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 lifeguards in the event of a water emergency.

Student Obligations:

During a 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 armpits.
3. Children must follow all staff rules and directions at all times or they may be removed from the water. Return to the water is at the sole discretion of the staff.
4. No rough play while in the water or at any time.
5. 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, whenever possible, be no further than 50 yards from an on duty lifeguard and shall be away from other large groups of swimmers.

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 to establish the water perimeter. On the first occasion that children are to enter the water that day, the beach monitors will review the water safety rules with the participants. 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 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 not at his/her lifeguard post for any reason, QCARE staff should remove all QCARE swimmers from the water, conduct a head count 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). For questions regarding any of QCARE's swimming policies or procedures, please contact a Program Director.

HANDLING A MEDICAL EMERGENCY (at the program site)

1. In the case of a medical emergency (e.g. 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. The other staff member(s) will

attend to the needs of the other children in care, if possible, removing them from the scene of the incident. 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. If possible, the staff member will bring all of the child's belongings to the hospital with the child.
3. When the more appropriate response to a medical emergency is NOT to immediately call 911 but to consult with the guardian first (e.g. 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 on the child's file. 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, all necessary reports will be completed. Copies will be logged and filed, provided to the parent/guardian, and filed, as required, with the Department of Early Education and Care.

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 ensure 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 each child. 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 (e.g. 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 buses transporting children are cleared at the end of each bus ride 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 attending to the 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. Two staff members, whenever possible, 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 arrives. Staff traveling with the child 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 as well as the child's belongings.
5. In the event that a parent/guardian cannot be reached all emergency contacts will be called in order of how they are listed on the child's file. 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, if possible, removing them from the scene of the incident. 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, as required, with the Department of Early Education and Care.

CARE OF CHILDREN WITH MILD ILLNESS, INJURY, ALLERGIES OR MEDICAL CONDITIONS

The QCARE child registration 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 is 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 conditions. These conditions will require additional paperwork.

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.

- 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.
- 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 change of address, 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 or termination of child care services.
- 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) 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.
- 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 monitored by the staff members in charge and are allowed to remain in care.
- Symptoms of mild illness may include headache, fever that is under 100°F, stomach ache or body aches, mild cough or congestion, earache, 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 minor falls.
- 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 presenting as persistently ill or injured will be monitored and kept comfortable by QCARE staff until the pick-up person arrives.
- 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, if necessary, until the necessary pick-up arrangements are made.

- 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 verbally notified 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. The form may be provided up to 48 hours after the injury/illness. Additional copies of the report will be logged in the program's central log book and retained in the child's file.
- 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 is mild or 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.
- If a child is ill with a fever of 101°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 101°F or higher or is vomiting while in care, immediate pick-up by a parent/guardian or their representative will be necessary.
- If any child is known to have any type of communicable illness or condition (such as lice), it is the responsibility of the parent/guardian to notify 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 illnesses or conditions.

COMMUNICABLE ILLNESS CHART*:

DIAGNOSED ILLNESS/CONDITION OR SYMPTOMS:	CHILD CANNOT RETURN TO THE PROGRAM UNTIL:
Fever above 101°F	Keep home for 24 hrs. Fever must be under 101°F without use of fever reducing medications.
Vomiting more than 2 times per hour	No vomiting for 12 hours.
Infectious diarrhea: Giardia, Shigella, Salmonella, C-Diff	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 101°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.
Fifth 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. 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, unless otherwise specified in a child's individual health care plan.
 - 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 (e.g. Epi-pen auto-injectors or inhalers) must be immediately available for use as needed, but stored so that they are not accessible to children in care.
10. All unused medication, when possible, 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 the need for redundant medications to be furnished by the family. Additionally, the child may only use the medication under staff supervision. We feel that it is best practice to keep the medication under the control of our trained staff.
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 (e.g. 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 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	No for items not applied to open wounds or broken skin.

send in preferred brands
of such items for their
own child(ren)'s use.

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 will have training relative to a child's IHCP according to EEC regulation 7.11(1)(b)2 and 7.11(3)(a)1. Necessary training will 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, QCARE's health care consultant, or an appropriate specialist. The training will 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, seizure disorders or diabetes.

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 (e.g. 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. If the parent/guardian cannot be reached in advance, QCARE staff will make attempts to contact the parent/guardian 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.**

SERVING CHILDREN WITH DISABILITIES

QCARE welcomes applications for any child with a disability. In some cases, QCARE may review whether it is capable of accepting and serving a particular child, consistent with the EEC regulation 606 CMR 7.04(13)(a-g).

In determining whether accommodations are reasonable and necessary, QCARE may, only after first obtaining parental consent, request information related to the child's participation in the center's program from the local education agency (LEA), 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 changes or modifications in the child's participation in regular program activities;
2. the size of the group to which the child may be assigned and the appropriate staff/child ratio; and
3. any special equipment, materials, ramps or aids needed to serve the child.

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. 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 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 QCARE; and
 6. whether the required accommodation alters the fundamental nature of QCARE.
- 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. The child's Site Coordinator shall serve as a liaison.

PLAN FOR ASSESSING POTENTIAL HAZARDS

Each day the program site will be inspected by staff members to make sure the area is free from hazards. Any dangerous objects or debris that appear at the site will be removed. Toxins (bleach, cleaning liquids, etc.) will be stored in accordance with the manufacturer's instructions and in a secure place out of the reach of 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, QCARE will work with that child's parent to put appropriate accommodations in place.

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. 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 monthly.

PLAN FOR THE MANAGEMENT OF INFECTIOUS DISEASES

- 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.
- QCARE staff will educate children about and promote hand washing procedures and health precautions. QCARE staff and children are required to wash their hands many times each day. Hand washing will occur (but is not limited to) upon arrival to the program, 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).
- 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.

PLAN FOR ORAL HEALTH

- EEC regulations require that educators assist children with brushing their teeth if children are in care for more than four hours or if children have a meal while in care [606 CMR 7.11(11)(d)]. This regulation only pertains to QCARE vacation programs (February, April and Summer). This regulation is intended to:
 - Help children learn about the importance of good oral health
 - Provide information and resources regarding good oral health to child care programs and families
 - Help address the high incidence of tooth decay among young children in Massachusetts, which is associated with numerous health risks.
-
- QCARE provides tooth brushes and tooth paste for all children who participate in tooth brushing while in care. Parents may provide their own tooth brushes and tooth paste (labeled with the child's name) if they choose to. Tooth brushes shall be labeled and stored in a safe and sanitary manner, open to the air, without touching each other.
-
- Parents may choose that their child (ren) not participate in tooth brushing while present at the child care program. If you are registered for a QCARE vacation program you will receive more information about our oral health policy.

MANDATED REPORTING OF CHILD ABUSE AND NEGLECT

The Department of Early Education and Care licenses QCARE's sites. All QCARE staff members are mandated reporters for suspected child abuse and neglect. Massachusetts law requires mandated reporters to make an oral or written report to the Department of Children and Families, within 48 hours, 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, the Department of Early Education and Care 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 immediately notified 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.

All QCARE employees are regularly trained in how to recognize signs of abuse and neglect and how to document their observations and any disclosures that are made to them.

Department of Children and Families Coastal Area Office's phone: 781-794-4400

Strategies to Help Prevent Child Abuse:

These preventative strategies are designed to protect the children in our QCARE programs.

1. QCARE has a comprehensive pre-employment screening procedure to all staff and volunteers. This process includes a comprehensive background check, which includes fingerprinting and at least two reference checks.
2. QCARE will take seriously any allegation or suspicion of child abuse.
3. Staff members understand their legal obligation as a mandated reporter to report suspected abuse or neglect.
4. Policies, procedures and trainings address child guidance, supervision, staff interactions, signs of abuse and neglect and staff and volunteer code of conduct.
5. Staff understand and are responsible for knowing which practices are deemed unacceptable by EEC.
6. Staff frequently communicates with families regarding day-to-day activities and encourages families to report any behavior or event that their child shares that appears out of the ordinary.
7. Parents know that they can visit unannounced to any program while their child is in attendance.
8. QCARE will offer support to families that may be struggling with events or situations that may cause stress to the family unit.
9. Staff protects themselves and the children by agreeing to never be alone with a child.

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 staff will plan and execute monthly emergency evacuation drills. Drills will be conducted from various care locations (e.g. 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 a 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.
- 8) QCARE will notify EEC of changes of location in case of emergency and when there is a report to law enforcement officials, including police and fire.

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 – The police station on Sea Street.
 - f) Montclair – The fire station on Hancock Street, near the NQ T station.
 - g) Parker – The fire station on Hancock Street, near the NQ T station.
 - h) Squantum – The fire station on Huckins Avenue.
 - i) Wollaston – The 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 buses 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 contacted 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 Administrator 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 (e.g. 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 (e.g. 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 Administrator aware, and so that a Program Administrator 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 (e.g. someone who might have picked-up without signing out – grandparent, etc.).
- Continue looking for the child, the Program Administrator 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 a Site Director or Program Director 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 tribe 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 a Site Director or Program Director know if the child is absent or if you were unable to reach the parent/guardian and had to leave a message.
- The Site Director or Program Director 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 tribe 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 (e.g. 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.. When on field trip check immediate vicinity and the last place that you were).
- Contact the Site Director or Program Director if on-site to make them aware of the situation and to see if they have seen the child during the day. (e.g. did a Site Director or Program Director release the child to a parent/guardian from the Summer Program office after illness without notifying the tribe 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 Tribe attendance.
- Quickly contact a Site Director or Program Director or the QCARE main office to make aware, and so that a Program Administrator 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 Administrator should arrive very shortly to help with the situation.