



# 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](http://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, 2<sup>nd</sup> 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)



**Quincy After School**  
**CHILD CARE** ✓

## 昆西課後兒童照顧班 家長手冊

歡迎您來到 QCARE 課程班！這本家長手冊提供各項關於我們的重要資訊以及相關規定，  
麻煩您保存好此手冊以便日後查看，或者隨時前往我們的官方網站  
[www.quincyafterschool.org](http://www.quincyafterschool.org) 查看最新的資訊，謝謝！

孩子在我們的哪個分部： \_\_\_\_\_

電話號碼： \_\_\_\_\_

分部負責人： \_\_\_\_\_

學年中營業時間： \_\_\_\_\_ 公立學校下課時間至下午 5:30

\* 學年中假日營業時間： \_\_\_\_\_ 早上 8:00 – 下午 5:30

\* 暑假營業時間： \_\_\_\_\_ 早上 8:00 – 下午 5:30

**QCARE 辦公室地址：** **QUINCY AFTER SCHOOL CHILD CARE**  
**162 Old Colony Ave, 2<sup>nd</sup> Floor**  
**Quincy, MA 02170**

**QCARE 郵件地址：** **QCARE**  
**P.O. BOX 82**  
**QUINCY, MA 02170**

**辦公室電話：** **(617) 773-3299**

**執行長：** **Sarah Morrison**

註冊課程前須準備：

- ☐ 完成孩童註冊申請
- ☐ 繳交註冊費
- ☐ 繳交兒童照顧優惠券（如適用）
- ☐ 親自前往分部和／或使用註冊諮詢服務
- ☐ 身體健康及預防疫苗的學校紀錄影本
- ☐ 六歲以下血中含鉛濃度檢測的學校紀錄影本
- ☐ 所有必要的醫學相關文件（如適用）

## Parent Handbook Table of Contents 家長照顧手冊目錄

THE QCARE MISSION STATEMENT .....	6
QCARE 的成立宗旨 .....	6
NONDISCRIMINATION POLICY .....	6
平等原則 .....	6
PHILOSOPHY OF AFTER SCHOOL PROGRAM .....	6
課後班的理念 .....	6
GOALS OF AFTER SCHOOL PROGRAM.....	6
課後班的目標 .....	6
GENERAL DESCRIPTION OF THE AFTER SCHOOL PROGRAM .....	7
關於課後班的介紹 .....	7
PROGRAM LICENSING THROUGH THE COMMONWEALTH DEPARTMENT OF EARLY EDUCATION AND CARE.....	8
本計劃已通過早期教育與關懷部的許可 .....	8
REGISTRATION ENROLLMENT PROCEDURE FOR PROGRAMS .....	8
課程註冊程序 .....	8
ON-SITE ORIENTATION.....	9
新生入學說明會 .....	9
CHILD ENROLLMENT POLICY & PROCEDURE .....	10
兒童入學規定和程序 .....	10
PARENT/GUARDIAN COMMUNICATION, VISITS, PROGRAM INPUT & CONFERENCES .....	12
與家長或監護人的溝通、訪談、課程回饋及教育會議.....	12
PROGRESS REPORTS .....	13
定期進度匯報 .....	13
LINE OF AUTHORITY .....	14
直線職權 .....	14
HOURS OF OPERATION .....	14
機構開放時間 .....	14
PROGRAM CALENDAR AND CALENDAR OF HOLIDAYS .....	15
課程行事曆及假期 .....	15
PROGRAM SCHEDULE AND CURRICULUM .....	17
課程規劃與內容 .....	17
EXAMPLE OF DAILY SCHEDULES .....	18
範例：每日時間表 .....	18
SUMMER AND SCHOOL VACATION SCHEDULE.....	20
寒暑假時間表 .....	20
FIELD TRIPS .....	22
校外教學 .....	22
STAFF/CHILD RATIO.....	23

老師／學生比例 .....	23
PLAN FOR TRANSITIONS 課程過渡協助計畫 .....	23
BASIC AGREEMENTS FOR PROGRAM PARTICIPATION .....	25
課程參與的基本規定協議 .....	25
PROGRAM PAYMENT/BILLING INFORMATION .....	27
課程繳費相關資訊 .....	27
PAYMENT TYPES AND ASSOCIATED FEES .....	28
付款方式和相關費用 .....	28
ALTERING AN ENROLLMENT SCHEDULE.....	34
更改課程時間 .....	34
WITHDRAWAL FROM PROGRAM .....	34
退出課程 .....	34
BASIC PROGRAM RULES FOR CHILDREN IN CARE .....	36
兒童照顧課程基本規定 .....	36
GUIDELINES FOR INTERACTIONS BETWEEN QCARE STAFF AND CHILDREN.....	37
QCARE 員工與孩子互動的指南方針 .....	37
STAFF DEVELOPMENT.....	40
員工發展 .....	40
PLAN FOR RESTROOM SUPERVISION .....	41
如廁監督計劃 .....	41
ANTI-BULLYING POLICY .....	41
反霸凌政策 .....	41
PLAN TO AVOID SUSPENSIONS AND TERMINATION OF CARE .....	42
避免暫停和終止照顧的計劃 .....	42
HEALTH AND MEDICAL POLICIES .....	46
衛生和醫療政策 .....	46
NUTRITION .....	47
營養計畫 .....	47
RELEASE POLICY .....	48
課後接送政策 .....	48
RESEARCH POLICY .....	49
研究相關政策 .....	49
UNAUTHORIZED ACTIVITIES .....	50
未經授權的活動 .....	50
FUNDRAISING ACTIVITIES FOR QCARE OR CHARITIES .....	50
為 QCARE 或其他慈善機構的籌款活動 .....	50
TRANSPORTATION PLAN .....	51
交通運輸計劃 .....	51
QCARE SNOW/EMERGENCY CLOSING POLICY .....	52
QCARE 雪假/緊急關閉政策 .....	52

PARENTAL/GUARDIAN RIGHTS.....	54
家長/監護人的權利 .....	54
PARENT/GUARDIAN, CHILD AND ANONYMOUS COMPLAINTS .....	55
來自家長/監護人、孩子的匿名回饋 .....	55
CHILDREN’S RECORDS AND CONFIDENTIALITY .....	56
兒童的檔案記錄和保密協議 .....	56
REFERAL PLAN .....	56
轉介程序 .....	56
QCARE SWIMMING POLICY .....	58
QCARE 游泳相關政策 .....	58
HANDLING A MEDICAL EMERGENCY (at the program site) .....	63
緊急醫療事件應對（機構現場） .....	63
HANDLING A MEDICAL EMERGENCY (while on a field trip) .....	64
緊急醫療事件應對（校外教學） .....	64
CARE OF CHILDREN WITH MILD ILLNESS, INJURY, ALLERGIES OR MEDICAL CONDITIONS.....	66
患有輕度疾病、受傷、過敏或其他醫療狀況的兒童的照顧 .....	66
PLAN FOR ADMINISTERING PERSCRIPTION AND NON-PERSCRIPTION MEDICATION .....	73
管理處方藥和非處方藥的計劃 .....	73
INDIVIDUAL HEALTH CARE PLANS (IHCP’s).....	77
個人保健計劃（IHCP’s） .....	77
SERVING CHILDREN WITH DISABILITIES .....	78
服務特殊需求兒童 .....	78
PLAN FOR ASSESSING POTENTIAL HAZARDS .....	80
潛在危害評估計劃 .....	80
PLAN FOR MAINTAINING FIRST AID SUPPLIES/EMERGENCY SUPPLIES .....	81
維護急救用品/應急物資的計劃 .....	81
PLAN FOR THE MANAGEMENT OF INFECTIOUS DISEASES.....	81
傳染病管理計劃 .....	81
PLAN FOR ORAL HEALTH .....	82
口腔健康計劃 .....	82
MANDATED REPORTING OF CHILD ABUSE AND NEGLECT .....	83
法律強制通報兒童虐待和忽視 .....	83
EMERGENCY CONTINGENCY PLAN .....	85
緊急應變計劃 .....	85
CONTINGENCY PLAN FOR ALTERNATIVE PROGRAM SPACE.....	87
課程空間轉移緊急計劃 .....	87
MISSING CHILD PROCEDURE.....	88
兒童失蹤處理 .....	88

## **THE QCARE MISSION STATEMENT**

### **QCARE 的成立宗旨**

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.

昆西兒童課後照顧（QCARE）其成立的目的是能夠透過專業且具熱忱的幼兒教師來設計創新且精心的計劃，提供品質好、價格實惠的兒童照顧和品格教育。

## **NONDISCRIMINATION POLICY**

### **平等原則**

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.

QCARE 是一家私人的非盈利企業，其工作人員和董事會竭誠歡迎並鼓勵所有來自不同種族、民族和文化背景的兒童和家庭加入我們。

QCARE 不會基於種族、宗教、性別、文化背景、婚姻狀況、民族、國籍、性取向、政治觀點、身心障礙、孩子大小便訓練的狀況或任何殘疾而產生任何程度的歧視。

## **PHILOSOPHY OF AFTER SCHOOL PROGRAM**

### **課後班的理念**

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.

學齡班成立的目的是為了提供孩子在團體環境刺激下能擁有優良的兒童照顧。我們的課程規劃著重於教育、營養、健康和社會服務心態，適合協助在工作、職業訓練、就學或對於孩子品格教育有興趣的家長或監護人。

## **GOALS OF AFTER SCHOOL PROGRAM**

### **課後班的目標**

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.

學齡班的目標是：

1. 提供孩子一個安全、健康的學習環境。
2. 激發孩子在身體、情感、文化、智力和社交方面成長的潛力。
3. 提高孩子的自我意識、自信和自我價值。
4. 改善家庭成員之間的溝通。
5. 與同儕和長輩之間建立健全的人際關係。

## **GENERAL DESCRIPTION OF THE AFTER SCHOOL PROGRAM**

### **關於課後班的介紹**

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.

QCARE 目前在九所位於昆西的小學提供課後托兒照顧，九所學校包含：Atherton Hough、Beechwood Knoll、Bernazzani、Lincoln Hancock、Merrymount、Montclair、Parker、Squantum 和 Wollaston。QCARE 另外也提供 2 月、4 月和暑期課程。

QCARE 學齡班提供孩子一個安全、愉快和系統化的環境，讓孩子們能在當中建立友誼、玩遊戲、運動、完成學校作業，並從事各種富有創意、豐富的活動。每一班都配有專業的幼教專業人員，將會監督和協助每位孩子，設計的課程會盡可能滿足孩子個人和團體的需求，鼓勵孩子尋找和追求自己的興趣，同時學習如何尊重他人。另外也鼓勵孩子參加培養文化內涵的活動，協助他們了解世界的多元性。課程以教育、健康和文化為基礎，幫助孩子成長茁壯。我們所有的九個課後分部均由麻薩諸塞州聯邦早期教育與關懷部許可和監督。

QCARE 以身為非營利組織為榮，在 1987 年前市長弗朗西斯·麥考利（Francis X. McCauley）和市長婦女地位委員會成立了本機構。而在 1987 年 9 月，我們的第一個計劃在比奇伍德社區生活中心（Beechwood Community Life Center）的支持下在蒙特克萊爾學校（Montclair School）開設。在第一年的服務當中，我們的計劃僅有大約 13 個孩子參與。而如今，我們已經能夠在九個分部地點每天為 470 多名孩子提供服務。我們的目的是協助且支持昆西的家庭和孩子，QCARE 雖然隸屬於昆西市或昆西公立學校，但不受其管轄。

### **PROGRAM LICENSING THROUGH THE COMMONWEALTH DEPARTMENT OF EARLY EDUCATION AND CARE**

**本計劃已通過早期教育與關懷部的許可**

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 <https://www.mass.gov/orgs/departments-of-early-education-and-care>.

QCARE 遵守早期教育和關懷部（EEC）的嚴格許可和準則。您可以隨時在每個服務地點及 EEC 的官方網站上查看 EEC 法規的副本，也可以與 EEC 聯繫，以獲取有關 QCARE 遵照法規的歷史紀錄。Quincy After School Child Care, Inc. 的辦公室已通過波士頓 EEC 的許可，我們的辦公室位於：1250 Hancock Street, Suite 120-S, Quincy, MA 02169，您也可以透過撥打 617-472- 2881 聯絡我們。若有其他關於 EEC 的更多信息，請前往其官方網站 <https://www.mass.gov/orgs/departments-of-early-education-and-care>。

### **REGISTRATION ENROLLMENT PROCEDURE FOR PROGRAMS**

**課程註冊程序**



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](http://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.

我們的每個課程都有人數的上限，若人數未額滿時，會依照時間次序服務，先報名的人優先服務。在學年期間，孩子必須每周至少連續兩天出席。而在寒、暑期的課程中，孩子必須整週出席。

若要諮詢您想要的課程/學校的開設狀況，請優先聯繫我們的總部。如果不能立即獲得您需要的照顧，可以通過前往我們的網站 [www.quincyafterschool.org](http://www.quincyafterschool.org) 並填寫 “request for care” 表單來簽署我們的候補名單。

若該課後班的名額有限，QCARE 會為有興趣參與該學校課程的家庭保留一份候補名單，在候補名單上的家庭將會按順序在有多餘名額時收到通知。

## **ON-SITE ORIENTATION**

### **新生入學說明會**

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.

所有可能參加 QCARE 課程的孩子與家長都有機會在註冊之前完成入學說明會。此說明會聚集家長或監護人和 / 或孩子一同參觀我們的機構以及與相關人員會面。在安排說明會前，家長或監護人須先與本機構的註冊人員聯絡，預定前往日期及時

間，並交換基本資訊。參與說明會時，家長與孩子需提供身份驗證，且只能在工作人員的監督下觀察課程，在查訪期間不得離開自己的孩子。註冊諮詢服務會在 QCARE 總辦公室進行，家長或監護人將會與 QCARE 課程計畫人員會面。若想了解更多關於現場探訪的規定，請參閱本手冊的「[課程過渡協助計畫](#)」部分。

## **CHILD ENROLLMENT POLICY & PROCEDURE**

### **兒童入學規定和程序**

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.

課後班的主要註冊目的是提供居住在昆西地區的學齡兒童一個學校課後參與課程的服務。但是在某特定條件下，我們可能會允許沒有就學的孩子參加 QCARE 的課後班。

這些條件包括但不限於：

- 在居住地區以外的學校就學
- 就讀教會或私立學校
- 在家自學
- 就讀的小學沒有 QCARE 提供的課後班（此包含仍符合年齡資格的初中學生）
- 就讀的小學有 QCARE 提供的課後班，但無法參與
- 就讀其他有接受昆西公立學校特殊教育學程的學校

在上述的條件下，經執行主任和指定學校的校長審查後，將允許逐案登記我們的課後班。QCARE 行政組會保留最後決定初中學生適當規劃的權利，以優先執行小學的課程規劃。

如果課後班尚有名額且沒有任何人候位，將會開放有需要服務的家庭進行註冊。若照顧可以立即執行，家長或監護人須和 QCARE 註冊組的人員安排註冊諮詢預約和／或親自前往分部。確認預約日期後，家長或監護人將會收到一封確認 email，內容的連結包含 QCARE 子女註冊申請、註冊費繳交以及填寫帳單資訊。在註冊諮詢預約前，家長或監護人必須通過我們的網路系統完成課程註冊申請。在註冊諮詢時，申請內容將會進行審核並需要家長的簽名，之後會安排照顧開始日期，若有任何問題也歡迎在此時提出。若孩子有身體上特殊需求（如：藥物過敏），需要家長填寫特殊醫療表單。如果報名的家庭母語不是英語，則 QCARE 將協助安排翻譯服務。

昆西課後兒童照顧班承諾將提供已註冊的家庭持續的入學資格，因此，對於已經接受過課後班服務的家庭，我們開放**每學年度**的優先註冊，屆時若有新加入的兄弟姐妹也歡迎一起註冊。我們十分建議家庭使用優先註冊的優勢，因為不能夠保證每年都有名額，名額有限，會採取先註冊先服務的制度。家長或監護人必須在**每年**優先註冊期間與註冊組人員更新所有子女資訊。

暑假及二月寒假、四月春假期間參加 QCARE 假期班的學生不限於昆西居民。二月和四月的假期班每周會按先註冊先服務的制度進行註冊，直到名額滿額。基於承諾將提供已註冊的家庭持續的入學資格，暑假對已註冊的家庭我們也同樣有優先註冊的服務。之後會向所有家庭開放註冊（自我們年度暑期班註冊手冊中公佈的日期起），直到我們的暑期班滿額為止。滿額後，其他家庭需在等待名單上候位，直到有缺額遞補。

## **PARENT/GUARDIAN COMMUNICATION, VISITS, PROGRAM INPUT & CONFERENCES**

### **與家長或監護人的溝通、訪談、課程回饋及教育會議**

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](mailto:info@quincyafterschool.org), complete an "Online Contact Form" on our website at [www.quincyafterschool.org](http://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.

QCARE 非常重視與家長或監護人之間保持持續聯絡的重要性，課程規劃人員會和家長溝通使孩子的照顧得到良好的效益，以促進孩子的教育、身體健康、語言、社

會文化和情感和成長需求。QCARE 鼓勵家長或監護人可以藉由要求與課程規劃人員或行政人員舉行教育會議來主動參與子女的課後照顧，也歡迎已獲得授權的家長在孩子接受課程的任何時間，不需另外通知，隨時可以探訪孩子的授課情形。

在整個學年中，每個機構分部會舉辦家庭性的活動，我們鼓勵家長或監護人的參與。此類活動至少每年安排兩次，將作為家長和機構人員互動和交流的機會。活動可能包含下午茶時間、家庭 DIY 之夜、電影之夜、桌遊之夜、家長/員工 vs. 孩子的足球比賽、食譜交換之夜或百樂餐。這些活動都是課程的一部分，旨在促進照顧者與家長之間的關係。

QCARE 也鼓勵家庭在必要時或定期直接與照顧人員舉行會議。除此之外我們至少每個月會透過電子郵件通知課程的更新，與家庭進行定期雙向的聯繫與溝通。除了接收每月電子郵件的通知，在機構也可以拿取紙本通知以供參考。QCARE 會定期電話聯絡家長，也歡迎家長需要時與我們聯繫。藉由以上的互動方式，我們歡迎家長對於孩子照顧、課程規定、目標、政策、課程規劃、人際互動、社區參與和其他課程運作相關問題提供您寶貴的意見。若您願意提供任何回饋及意見，請致電 QCARE 總部，電話為 617-773-3299，或向管理團隊發送電子郵件至 [info@quincyafterschool.org](mailto:info@quincyafterschool.org)，另外也可以在我們的網站上填寫“線上聯絡表單”網站 [www.quincyafterschool.org](http://www.quincyafterschool.org) 或致函給課程規劃人員或 QCARE 董事會信箱 P.O. Box 82, Quincy, MA 02170。

## **PROGRESS REPORTS**

### **定期進度匯報**

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.

根據 EEC 的相關規定，QCARE 必須定期提供孩子的照顧進度匯報，此匯報說明孩子的認知、社交、情感、語言、生活技能以及精細及粗動作發展的實際例子。定期進度匯報也協助 QCARE 人員更好地確定該如何調整課程以符合每個孩子的興趣、優勢和需求，且幫助我們與家長持續溝通、進行調整。在家長的同意下，進度匯報還可以幫助孩子更好地過渡到其他計劃，以及提供 QCARE 在轉介孩子或家庭時有一個參考的依據。

此進度匯報以每六個月為一單位。而對於有特殊需求的孩子，將每三個月編寫進度報告。若有任何疑問或疑慮，我們鼓勵家長召開會議討論報告的內容。

## **LINE OF AUTHORITY**

### **直線職權**

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

執行長（行政）： Sarah Morrison	負責 QCARE 的整體營運。
計劃負責人（行政）： Emily Goldberg Angela Vecchione Jonathan Bragg	負責監督部門、學齡期兒童分部、寒暑假課程、監督分部和員工。
分部負責人（主管）： 依分部而異	負責規劃分部的課程、負責孩子、家長以及人員之間的溝通。
組長/助理小組組長： 依分部而異	負責協助分部負責人履行所有必要的職責、監督孩子。

## **HOURS OF OPERATION**

### **機構開放時間**

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.

學年期間 QCARE 在昆西市的九個分部營運。我們每天放學後的開放時間如下：

提早放學的開放時間：

週一、三、四、五：下午 1:55 - 下午 5:30, 週二：上午 11:25 - 下午 5:30。

提早放學的開放分部：

Atherton Hough、Bernazanni、Lincoln Hancock、Merrymount、Wollaston

晚放學開放時間：

週一、三、四、五：下午 2:25 - 下午 5:30, 週二：上午 11:55 - 下午 5:30。

晚放學的開放分部：

Beechwood Knoll、Montclair、Parker、Squantum

寒暑假的課後班在 Lincoln Hancock School 進行。我們在 2 月和 4 月的學校連假期間提供全天班。暑期班適用於 13 歲以下的學齡兒童（須符合 QPS 一年級）。寒暑假的時間為上午 8:00-下午 5:30，提供各種豐富有趣的活動和校外教學。如遇學校假期、雪假、冬季假期以及八月的最後一週，Quincy After School Child Care, Inc. 將不進行開放。

## **PROGRAM CALENDAR AND CALENDAR OF HOLIDAYS**

### **課程行事曆及假期**

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](http://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 1<sup>st</sup>)

Martin Luther King Day

President's Day

Good Friday  
Patriot's Day  
Memorial Day  
Independence Day (July 4<sup>th</sup>)  
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 24<sup>th</sup>)  
Christmas Day (December 25<sup>th</sup>)  
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.

QCARE 依照昆西公立學校（QPS）學校委員會在每學年建立的行事曆進行課程的規劃，因此若學校當天放假，課後班也將不開放。您可以在 QPS 網站上找到最新的學年行事曆：[www.quincypublicschools.com](http://www.quincypublicschools.com)，或於 QCARE 總部領取目前學年行事曆的資訊。

QCARE 機構和行政辦公室在下列假期將不開放：

元旦（1 月 1 日）  
馬丁·路德·金紀念日  
總統日  
耶穌受難日  
愛國者節  
紀念日  
獨立日（7 月 4 日）  
勞動節（9 月的第一個星期一）  
勞動節後一天  
哥倫布日  
退伍軍人節  
感恩節前一天  
感恩節  
感恩節後一天  
聖誕前夕（12 月 24 日）  
聖誕節（12 月 25 日）  
冬季假期

若於學年內有其他學校預計停課的時間，QCARE 將在註冊時或至少提前兩週通知課程參與者。有關緊急關閉和通知的資訊，請參閱本手冊中的 [QCARE 雪假/緊急關閉政策](#)。



## **PROGRAM SCHEDULE AND CURRICULUM**

### **課程規劃與內容**

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.

QCARE 致力於規劃及提供多元的課外學習課程，協助孩子在社交、情感、身體、智力、文化和語言的發展，課程規劃會依照學齡期孩子的自然發展能力，且我們將會：

- 依照發展和語言能力適當規劃
- 在發展、興趣、人格特質上的服務注重孩子的個體性及群體性
- 協助學校的課業及教育發展
- 設定目標來協助孩子在英文文學、文化研究、識字、數學、科學、技術/工程、歷史和社會科學、健康教育以及藝術領域等，獲得所需的知識和技能
- 納入選擇權，讓孩子選擇要單獨活動或進行團體活動
- 納入有組織和無組織的體育課程

課程規劃除了提供最佳的照護，是依照 EEC 條款第 7.06 (1) (a-c) 節中規定的指導方針來開發課程。課程規劃會提早計畫並張貼在機構分部以供參與者參考，鼓勵家庭提供意見與回饋。

QCARE 的所有 9 個分部都會按照符合課程規劃的時間表進行，且符合參與者與工作人員的規劃，會因地點不同日程時間表也有所差異。以下是課後班分部可能使用的每日時間表範例。

### **EXAMPLE OF DAILY SCHEDULES**

#### **範例：每日時間表**

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

提早放學的開放分部：週一、三、四、五。（將因地點而異）

\*中間的休息時間是彈性的，會因孩子狀況調整\*

1：55-2：35 機構中心活動  
2：35-3：05 點心時間  
3：05-3：40 寫作業  
3：40-4：15 活動  
4：15-4：45 室外活動或體育活動  
4：45-5：00 閱讀  
5：00-5：30 機構中心活動

提早放學的開放分部：僅週二（將因地點而異）

\*中間的休息時間是彈性的，會因孩子狀況調整\*

11：25-11：50 機構中心活動  
11：50-12：20 午餐  
12：20-1：00 室外活動或體育活動  
1：00-1：40 室外活動或體育活動  
1：40-2：35 活動或寫作業  
2：35-3：05 點心時間  
3：05-3：35 寫作業、室外活動或體育活動  
3：35-4：20 室外活動或體育活動  
4：20-4：35 閱讀  
4：35-5：30 機構中心活動

晚放學的開放分部：週一、三、四、五。（將因地點而異）

\*中間的休息時間是彈性的，會因孩子狀況調整\*

2：25-2：50 機構中心活動  
2：50-3：10 點心時間  
3：10-3：40 寫作業  
3：40-4：15 活動  
4：15-4：45 室外活動或體育活動  
4：45-5：00 閱讀  
5：00-5：30 機構中心活動

晚放學的開放分部：僅週二（將因地點而異）

\*中間的休息時間是彈性的，會因孩子狀況調整\*

11：55-12：20 機構中心活動  
12：20-12：50 午餐  
12：50-1：30 室外活動或體育活動  
1：30-2：00 室外活動或體育活動  
2：00-2：35 活動或寫作業

- 2 : 35-3 : 05 點心時間
- 3 : 05-3 : 35 寫作業、室外活動或體育活動
- 3 : 35-4 : 20 室外活動或體育活動
- 4 : 20-4 : 35 閱讀
- 4 : 35-5 : 30 機構中心活動

## **SUMMER AND SCHOOL VACATION SCHEDULE**

### **寒暑假時間表**

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.

QCARE依照昆西公立學校（QPS）學校委員會在每學年建立的行事曆進行課程的規劃。在每年2月和4月的寒春假期間，QCARE會進行另外的課程時間規劃。寒暑假期間，QCARE的開放時間為上午8:00-下午5:30，而在冬季假期間不開放。若學校當天放假，QCARE課後班也將不開放。

寒暑假的課程（2月、4月、暑假）須另外註冊，且有不同的收費方式，曾參與學年間的課程的家庭將不會自動加入含暑期課程。您需要單獨填寫註冊內容，表單會在大約2月和4月的假期一個月前提供，您可以在分部地點或行政辦公室取得表單

及相關內容。暑期課程手冊將於 3 月初提供，您可以在分部地點或行政辦公室取得表單及相關內容。先報名的人優先服務，適用[兒童入學規定](#)。

假期間，孩子會依照年齡適當分班，並會由我們專業的學年負責人員及課程規劃人員監督和管理。寒暑期課程都會提前規劃，將納入符合孩子發展的豐富活動。活動是根據 EEC 法規和我們的課程計劃指導方針進行安排。寒暑期課程可能包含游泳課程或校外教學，以上皆有專業人員在現場監督，這些課程在註冊時也有提及。QCARE 每天將會提供兩種點心，而午餐必須由家長自行準備提供。註冊確認後，QCARE 會在課程開始前將相關的教材或材料以信件的方式寄至您的家中，其中包含歡迎信、活動時間表、同意單或其他文件。

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

以下是 QCARE 2 月或 4 月寒春假課程的每日時間表範例：

\*中間的休息時間是彈性的，會因孩子狀況調整\*

8 : 00-8 : 45	機構中心活動
8 : 45-9 : 20	點心時間
9 : 20-11 : 20	探索活動
11 : 20-11 : 50	午餐

11 : 50-12 : 15 刷牙和閱讀時間  
12 : 15-1 : 05 探索活動  
1 : 05-3 : 15 游泳和自選課程  
3 : 15-3 : 45 探索活動  
3 : 45-4 : 15 點心時間  
4 : 15-5 : 30 機構中心活動

以下是 QCARE 暑假課程的每日時間表範例：

\*中間的休息時間是彈性的，會因孩子狀況調整\*

8 : 00-8 : 45 機構中心活動  
8 : 45-9 : 00 點心時間  
9 : 00-11 : 05 游泳和社團活動  
11 : 05-11 : 25 數學、音樂、程式設計及小組合作（機械工程課程）  
11 : 25-12 : 00 午餐  
12 : 00-12 : 40 刷牙和閱讀時間  
12 : 40-4 : 25 選修課程（藝術、兒童科學、遊戲、運動、戲劇）  
4 : 25-4 : 45 點心時間  
4 : 45-5 : 30 機構中心活動

## **FIELD TRIPS**

### **校外教學**

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.

在學年期間，各個 QCARE 機構分部可能會規劃有趣、安全和具教育意義的校外教學。您不需額外支付此旅行的費用，但有些校外教學會讓孩子攜帶零用錢購買零食或支付活動設施的費用，若需要事前準備零用錢給孩子，我們會事先通知家長。家長須在行前簽署同意書，否則孩子將不能參與此次的校外教學，並且我們會寄送具有校外教學時間、地點、交通工具的聯絡資訊的通知書。若孩子不參與校外教學，我們不會提供其他課程。家長可以選擇自行看顧孩子，但當天的課後班費用還是照常收取。校外教學可能會視情況和天氣而定而有所調整。校外教學的時間表與平常或假日課後班的規劃可能有所不同。

寒暑假課程也可能有校外教學的規劃，程序與規定與以上學年期間的規定相同。

### **STAFF/CHILD RATIO**

#### **老師／學生比例**

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.

根據 EEC 的規定，在所有 QCARE 課程規劃中，老師/學生的比例為**每名老師負責 13 個學生**。我們會盡力降低比例，以提供孩子們最好的服務，及給予最好的品質和最安全的照顧。

### **PLAN FOR TRANSITIONS 課程過渡協助計畫**

#### **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.

### **參與或退出課程：**

我們會特別關注新加入 QCARE 課程的孩子，讓他們可以盡快適應環境和規定，經驗豐富的老師會努力減輕家長、孩子的壓力和擔心。為了幫助更順利適應我們的課程，將會有以下計畫：

- 應家長的要求或在事先許可的情況下，QCARE 將聯繫先前的照顧者，以獲取有關孩子的資訊，這些資訊能幫助家庭更輕鬆地適應我們的課程
- 歡迎家長在正式上課前與孩子一起進行機構參訪。如果家長認為他們的陪伴對於孩子的參與有必要，歡迎家長共同參與孩子第一天的課程。如果您想要參與，請在註冊時與課程負責人討論。
- QCARE 的老師會盡量站在與新來的孩子平等的位置接待他們。主要的負責老師會將其他老師與工作人員一一介紹給孩子們，並簡單介紹課程的運作方式，希望能以他們理解的方式，要求孩子在一致的環境下學習守規矩，同時也會觀察他們的個人特質（如：有些孩子比較害羞，有些孩子較外向）。



- 我們提供「學伴」制度，在學年或寒暑期課程新來的孩子會搭配一個與他同齡的孩子，以**幫助他們適應新的環境**。

我們非常歡迎家長提供對於協助孩子適應的回饋或建議，歡迎提供給我們。

除了協助新學生適應課程，我們也擬定計劃**幫助那些退出課程的家庭**，其中包含預計參與不同的管道或轉介給新的照顧者。以下計畫將協助那些退出課程的家庭：

- 一旦在學年期間提前通知將要退出課程，與孩子長時間相處的工作人員會向孩子說明離開，老師會**幫助他向其他孩子**說明離開，通常是在孩子離開課後班的最後一天準備小點心或小禮物。由於寒暑假課程的性質，與學校假期或暑假課程的狀況並不同。
- 應家長的要求，並在獲得許可的情況下，QCARE 工作人員將與新課程負責人或照顧者進行溝通，以最好地**幫助家庭轉換到新的環境**。新課程負責人也必須聯繫 QCARE 才能進行溝通。此外，根據家長的要求，QCARE 可以在必要時提供書面資訊，也能夠方便地提供轉換。

### 課程間的過渡休息時間：

為了給予孩子最好的支持與照顧，課程轉換之間皆會以穩定的節奏及安全的方式進行。課程常常需要在不同空間場所活動，因此我們有固定的休息時間，包含洗手、點心時間、家庭作業時間、機構中心活動、室外或體育活動、教室間的移動等等。QCARE 老師會在所有休息時間認真監督孩子，並遵守出缺席程序。

QCARE 會提前規劃課程及活動，以便讓課程流暢地進行。我們會盡量安排中間的休息過渡時間，讓孩子不會在課程間感到倉促並在時間上更具靈活性。QCARE 工作人員會在活動前 10 分鐘、5 分鐘和 3 分鐘提醒孩子，若需要還將使用其他視覺、語言和聽覺媒介來提示。我們會在多數人準備好時才會進行過渡，通常不會等候所有的孩子到齊。除非在某些情況下，沒跟上的孩子有安全疑慮（如：他們不能在工作人員的直接監督下），在這種情況下，將會等候所有孩子準備好，以確保所有孩子的安全。

## **BASIC AGREEMENTS FOR PROGRAM PARTICIPATION**

### **課程參與的基本規定協議**

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.

以下規定為確保所有參與者的安全和 QCARE 程序的整體運行。請遵循以下適用於您孩子的規則及說明：

- 在課程活動中，孩子應穿戴耐穿的包鞋和襪子，或另外攜帶以便體育活動時使用。
- 孩子不應穿著昂貴或貴重的衣物/飾品。昆西課後班對在活動間以任何方式造成的髒污、損壞、破壞、遺失、破裂、破損的物品或衣物概不負責。
- 除在規定的「玩具日」外，請勿將玩具帶到課後班中。家裡帶來的玩具經常在孩子之間引起爭執、遺失或被偷。機構中有充足的設備和安排足夠的活動，已經可以使孩子感到快樂和充實。QCARE 對個人物品或玩具的丟失、被偷或損壞不承擔任何責任。
- 只有在不會造成問題和現場工作人員及負責人的斟酌下，才允許孩子使用手機。孩子只能在詢問了現場工作人員後，才可以使用手機聯絡家長。對於手機所有者或其他課程參與者因意外或故意使得手機損壞或誤用，QCARE 不承擔任何責任。在工作人員的允許下以及在適當的監督下，孩子可以使用機構的電話與家長聯繫。此外，家長可以隨時通過機構分布的聯絡電話與我們聯繫，並要求與孩子講話。
- 請在孩子的所有物品和衣服上標上名字或名字的縮寫。
- 孩子應當正常參加所有課程活動、戶外活動、特殊活動和校外教學。我們會提供的課程規劃允許您有足夠的自由為孩子做選擇。我們希望孩子「至少嘗試十分鐘」，若孩子仍然無法繼續進行該活動，則將提供另一項同樣規劃完善的活動。如果您的孩子不希望參加校外教學，是不會提供其他替代的課程的。未參加校外教學的孩子必須在活動進行前被接走，而學費會正常收取。
- 如果您希望提早接孩子，請提前告知我們以避免等待孩子最後收拾準備的時間。當天孩子可能正進行校外教學，並不會總是在機構。若當天進行校外教學，我們會在接送門口張貼相關通知，並盡可能提前通知家長。進行校外教學時，請安排提早接孩子下課。
- 請注意，我們的課程通常在下午 5:30 結束。若未準時接送，將會嚴格執行收取每遲到一分鐘\$ 2.00 的罰款（如：下午 6:00 才接送，將收取罰金\$60）。我們能夠了解偶爾可能無法準時接送，若您將會晚到請盡儘速通知現場人員。如果我們沒有收到您的訊息或無法聯繫到您，將會在下午 5:45 左右致電緊急聯絡人請他們儘速來接孩子。如果在家人/緊急聯絡清單中沒有人與 QCARE 人員聯繫，或在下午 6:25 之前沒有聯繫到我們，將會請昆西警察將您的孩子送到警察局，等待監護人接送。QCARE 管理團隊的成員將與孩子在昆西警察局等候，直到家長到達。QCARE 管理員和/或昆西警察局可以根據法律規定，向兒童和家庭部（DCF）提交 51A 報告，以保護孩子免於兒童疏忽。長期晚來接送可能會導致未來無法參與課程及服務的權利。
- 如果您的孩子當天預計不會到班，則必須提前致電留言或告知孩子所在的分部單位的工作人員。另外在寒暑假課程，您必須在上午 8:45 之前告知我們您的孩子會缺席或遲到。如果您的孩子沒有抵達班級，我們也沒有直接從家長那裡得到該孩子的缺席通知，QCARE 工作人員不只須依照失蹤兒童程序，且可能會影響其他已到班的孩子照顧的權益。我們誠懇邀請家長維持禮節，在孩子不到班的日子提前通知 QCARE。

## **PROGRAM PAYMENT/BILLING INFORMATION**

### **課程繳費相關資訊**

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](http://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.

在課程開始前每個家長必須簽署一份付款同意書，其中註明每個入學孩子的學費。此付款同意合約書包含在課程註冊申請中。費用的最新資訊可以在我們的網站 [www.quincyafterschool.org](http://www.quincyafterschool.org) 上查看，或者您可以致電總辦公室詢問。課程適用優惠券（僅限特定機構分部），並提供名額限制的獎學金。若需獲得更多關於兒童照顧優惠及獎學金的資訊請致電總辦公室。

QCARE 致力於提供家庭及孩子良好的照顧，如果您有任何收據或繳費的問題、疑慮或需要討論學費支付計劃，請聯繫總部的 QCARE 財務負責人。

## **PAYMENT TYPES AND ASSOCIATED FEES**

### **付款方式 and 相關費用**

#### **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 three-week notice period must be given. A three-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.

**註冊費和押金：**

課程註冊時，您必須支付不可退還的註冊費。年度註冊費為\$ 50.00。一旦入學，無論孩子缺席、個人家庭旅行、其他非故缺席，都仍須支付學費，另外如遇雪假/緊急關閉和部分假期也仍會收取學費。當昆西公立學校在學年末因彌補雪假/緊急關閉補班時，家長須另外支付課後班補班的學費。

若您中斷課程，QCARE 不能為家長保證提供孩子再度進班的名額。家長有在任何時候將孩子退出課程的權利，但請給予我們兩週的通知期。而暑期班不允許兩週的通知期。

如需註冊暑期班課程，每個家庭必須按公佈的學費支付一周的定金。若僅參加暑期課程，在當學年末參加課後班，則需要支付\$ 50.00 的註冊費。

校外教學或特殊教材不需另外支付費用，而擁有兒童照顧優惠券的家庭可以減免押金和註冊費。

若您不遵守 QCARE 的財務規定，將須支付協議中所述的費用，並可能失去兒童照顧服務。

**延遲接送的罰金：**

我們的課程通常在下午 5:30 結束，所有孩子必須在下午 5:30 之前離開課後班。如果孩子在下午 5:30 之後仍在課後班，則會收取每分鐘\$ 2.00 的罰金。如果預期會延遲接送，請儘早致電通知我們您正在前往機構的路上。若延遲接送，除了須幫孩子簽出外，還須簽署延遲接送單以茲證明。延遲接送的費用會添加到您的兒童照顧總帳中，該費用每兩周自動從您的支票或儲蓄帳戶中提取。沒有參與 EZ-EFT 計劃的人（例如半年付款者）會拿到罰金的收據，並且必須在辦公室現場付款。

## 付款：

QCARE 使用 EZ-EFT 的自動提款系統。現場付款者（僅適用於半年付款者或適用兒童照顧優惠券者）必須親自提交現金、支票或匯票給總辦公室或郵寄至 P.O. Box 82, Quincy, MA 02170。請不要郵寄現金，在我們接受到款項之前將不為所有現金、支票或匯票負責。機構分部將不負責接收學費的支付。

## **PAYMENT TYPES**

### **付款方式**

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.

昆西課後班的付款方式有以下三種：EZ-EFT 計劃、持有優惠券者至辦公室現場付款、半年付款者至辦公室現場付款。並非所有家庭都可以使用所有付款方式，如下所述。

## **EZ-EFT PROGRAM**

### **EZ-EFT 計劃**

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 27<sup>th</sup> with your invoice amount.
- On Friday, August 31<sup>st</sup>, an EZ-EFT transfer will take place for the amount of the invoice.
- School begins on Wednesday, September 5<sup>th</sup> (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.

所有未使用兒童照顧優惠券者皆需透過 EZ-EFT 計劃付款。建議所有家庭（包括有優惠券的家庭）使用 EZ-EFT，EZ-EFT 可以免費註冊，每兩週會以電子轉帳的方式直接從家長的支票或儲蓄帳戶中收取學費。家長為孩子申請註冊時，應支付\$ 50.00 的登記費，家長需要輸入銀行帳戶和匯款路線號碼（rooting number），以支付註冊費。經過家長同意後，輸入的帳戶資料將用於 EZ-EFT 計劃繳交課後班及寒暑假般的學費。如果您隨時需要更改文件中的銀行帳戶資訊，請聯繫 QCARE 財務負責人。

EZ-EFT 是每兩週一次的自動付款系統。第一次付款將在開學日前一個星期五支付，此後每兩週的星期五將定期扣款。在每兩週的扣款前五天會寄送學費總額的收據 PDF 檔（包括兩週期間的其他費用，例如延遲付款或延遲接送罰金）至之前提供的電子郵件地址。

範例：

- 若學校將於 9 月 5 日（星期三）開學（須提前支付課後班學費）
- 收據在 8 月 27 日（一）發送至您的電子郵箱。
- 8 月 31 日（五），將按收據上的金額進行 EZ-EFT 轉帳。

我們會在註冊申請的同時將 EZ-EFT 資訊說明單張提供給家長，該單張會顯示最新的課程費用以及過去常見問題。

使用 EZ-EFT 付款方式的相關費用如下（截至 2018 年 6 月）：

- 經 QCARE 評估後，款項不足/拒繳的罰金為\$ 30.00。
- 經 QCARE 評估後，遲繳款項的罰金為每週\$ 15.00。

如果您估計會錯過繳款或收到帳單的時間，請您聯繫 QCARE 總部與我們的繳費部門聯絡。您的金融機構可能會因餘額不足而收取額外費用，所有費用均由家長自行承擔。

注意：銀行機構或 EZ-EFT 可能會延遲收款，在轉帳後的三天內此交易可能不會出現在您的銀行帳單上。

若因收費問題產生法律相關費用，所有費用會由家長負責。

## **EZ-EFT SUMMER PROGRAM PAYMENTS**

### **EZ-EFT 暑期班繳費須知**

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.

暑期班 EZ-EFT 會分兩次繳費。分別為第 1-5 週的課程費用（減去註冊時支付的一周押金），EZ-EFT 會於 6 月中旬扣款，以及 7 月中旬會收取第 6-10 週（如果有 10 週）的費用。暑期班的 EZ-EFT 扣款日期將在每年的暑期手冊中公佈。其他規定請見一般 EZ-EFT 計畫。

## **IN-OFFICE PAYMENT OPTION**

### **於總辦公室現場繳費**

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 20<sup>th</sup> 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.

辦公室現場繳費是另一種學費支付方式，適用於有兒童照顧優惠券的家庭（我們鼓勵使用優惠的家庭也使用 EZ-EFT），或選擇以半年制付款方式的。可接受的付款方式是以「QCARE」為抬頭的現金、支票或匯票。您必須以現金、支票或匯票親自到 QCARE 總部找財務相關人員（Billing Coordinator）或以郵寄方式到郵局親自繳費。P.O. Box 82, Quincy, MA 02170。請不要郵寄現金。

持優惠券的家庭必須親自給予或郵寄款項到 QCARE 總部。在註冊時，根據簽署的同意書必須每月、每兩週或每週繳款至總部。持優惠券的家庭必須遵守聯邦法的所有財務政策相關規定。如有關於國家發行的兒童照顧優惠券的其他問題，請聯繫昆西的兒童社區照顧中心（Community Care for Kids）。

不以 EZ-EFT 繳費方式者須選擇以兩次半年付款方式繳交所有孩子的學費。第一次付款應在註冊時或 8 月 20 日之前支付，第二次付款時間約在課程一半的時候支付。QCARE 財務人員希望在註冊時能親自與使用此方式繳費的家長直接溝通，共同討論繳費金額和繳交期限。

QCARE 寒春假課程（2 月和 4 月）必須以辦公室內現場繳費方式支付學費。必須在寒春假課程註冊前支付這幾週的學費。

與辦公室內付款選項相關的費用如下：

- 經 QCARE 評估後，支票遭拒的款項為\$ 30.00。
- 經 QCARE 評估後，遲繳款項的罰金為每週\$ 15.00。

銀行資金不足可能產生 QCARE 退回支票的額外費用，此費用由家長自行負責。

若因收費問題產生法律相關費用，所有費用會由家長負責。

## **TUITION SCHOLARSHIP PROGRAM**

### **獎學金相關規定**

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.

QCARE 一直致力於籌募資金提供給孩子獎學金，希望能減輕部分家庭的學費負擔。但這些資金是有限的，如果您覺得您的家庭有需要或有資格獲得補助，請聯繫總部的財務人員以便申請獎學金。QCARE 鼓勵有需要的家庭申請獎學金或聯繫 QCARE 財務人員討論付款方式。由於名額有限，獎學金會以先申請的人優先提供給符合條件的家庭，您必須填寫所有相關表單並提供必要的文件。提交申請表時必須檢附所有文件，以便進行審查。獎學金申請一旦得到核可，家長會收到資格通知和減少過後的學費金額。

## **ALTERING AN ENROLLMENT SCHEDULE**

### **更改課程時間**

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 three-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.

在某些情況下，家長可能希望改變孩子的課程時間安排但並非想要終止課程照顧。僅在部分分部地點同意這樣的更動（且前提是此更動不會超出法律規定課程的必要條件）。

此變更可能減少孩子的課程天數（須提前至少兩週通知，並且符合至少每週兩天的課程條件）、增加孩子的課程天數（需要提前通知，並且只有在有空缺的情況下才允許）或僅增加一天課程（需要提前通知，並且只有在有空缺的情況下才允許）。

您必須聯繫 QCARE 總部與我們的行政團隊成員溝通來進行更動，請不要透過電子郵件、電話簡訊或通知其他的課程現場工作人員。家長致電總部時，我們會與您討論額外的收費和繳費資訊。家長有責任通知孩子的學校老師和學校總辦公室有關孩子日程安排的更改。

## **WITHDRAWAL FROM PROGRAM**

### **退出課程**

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

A three-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 three-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 three-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 30<sup>th</sup>. Receipts will include all tuition payments for the calendar year and the agency's tax identification number.

如果您打算讓孩子退出課後班，則必須通過電話通知 QCARE 總部。所有家庭必須有兩個星期的通知期。請不要僅在分部通知現場人員，此通知將不會奏效。

而暑期班必須比兩週還要更早通知，暑期班註冊手冊中有附上公告的日程安排，若您有任何更動，須嚴格遵守該日期，若不遵守規定可能會導致家長有另外的財務責任。

家長有權要求計劃人員提供孩子檔案、書面或口頭資訊的副本，用來分享給孩子未來參與的照顧課程，以便更流暢的移轉。若需要任何資料皆須兩週前向我們通知。

部分退款（在通知後到期）：

若您給予 QCARE 總部兩週的通知期後，家庭可以在學年中的任何時候讓孩子退出課程。在某些情況下，接收通知後可能會進行退款程序，將在孩子到課的最後一天起的十個工作日內計算金額並發放退款。家長必須負責在退出課程時確定郵件地址以及轉發地址無誤且有保存資料。在多數情況下，退款將透過 EZ-EFT 系統退給家庭。

#### **彈性支出帳戶授權/記錄：**

參加我們計劃家庭的雇主通常會提供彈性的兒童照顧支出帳戶。許多公司需要由我們行政人員簽署的報銷表格或檢附相關的收據，QCARE 財務人員很樂意協助完成這方面的文件要求。此項服務最多可能需要 10 個工作日，可以透過向總部郵寄、傳真、電子郵件或親自至總部申請。此服務不會自動完成，每次需要時皆須家長另外申請。建議您每月或每季索取帳戶收據。

#### **納稅時年度會計報表：**

1 月 30 日之前，QCARE 會自動生成稅單並寄至您的電子郵箱。此收據包括該學年所有學費以及該機構的稅號。

### **BASIC PROGRAM RULES FOR CHILDREN IN CARE**

#### **兒童照顧課程基本規定**

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.

QCARE 的核心任務是所有參與者的幸福和安全。我們努力創造一個有趣且安全的照顧環境。因此要求孩子必須遵守一些基本規定，來共同努力創造和諧的環境。我們希望家長仔細閱讀這些規定，來協助我們提供安全有趣的課程環境。

基本規定（針對孩子的規定）：

- 尊重你自己
- 尊重他人
- 尊重公共財產

更詳細的課程規定（我們將對孩子如此說明）：

- 我會聽從，遵照指示並尊重所有人員、老師。
- 我會將自己的手、腳、身體其他部分擺放在屬於自己的範圍內，並尊重他人的個人空間。
- 我會尊重自己的課程環境，自己用完後整理環境、好好使用公共設備、拿東西後會將他們收到原本的地方。
- 我不會欺負他人，並且會安全地使用我的身體，不會與他人打架。
- 我會使用在室內空間適當的音量。
- 我會使用合適、友善的語言。
- 在離開班上或小組之前，我會徵求老師的許可。
- 我會尊重他人的感受。
- 我不會隨便分享食物，因為我尊重他人的身體，並了解他們可能對某些食物過敏。
- 老師提供新活動時，我會保持積極的態度，並「嘗試至少十分鐘」。
- 當我需要幫助時，我會尋求幫助，並讓課後班的工作人員知道我什麼時候不滿意或感到不舒服。

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

### **QCARE 員工與孩子互動的指南方針**

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.

除了根據EEC的規定，且為了向孩子提供最高品質的照顧，QCARE為員工與我們所服務的孩子之間的互動制定了以下準則。我們會對所有工作人員進行培訓，並定期評估他們與孩子的互動，工作人員皆已接受了QCARE兒童指導政策方面的培訓。透過這些針對員工的指導方針，QCARE能更加致力於為孩子的個人需求和發展提供積極、一致的照顧。

準則如下：

- 教育工作者必須對孩子的個人需求做出回應，並支持他們的自尊、自我表達能力、自主權、社會能力和入學準備的發展。
- 教育工作者將透過與孩子共享的快樂、眼神交流和臉上笑容、降低身體與孩子齊高來交談等行為時常向**每個孩子傳達溫暖與支持，提供細心、一致、舒適和具有文化敏感性的照顧**。對孩子的身體和情感照顧以及執行課程規則和期望時能保持一致且可預測，不會讓孩子常常感到困惑。能夠識別孩子行為中的壓力跡象，並通過適當的**紓壓活動來協助他們**。
- 教育工作者不論與孩子或大人互動時應表現出禮貌和尊重，以支持孩子自尊的發展、獨立能力和自我控制能力，並鼓勵他們適當地表達情緒，不只是積極情緒（例如，喜悅、愉悅和興奮），也可以是消極的情緒（例如，憤怒、沮喪和悲傷）。在孩子準備好時，為孩子提供訓練自助技能的機會。鼓勵孩子的努力、行動和成就。確保所有孩子都有平等的機會參加所有活動及取得所有材料。為孩子提供自己做出選擇和決定的機會。
- 教育工作者將透過以下方式支持孩子發展社會能力：經常與孩子交談、鼓勵孩子之間的交談來促進互動和語言的使用；鼓勵孩子分享經驗和想法；為孩子建立合作關係、解決問題的方法和負責任的行為；協助孩子學習社交技能，例如與他人分享、輪流和共同合作；鼓勵孩子互相傾聽、互相**幫助和互相支持**；提供指導以**幫助孩子解決衝突，協助尋找問題的解決方法及培養決策能力**。

- 教育工作者必須透過幫助孩子理解和尊重與自己不同的人來支持孩子的社會能力發展。**幫助孩子學會尊重彼此的財產和工作**，並幫助孩子學習有效的方法來應對霸凌、取笑或其他形式讓他們難以承受的行為。
- 教育者必須針對孩子的個人需求和發展來提供積極且一致的指導，教導他們如何自我控制，並透過認知和加強孩子的正向行為、給予合適且正向的期望、設立清楚一致的限制、重新導正他們的行為。**幫助孩子學習社交、溝通和情緒調節技能**，以代替衝突性的行為。利用環境改變、參與不同活動、大人或同儕支持以及其他教學策略來鼓勵合適的行為並降低衝突性行為。當孩子之間產生肢體上的攻擊時，我們會迅速進行干預，並幫助他們制定更正向的策略來解決衝突。向孩子解釋課程規則程序及訂定的原因，並在適當的情況下，讓孩子共同參與討論訂定規則、政策和程序。我們會與員工討論行為管理策略以促進一致性。
- 教育工作者必須有一種與**每個孩子進行有效溝通的方法**。
- 教育工作者必須以能成就孩子的成長發展、保護其中的群體和個人為目標的最大值的方式指導孩子。
- 嚴格禁止以下做法：
  - 毆打或其他形式的體罰
  - 對孩子施加殘酷或嚴厲的懲罰，例如屈辱、口頭或身體上虐待、忽視、虐待行為如以任何方式對身體毆打、劇烈搖動、威脅或貶損
  - **剝奪孩子的戶外活動時間、吃飯時間或點心時間**；強迫**餵食孩子**或以其他方式逼他們進食，或利用以吃飯作為條件逼迫
  - 責備孩子把廁所弄髒、弄濕或不使用廁所；強迫孩子留在弄髒的衣服上或留在馬桶上，或使用任何不正常或激烈的方式教他們上廁所
  - 為了監督孩子，讓他們長時間在椅子或其他設備上限制他們的行動
  - 暫停活動時間過長，孩子幾歲、暫停活動的時間就是幾分鐘，不應該超過，且應該在教育者的視線內進行。

## **STAFF DEVELOPMENT**

### **員工發展**

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.”

QCARE 全年為員工提供許多專業發展機會，以發展他們的專業能力，使他們能夠最好地提供孩子照顧，學習最好的照顧方式。專業發展機會包括入職培訓、員工培訓、網絡研討會和座談會。QCARE 員工專業發展培訓政策要求所有員工必須按照 EEC 部門規章 CMR 6.06 7.09 (18) (d) 的規定以及 QCARE 的政策，完成年度專



業發展培訓。根據 EEC 規定，所有培訓時間的三分之一必須針對「多樣化學習者」的主題來進修。

## **PLAN FOR RESTROOM SUPERVISION**

### **如廁監督計劃**

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.

根據 EEC 許可法規 7.10 (5) (b) 和 (j) , QCARE 必須計畫在任何時候都對孩子進行適當的監督，包括使用洗手間的時間。根據該規定，*七歲或七歲以上的孩子在獲得家長的書面同意後，可以在未經教育人員持續監督的情況下參加允許的室內空間活動*，包括使用非開放式的洗手間。QCARE 認為，為了最大程度地提供兒童安全以及兒童的隱私權，QCARE 將為所有接受照顧的孩子利用「廁所夥伴

(bathroom buddies)」，在老師的同意和空間的許可下，儘可能三人一組為單位前往洗手間。廁所夥伴將是同性別的孩子，會在設施到設施之間陪同彼此，如果其中一個孩子在洗手間需要大人幫忙，他們也會一起行動充當幫手。所有孩子在離開班上使用洗手間時必須通知工作人員。對於 7 歲以下的孩子，以及家長同意的其他特殊情況的孩子，工作人員會與廁所夥伴一起陪同去洗手間，以提供良好的監督並可以對任何發生緊急情況應對處理。對於公共場合提供的廁所，QCARE 工作人員會提供持續的監督。

## **ANTI-BULLYING POLICY**

### **反霸凌政策**

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.

昆西課後班致力於創造一個安全和教育的環境，使學生可以發揮各自的最大潛力。昆西課後班希望所有成員尊重相待彼此。QCARE 採用了昆西公立學校的反霸凌政策，您可以在昆西公立學校的網站上找到此政策，也可以從 QCARE 總部獲得副本。

## **PLAN TO AVOID SUSPENSIONS AND TERMINATION OF CARE**

### **避免暫停和終止照顧的計劃**

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.

所有QCARE的工作人員都接受過兒童行為管理方面的培訓。我們計劃中使用的所有行為管理策略皆根據孩子的個人需求和發展程度。且在對於孩子持續的監督下，我們試圖避免孩子產生有問題的發展。歡迎家長提供有關孩子行為管理策略的資訊。所有QCARE課程規劃均使用正向的行為增強策略，可以最大程度地減少潛在的行為問題。

當孩子確實表現出行為上的困難時，老師會提醒他們前述的課程規定且引導到其他類型的活動，此稱作「警告」。如果孩子的行為妨礙了群體的運作，或者他/她以攻擊性、反抗或破壞性的方式行為，則處以暫停活動的懲罰。

### **離場暫停：**

QCARE會利用「暫停」的方式協助孩子了解他們所要做的正確選擇，並提醒孩子課程規定和期望。暫停活動將包含讓孩子離開團體活動，留在教室（或計劃人員指定的其他安全空間）。暫停活動讓孩子雖然停止課程團體活動，但仍在教室當中（或計劃人員指定的其他安全空間）。工作人員使用口頭或紙本的媒介進行溝通（如：尊重與安全表），讓孩子明白行為抉擇後的責任，並討論違反了**哪些規定**。當孩子可以自我控制或冷靜下來後，暫停活動的時間不超過孩子年齡換算的分鐘數（如：3歲小孩應暫停3分鐘）。在返回團體之前，處理此問題的工作人員會與孩子討論為什麼要讓他/她暫停活動，以及如何利用其他更好的處理方式來避免日後採取更嚴重的紀律處分。通常當天課程結束後我們也會告知將接孩子的家長**哪些情況**可能導致孩子要暫停活動。

### **異常行為報告（DBR）：**

若孩子持續性地無法控制自己的行為或選擇執行不良的行為將會收到DBR的報告。DBR的制定是針對以下行為的發生：人身攻擊、罵髒話、**不當的語言或內容、耍脾氣、咬人或隨地吐口水、未經許可就離開程序空間、偷竊、煽動他人、騷擾、霸凌、不尊重員工、執行其他可能危害其他人的行為、過度地干擾課程**。

如果您的孩子在30天內收到了三個DBR，該孩子會被自動停課至少一天（一般情況下不超過五天）。在30天內第一次拿到三個DBR的兒童將被停課至少一天，第二次再拿到三個DBR將被暫停三天，第三次最多被停課一周。當孩子的行為決策相當複雜的情況下，可能會利用超過五天的停課時間來與家長、孩子、QCARE員工共同討論制定個人行為計劃（IBP）。如果孩子在整個學年中收到了三個DBR，執行長會決定是否讓孩子退學。執行長或課程負責人可酌情決定針對擁有嚴重行為問題的DBR立即停課。

如果某個孩子在該課程被停課了三次，則該孩子可能面臨被迫退學。我們將透過持續地與執行長、課程負責人、家長以及分部負責人之間共同合作，在個人行為計劃（IBP）中制定適合的行為策略，盡可能避免退學或一再地停課。

### **對於有行為問題兒童的應對（IBP）：**

有以下行為處理時我們會通知家長：

- 必須請孩子從教室/課程空間中離開。
- 經常需要員工的監視或介入。
- 表示持續且嚴重地對於課程無法適應。
- 需要設定個人行為計劃（IBP）。

QCARE致力於讓參與課程的孩子達到傑出的成就。因此，當孩子出現嚴重或持續的行為問題時，必須制定一項計劃來最好地幫助孩子繼續參與課程。制定個人行為計劃（IBP）時，為了讓上學時和在家中保持一致性，將需要舉行討論會議，與家長、QCARE負責人/老師討論個人行為計劃（IBP）。家長的投入與合作對於成功執行IBP至關重要。IBP會議將討論有沒有除了停課或退學外的其他選項，經家長的同意，會根據家庭需要向您引薦教育、心理健康、醫療或其他服務機構，在必要

的時候，QCARE會推薦給家長進行評估、診斷或治療服務。根據孩子的行為條件，可能會制定一個至少要兩個星期的緩衝期。QCARE會盡可能尋求支持性的服務，包括諮詢和教育工作者培訓。根據孩子行為的嚴重程度、危險性，我們也可能考慮將孩子退學。此決定由執行長酌情處理，家長可能必須與課程負責人面談，以制定IBP或適合的行為策略，然後才允許孩子回歸課程。家長仍須負責支付孩子被停課天數的學費。QCARE行政部門可能會酌情請求家長在課程中陪伴有嚴重行為問題的孩子。

### **停課或退學政策：**

QCARE課程可以在以下任何一種情況下讓孩子停課或退學：

- 不尊重工作人員、其他孩子和公共財產。
- 孩子的行為會危害自己或他人的安全。
- 孩子未經允許離開課程空間（例如：持續在課中逃跑）。
- 經常攻擊其他孩子或工作人員。包括毆打、咬傷、隨地吐口水、踢人、推擠或嚴重的語言攻擊。
- 不斷挑釁他人、霸凌他人或偷竊。
- 無法在團體中活動，他的行為會時常破壞團體的功能。
- 在實施IBP之後或緩衝期內，孩子的行為沒有改善。
- 家長在IBP流程中不合作，或者沒有遵循人員同意的建議。
- 家長不提供所需的文件、支付所需的費用或遵守強制性的政策。
- 家長不提供對孩子的照顧安全不可缺少的未過期藥物，或者家長未與課程負責人共同完成必要的藥物相關表單進行授權（此為開業執照規定條件），其中包含未過期處方箋、未過期藥品、同意書以及「個人保健計劃表（Individual Health Care Plan forms）」。
- 家長有不道德或破壞性的行為。

高層行政人員將酌情審查所有停課 / 退學的決定。孩子可能會被停課一天或更長時間（請參見上述條件）。如果孩子因屢次犯錯停課，可能會在與家長會談之後進行退學程序。在退學的情況下，我們會給予家長退學的原因、課程已經採取的相關策略，並向家長提供資源和引薦相關機構。書面通知會說明退學的原因以及孩子若要回歸課程應當完成何種條件。我們會盡可能給予兩週的通知期。任何孩子退出課程時，只要情況允許，我們會協助他在發展上做好準備以便更好地過渡到其他計畫。

## **HEALTH AND MEDICAL POLICIES**

### **衛生和醫療政策**

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.

根據EEC認證的要求，QCARE擁有一份詳細的文檔，稱作「醫療保健政策」。您可以在機構分部、我們的網站、或通過向總部索取來查看此文檔的副本。除其他事項外，本文檔重點介紹了QCARE的醫療緊急救助計劃、生病兒童的護理計劃和緊急應變計劃。

## **NUTRITION**

### **營養計畫**

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.

所有 QCARE 員工都接受過 USDA 營養指南和應對兒童噎到危險的培訓。

建議的營養食品清單會在註冊時提供給家庭，您可以隨時提出需求或建議。

QCARE 根據 EEC 的指南分針，會每天為孩子提供點心時間。點心將透過以下方式提供：

- 照顧時間超過 2 小時但少於 4 小時時，將提供一份零食。

- 照顧時間為 4 至 7 小時的孩子需要提供一份正餐和一或兩份點心。其中家長負責提供正餐（午餐），QCARE 提供點心。
- 照顧時間超過 7 小時的孩子需要提供一份正餐和兩份點心。其中家長負責提供正餐（午餐），QCARE 提供點心。
- QCARE 會分部現場張貼點心的菜單，並根據點餐要求將點心提供給孩子。另外家長也可以從家裡帶零食給孩子。
- QCARE 會在分部現場提供新鮮的飲用水，飲水機的位置應便於孩子使用，讓孩子可以根據自己需要裝水。
- 如果孩子因為其他活動沒有照常進行午餐、點心時間，我們允許孩子在回到班上時補償進行點心時間。

在全天班中，家長必須從家裡提供午餐，該午餐會在課程中間食用。我們不會提供冰箱保存或加熱的服務。註冊後，家長會得到一份午餐和點的健康營養清單，並與我們討論孩子是否對課程提供的食物過敏。請遵守各個分部地點的過敏限制規定，以幫助我們確保所有孩子的安全。QCARE 鼓勵家長在飲食方面提供建議，前提是此建議不會對孩子的健康產生不良影響。

## **RELEASE POLICY**

### **課後接送政策**

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.

**您必須出示帶照片的身份證件才可以將孩子接回家，如果接送人員沒有辦法適當地被識別，且現場工作人員無法完全確定該接送人員，會要求該接送人員先行離開並攜帶證件回來進行接送。以下證件才算有效：駕照、護照和國家簽發的身份證。**

將接送人員的身份與孩子的檔案進行核對之後，才能接走孩子。孩子必須在離開課後班前進行簽退。在任何情況下，孩子都不能在沒有大人監護的情況下離開課後班。除非家長事先提供接送的相關授權文件，否則僅允許在檔案登記的大人接送小孩。如果要由不在檔案中的其他人接孩子，則家長必須先行給予手寫的便條或致電課後班或總部請行政人員添加姓名。若未經家長通知，檔案中列出的緊急聯絡人不允許接小孩。其他將由 QCARE 現場工作人員酌情決定，我們不會將孩子交給他們認為無法安全地照顧孩子的接送人員（例如：接送人員不清醒或表現出潛在的危險、有害或攻擊行為）。

所有緊急聯絡人/授權的接送人員必須年滿 18 歲，其中年齡較大的哥哥姊姊例外。年齡在十六歲以上的哥哥和姊姊允許從課後班接送他們的手足。他們不被允許接朋友、鄰居、堂兄弟姐妹、侄女或侄子。哥哥姊姊必須出示有效的帶照片的身份證件，才可以接弟妹離開分部。如果哥哥姊姊沒有擁有任何一種被接受的身份證件，則必須將其出生證明的副本在 QCARE 系統記錄，並附有有效的高中學生證。未滿 16 歲哥哥姊姊不得接送參加昆西課後班的孩子。

如果您有一方監護權（sole custody）、任何形式的保護令或法院命令保護您的孩子，您必須通知 QCARE 分部負責人，並提供有關一方監護權或任何法院命令的文件，以便我們能夠遵守這些規定。如果沒有存放所須的文檔，我們將不會侵犯家長的權利。如果您對孩子課後接送政策有任何疑問，請聯繫 QCARE 總部的課程負責人。

## **RESEARCH POLICY**

### **研究相關政策**

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)

未經家長的書面同意，QCARE 將不會進行涉及孩子的研究或實驗。所有研究人員或觀察員只有在我們課程人員的直接監督下，並且在所有孩子均獲得家長的許可後才能進行研究。有需要時常由非家長的人觀察孩子的課程，會取得家長的普遍同意。「觀察」應意味著孩子與觀察者之間不存在任何互動，也不會使用孩子的身份。QCARE 在任何情況下均不會在研究過程中對孩子造成身體傷害。QCARE 會向家長尋求同意進行研究的情況舉例：

- 大學生準備論文或報告時需要觀察兒童
- 有簽約的行為健康或心理健康專家需要觀察以協助課程教育工作人員或學習多元文化
- 由教授或博士生進行的研究，且對於課程參與者有好處及貢獻（例如：增加文學識字的協助）

### **UNAUTHORIZED ACTIVITIES**

#### **未經授權的活動**

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.

未經家長同意，QCARE 不得授權任何與照顧無關的活動或與孩子、家長連絡方式。活動或聯繫方式應包括但不限於籌款、宣傳、媒體採訪和照片。請注意，在註冊時已說明關於籌款和拍照的權限。

### **FUNDRAISING ACTIVITIES FOR QCARE OR CHARITIES**

#### **為 QCARE 或其他慈善機構的籌款活動**

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.

QCARE 有時會舉辦籌款活動，並詢問家長或孩子參加，此項活動不是強制的。籌集的所有資金將用於特定課程或活動。

在某些情況下，QCARE 將參與回饋當地社區或其他慈善機構的籌款活動。我們鼓勵孩子參加這些活動，以幫助他們培養對有需要的人或社區的「回饋」意識，參加此活動仍不是強制性的，且需要家長的許可。

## **TRANSPORTATION PLAN**

### **交通運輸計劃**

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.

1. QCARE 不提供接駁車。
2. 若孩子們來自同一所學校：建議班導將幼兒園和一年級的孩子帶到 QCARE 分部。家長必須與昆西公立學校主動討論以做出這些安排。二年級以上的孩子可以在無人看管的情況下獨自步行至分部地點。在孩子到班之前，QCARE 對孩子不負任何責任。在到達 QCARE 課後班之前，孩子仍然是昆西公立學校的責任。
3. 送孩子到班：家長負責在全天班和寒暑期班接送孩子。家長必須確保孩子抵達後簽到及離開時簽退。在孩子簽到至簽退間，QCARE 應對孩子負責。
4. 接孩子回家：必須由 18 歲以上的成年人接送孩子，並於每天下午 5:30 準時離開。計劃工作人員有責任確保孩子安全離開班上。將會準備好孩子檔案中列出的所有接送人員（包括家長或監護人和緊急聯絡人、保姆或另一個孩子的家長），以向計劃人員出示正確的身份證明。請參閱[課後接送政策](#)了解可接受的身分證件形式。一旦家長在接送時將孩子簽退，QCARE 便沒有照看孩子的責任。
5. 兄弟姐妹：年齡在十六歲以上的哥哥和姊姊允許從課後班接送他們的手足。他們不被允許接朋友、鄰居、堂兄弟姐妹、侄女或侄子。哥哥姊姊必須出示有效的帶照片的身份證件，才可以接弟妹離開分部。如果哥哥姊姊沒有擁有任何一種被接受的身份證件，則必須將其出生證明的副本在 QCARE 系統記錄，並附有有效的高中學生證。未滿 16 歲哥哥姊姊不得接送參加昆西課後班的孩子。
6. QCARE 不允許孩子被未經授權的大人接送離開，不允許孩子在無人看管的情況下離開機構。

### **QCARE SNOW/EMERGENCY CLOSING POLICY** **QCARE 雪假/緊急關閉政策**

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.

如果昆西公立學校在開學日之前關閉，則 QCARE 也不開放直到昆西公立學校重新開放。

如果昆西公立學校在指定時間關閉，但在孩子已經到校，QCARE 提供有兩種選擇：

1. QCARE 會取消當天的課後班，且您需要將孩子從學校接走。若 QPS 提早下課時，也適用。

或

2. 在 QPS 確定學校需要關閉且家長必須在該時間之前（例如下午 3:30）接送，QCARE 將保持開放。

如果在孩子上學期間或在我們課後班期間發生嚴重暴風雨或其他國家性、地方性或全州性的緊急情況，QCARE 執行長（與董事會執行委員會的一名成員一起）有權在下午 5:30 之前關閉 QCARE 課後班。

如果必非由昆西公立學校公布緊急關閉，QCARE 會與家長一個一個聯絡，請家長在指定的關閉時間接孩子。有關緊急關閉的消息會透過聯絡用 app、主要電子郵件地址或語音訊息進行通知，另外 QCARE 會盡可能嘗試致電給各個家庭。QCARE 希望能盡量開放給家庭使用，但會在對課程參與者或工作人員不安全的時候關閉單位。如果天氣太過惡劣，請預估足夠的通勤時間，以便在指定的關閉時間之前到達機構。提前準備可保護所有相關人員的安全，對此深表感謝。

如果因為緊急情況 QCARE 課後班不得不離開學校地點，工作人員會通知總辦公室緊急離開的原因以及協助孩子找到替代的地點。行政人員將與所有家長聯繫，以便讓家長在其他地點接孩子。

QCARE 希望您能定期更新電話號碼和緊急聯絡人以防遇到緊急狀況時聯絡不上。就算因為緊急關閉，家長仍須支付當天的學費，因為這是無法預測的事件，我們當天仍有支付員工薪水。QCARE 會自動增加 QPS 學年日曆中的「補課日」，孩子當天要來課後班，但補課日須額外收取費用。

## **PARENTAL/GUARDIAN RIGHTS**

### **家長/監護人的權利**

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.

這些權利如下：

1. 家長的參與：歡迎家長在孩子上課的任何時候前往探訪，觀察孩子的活動表現。
2. 家長意見調查：QCARE 可能會利用調查問卷徵求家長在計劃和政策制定過程中的意見。從問卷中取得的資訊將應用於更新課程安排及進行必要的更改，為了能更有效地為家庭提供服務。您所有的意見都會匿名保密。

3. 家長會議：當家長認為需要與 QCARE 員工會談時，我們應允許舉行會議。會議的重要性在於讓家長有機會討論孩子在課程中遇到的任何進度或行為問題，或擁有的其他問題或疑慮。
4. 與家長的交流：每個分部的負責人皆會每月聯絡家長一次，通知家長下個月即將發生的活動。也可能透過寄送到家的信件通知之後的校外教學、活動介紹、籌款活動、傳染病防治注意等。我們會經常使用電子郵件與您聯絡，鼓勵家長與工作人員之間時常溝通，工作人員也可能時常透過非正式的電話和電子郵件與您交流。
5. 進度報告：每個孩子的進度報告將在學年中（每六個月）完成並匯報給家長，若您的孩子有特殊需求，進度報告可能更頻繁（每三個月）。有關進度報告的更多資訊，請參閱此家長手冊的[定期進度匯報](#)。
6. 退出課程：家長有權要求計劃人員提供孩子檔案、書面或口頭資訊的副本，用來分享給孩子未來參與的照顧課程，以便更流暢的移轉。若需要任何資料皆須兩週前向我們通知。有關更多資訊，請參閱本家長手冊的[退出課程](#)。

## **PARENT/GUARDIAN, CHILD AND ANONYMOUS COMPLAINTS**

### **來自家長/監護人、孩子的匿名回饋**

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.

QCARE 歡迎家長/監護人、孩子、學校和匿名人士對我們的課成提出意見和建議。每當您對 QCARE 課程有任何疑問、問題或投訴時，希望您先與分部負責人討論該問題。如果他/她無法解決問題，請聯繫課程負責人或執行長，他們會進一步解決該問題。

對於 QCARE 行政部門無法解決的問題，您可以將寄信至「董事會限定（Board of Directors ONLY）」的郵箱 P.O. Box 82, Quincy, MA 02170。該信函將直接發送給董事會成員。

您可以通過信件與 EEC 聯繫，地址為：1250 Hancock Street, Suite 120-S, Quincy, MA 02169 或撥打 617-472-2881。您可以索取 QCARE 的遵照法規的歷史紀錄，或與 EEC 的人員談論疑慮或投訴。



## **CHILDREN'S RECORDS AND CONFIDENTIALITY**

### **兒童的檔案記錄和保密協議**

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.

保密政策是為了保護孩子檔案的機密性。只有認可的人員和 EEC 同意下才能取得這些文件。在核可的研究下（需要取得國家認證的許可證單、健康記錄等）或其他任何需要 EEC 調查的事件時，EEC 可以取得孩子的檔案。

家長有權在孩子的檔案中增加資訊、評論或相關數據。如果其中一位家長/監護人沒有在同一個家庭中撫養孩子，且孩子的檔案中列出了兩名家長並共享孩子的監護權，那麼雙方都可以修改文件資訊並添加緊急聯絡人。如果家庭發生問題而影響或限制第二位家長/監護人對檔案的取用，您必須與行政部門聯繫。家長可以透過與執行長會議來要求刪除或修改孩子檔案中的任何資訊。執行長會做出最終決定，並將在會議召開後的一周內以書面形式通知家長。

未經家長的書面許可，不會洩露孩子記錄中的任何資料。註冊結束後，所有孩子的記錄都將在 EEC 規定的期限內安全保存。

## **REFERAL PLAN**

### **轉介程序**

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 致力於支持參與的家庭和兒童的照顧。QCARE 工作人員將在進度匯報中持續評估您的孩子，並會在學年中對其進行評估。若有嚴重發展問題或其他問題將會即時通知請家長注意。若必要，QCARE 會向家長提供轉介服務的資訊。在此情況下，課程負責人或執行長將親自或通過電話與家長進行討論，分享老師對孩子的看法並進一步討論轉介問題。您可以請求轉介程序會議，以進一步分享意見並討論孩子的長期目標。轉介服務包含醫療服務、視力或聽力檢查、牙齒健康檢查、心理健康服務（包括社會或行為評估）、教育方面或轉介至昆西公立學校特殊教育服務。

在 QCARE 人員服務孩子的過程中，如果人員在任何時候認為轉介服務會使孩子受益，他們有義務與課程負責人討論轉介程序。課程負責人將與執行長一起制定計劃推薦給家長。在致電給家長進行轉介之前，我們會行審查孩子檔案中的所有相關資訊和註記。QCARE 必須獲得家長的同意才能以孩子的身份尋求外部資源，例如社會性、教育性或保健資源或服務提供者。對於任何與受照顧的孩子有關的家庭轉介、轉介的書面記錄和轉介結果將按照 EEC 法規 606CMR 7.06 (5) (b) 的要求紀錄在兒童檔案中。

此外，如果 QCARE 行政部門在任何時候認為透過引介家庭支持（family supports）能夠更好地協助家庭，QCARE 將以一種尊重和專業的方式努力，將家庭與可利用的社區資源連結起來，例如糧食補助（food pantries）、庇護所、燃料補貼以及兒童照顧補貼優惠。

若想了解昆西社區中轉介資源的完整與最新列表，請聯繫 QCARE 總部與課程負責人或執行長討論資訊。

## **QCARE SWIMMING POLICY**

### **QCARE 游泳相關政策**

#### **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.

### **游泳池：**

QCARE參與者可能會使用游泳池設施，通常會前往昆西林肯漢考克學校（Lincoln Hancock School）使用。在此情況下，我們必須執行嚴格的規定。家長必須簽署同意書，允許孩子使用游泳池。游泳池不開放時，會確保孩子沒有使用游泳池。

QCARE課程要使用泳池設施時，應至少有一名QCARE工作人員知道泳池幫浦的位置，並應接受過適當的培訓，以在緊急情況下關閉泳池幫浦。

### **學生義務：**

第一點，除非參與者穿著正確的游泳衣，否則任何人不得在游泳池中游泳。**每位六歲以上的孩子**都必須在泳池淺端完成工作人員/護衛人員進行的游泳測試。根據工作人員/救生員的判斷，任何不具備足夠能力的孩子都必須在泳池中穿戴漂浮裝置。任何年齡在六歲以上且游泳能力較強的孩子，都可以在游泳池的淺水處游泳。僅允許先已通過深端游泳測試並具備出足夠游泳能力的孩子在深端游泳。工作人員/救生員的結論是深思熟慮後的最終決定，對所有游泳活動均具有約束力。

第二點，任何六歲以下的兒童，不論游泳能力如何，均不得在未穿戴漂浮裝置的情況下進入游泳池。沒有人例外。

第三點，QCARE學生在使用泳池設施時必須遵守所有泳池規則。泳池設施以及QCARE人員可以制定、修改規則。不遵守泳池規則可能會導致孩子的游泳權利被暫時停止並須立即從泳池中離開。

最後，所有學生必須在游泳池旁完全配合QCARE員工/救生員。工作人員將定時進行人數統計，並採取其他安全措施，這些需要**每個孩子的充分配合**。任何不合作的行為將導致孩子必須從泳池中離開。請協助您的孩子熟悉這些規則，以確保所有人都能享受所提供的豐富活動。

### **員工義務：**

當QCARE學生在游泳池中時，大約一半的QCARE員工應與學生一起在水中。其餘人員應進行人數分配，指派人員監督泳池岸邊和更衣室中沒有下水的孩子，帶他們進行課堂活動。老師們會在孩子下水之前進入游泳池。

在整個游泳過程中，至少**每四十五分鐘進行一次人數統計**。此時，泳池內不應有人和人，進行人數統計後才確保所有參與者的安全。泳池淨空時，一名工作人員應對泳池進行目測檢查，以確保沒有參與者在水下或遇險。

如果在游泳時發生緊急情況，QCARE會請值班救生員對情況進行初步評估並執行照護。如果沒有立即在現場的救生員，已接受急救/ CPR培訓的工作人員應評估情況並進行必要的急救，直到有救生員到現場為止。不論現場可能有其他人員在（例如救生員、老師等），QCARE工作人員應立即撥打911。其餘人員若並非協助急救處理中，都應協助集合在場所有的學生，將他們從泳池區疏散至更衣區，直到緊急狀況解除。

### **海灘活動（包括在海洋、湖泊和池塘附近）：**

當QCARE參與者到海、湖泊或池塘等地點進行校外教學時，參與者的游泳須遵守嚴格的規定。

QCARE符合麻州一般法 (M.G.L.) c. 111, §127A½的所有要求。此法也稱為基督教法 (Christian's Law)，當校外教學涉及海濱游泳時。根據《基督教法》，所有市政和娛樂活動以及取得許可的營地必須：

1. 在允許參加游泳活動之前，清楚每個未成年人的游泳能力；
2. 向所有被認為不會游泳或游泳高風險者的未成年兒童提供尺寸合適的舒適型 I、II或III型個人漂浮裝置 (PFD)
3. 使用未成年人的家長/監護人提供的PFD，提供未成年人在參加課程或訓練營時使用。

QCARE不允許孩子在沒有任何一名或多名QCARE提供的救生員的監視情況下在場地游泳，工作人員必須維持在水內或者是岸邊的一個範圍內，目的是要隨時保持緊覺關注場域內的孩子並將孩子集中在可見的範圍內。但是，請注意，QCARE人員並沒有經過救生員的培訓，因此不能也不能取代擔當該角色。QCARE人員將監視活動以確保孩子安全，但在發生緊急水難的情形時將仰賴救生員的協助。

### 學生義務：

在海邊、湖畔或池塘裡游泳相關的校外教學中，水活動安全規則如下：

1. 任何孩子都不能在工作人員界定的水域範圍之外游泳。
2. 任何一個孩子不能到達比他腋下還深的水域。
3. 孩子必須遵守所有工作人員的規定和指示，否則可能會請他離開水域。工作人員可以自行決定是否能讓他重回水域。
4. 不允許激烈的玩耍，不論是在水中或任何情況。
5. 孩子必須遵守所有公告的海邊規則。

### 員工義務：

在任一孩子下水之前，在場的工作人員應按照以下規定建立合適的游泳範圍：該範圍應盡可能距離值班救生員不超過50碼 (50 yards)，並且應遠離其他大型游泳團體。

當天負責要在水中的工作人員應在允許孩子下水前進入水中，並直接前往指定的區域以建立水域安全範圍。在孩子當天第一次下水前，海灘負責人員會與所有參加者一起閱讀過水活動安全規則。且至少每半小時應請所有QCARE參與者的離開水域中清場（如果出現海浪、游泳人數增加或其他可能使人須更加小心的狀況發生，則清場頻率須增加），並在所有人員重新回到水域前清點人數。

如果在海上活動發生緊急危難，無論是否有涉及任何QCARE的參與者，QCARE工作人員均應立即聯繫值班救生員，並將控制權交給救生員。QCARE應請所有其他QCARE游泳離開水中、集合計算人數，再將他們移到遠離緊急情況的地方，讓救生員能夠有效地進行處理。

如果在旅途中的任何時候員工發現出於任何原因沒有能立即提供救援的救生員或沒有救生員在現場，則QCARE工作人員應請所有下水的參與者離開水中，集合並進行人數。在海岸上等待直到救生員返回。

麻州規定的兒童照顧比例是一名工作人員負責十三名兒童。 QCARE認為，按照課程從事水上活動時，應保持至少1:10的比例（或更高）。

在制定這些規定時我們考慮到所有參與兒童的安全。家長/監護人必須仔細閱讀規定，再與其孩子一同閱讀。如果對 QCARE 的任何游泳政策或程序有疑問，請聯繫課程負責人。

### **HANDLING A MEDICAL EMERGENCY (at the program site)**

#### **緊急醫療事件應對（機構現場）**

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.
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1. 如果發生醫療緊急狀況（例如過敏反應、嚴重跌倒或割傷、癲癇發作、嚴重疾病等），接受過急救培訓的 QCARE 工作人員將會進行必要的緊急急救。其他工作人員會照顧其他孩子的需要，若有必要，會將他們帶離現場。QCARE 員工經過培訓，能夠以適當、令人放心和平靜的方式做出回應。
  2. 若工作人員無法為涉及嚴重的緊急醫療事故的孩子提供幫助，則在緊急情況下會致電 911 尋求幫助，然後致電 QCARE 總總部向 QCARE 行政部門發出緊急通知。我們將會判定是否由 QCARE 行政人員或現場工作人員向孩子的家長聯繫是否合適，讓家長了解我們已撥打 911。如果家長在前往急診室之前沒有到達現場，我們將決定該由哪位 QCARE 人員與孩子一起搭乘救護車。陪伴緊急醫療情況的孩子的人員會攜帶所有與之相關的文書和藥物，包含該兒童的檔案（包括同意書等）以及存放在 QCARE 網站的任何藥物或醫療文書。若在可能的範圍內，工作人員會把孩子的所有物品隨孩子一起帶到醫院。
  3. 如果我們判斷對醫療緊急情況的更適當的處理應先諮詢監護人而非立即撥打 911（例如：腳趾折斷、牙齒或可能需要縫合的傷口），QCARE 現場非直接協助孩子的人員會嘗試與家長聯繫，詢問並麻煩家長立即前來接送孩子進行治療。工作人員之後會致電 QCARE 總部，向 QCARE 行政部門發出緊急通知。
  4. 如果無法與家長取得聯繫，則將按照在孩子檔案中列出的所有緊急聯絡方式進行緊急聯絡。另可能會嘗試其他聯絡家長的方式。如果無法聯絡到家長/監護人或緊急聯絡人，則值班的 QCARE 行政人員將制定處理計畫。如果判斷孩子有必要送到醫院或醫療機構，則 QCARE 工作人員將臨時擔任孩子的監護人，直到可以與家長/監護人或緊急聯絡人取得聯絡並到達現場。如果確定孩子需要治療，將撥打 911 請救護車運送到治療處。
  5. QCARE 的工作人員不會將孩子帶上自己的私人載具接受治療。
  6. 孩子接受治療後，所有必要的文件將完成。副本將被記錄、歸檔並提供給家長。如有必要，文件將提交給 EEC。

**HANDLING A MEDICAL EMERGENCY (while on a field trip)**  
**緊急醫療事件應對（校外教學）**

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.
1. 作為預防措施，在從任一 QCARE 分部出發進行校外教學前，QCARE 課程負責人或分部負責人將制定校外教學期間應遵守的適當規定，以確保孩子的安全，其中包含：

- a. 制定計畫攜帶所有孩子的緊急資料，包括藥物和必要的藥物文書證明、同意書和緊急表單，其中包括**每個孩子的緊急聯絡資訊**。我們將至少備有一個旅行用急救箱隨身攜帶。
  - b. 制定計畫以保護兒童免受**高溫、寒冷和強烈暑害**。
  - c. 在校外教學中，QCARE 工作人員會確認緊急服務的位置（例如：救生員站、公共電話、急救站），並確認有可使用的公務手機。當各組分開行動時，若可以將至少分派兩名人員與孩子一同在校外教學地點活動，將使用對講機與其他工作人員之間保持聯絡。
  - d. 制定相關程序規定 QCARE 人員會檢查確保每次乘車結束後，孩子確實全數離開交通巴士，將會謹遵此程序。交通日誌將按照 EEC 規定填寫。
2. 如果在任何 QCARE 課程進行校外教學時孩子發生意外事故或嚴重疾病，負責人員將評估情況，根據需要提供急救，然後判斷此情形適合先行撥打 911 還是聯絡 QCARE 行政人員或孩子的家長。同行的非直接幫助緊急狀況的工作人員將照看非直接在緊急情況中的孩子，並向其他工作人員或行政部門發出緊急通知，以協助正在進行急救的工作人員。
  3. QCARE 負責人員將根據情況的緊急程度來判斷是否需要緊急救護車運輸，還是工作人員可以與孩子一起等待家長到達該地點來接送孩子。
  4. 若狀況可行，將分派兩名工作人員陪伴孩子，直到緊急運輸到達。萬一需要救護車運送，至少一名工作人員會陪伴孩子到醫院，並暫時擔任孩子的監護人，直到家長/監護人或指定的緊急聯絡人到達為止。陪伴緊急醫療情況的孩子的人員會攜帶所有與之相關的文書和藥物，包含該兒童的**緊急狀況表單**、同意書以及存放在 QCARE 網站的任何藥物或醫療文書。若在可能的範圍內，工作人員會把孩子的所有物品隨孩子一起帶到醫院。
  5. 如果無法與家長取得聯繫，則將按照在孩子檔案中列出的所有緊急聯絡方式進行緊急聯絡。另可能會嘗試其他聯絡家長的方式。如果無法聯絡到家長/監護人或緊急聯絡人，則值班的 QCARE 行政人員將制定處理計畫。如果判斷孩子有必要送到醫院或醫療機構，則 QCARE 工作人員將臨時擔任孩子的監護人，直到可以與家長/監護人或緊急聯絡人取得聯絡並到達現場。
  6. 其他工作人員將在校外教學中照顧其他孩子的需要，若有必要，會將他們從事件現場疏離。QCARE 員工經過培訓，能夠以適當、令人放心和平靜的方式做出回應。
  7. 孩子接受治療後，所有必要的文件將完成。副本將被記錄、歸檔並提供給家長。如有必要，文件將提交給 EEC。

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

### **患有輕度疾病、受傷、過敏或其他醫療狀況的兒童的照顧**

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's 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.

QCARE兒童註冊申請程序有分幾個部分，首先需要家長提供有關兒童健康和醫療相關的資訊。其中包括有關理學檢查、是否接受過疫苗接種、慢性健康狀況、過去手術史、飲食限制、藥物或其他過敏等資訊。家長/監護人填寫的文件資料須盡可能準確，以保護孩子在機構照顧時的健康。我們鼓勵家長向課程現場工作人員提供他們認為孩子輕微感冒或受傷時最好的照顧方式。希望家長與課程人員共同努力，以確保在照顧某些孩子可能有生命危險的過敏或其他醫療狀況時，符合所有EEC法規。為了符合這些條件，將可能需要其他文書資料。

以下資訊為QCARE處理在課程中發生危及生命的過敏或醫療狀況、輕微疾病或受傷的孩子提供的基本方針。

- 在註冊之前，家長必須確認孩子在學校一年內的理學檢查、疫苗接種記錄（根據公共衛生部）和鉛金屬篩檢已存檔。且建議每年為孩子進行一次牙科檢查。
- QCARE必須為每個孩子備有最新的緊急表單。QCARE必須存有可以聯繫到監護人的電話號碼，以及三個緊急聯絡人的資訊。如果地址、電話號碼、工作有更動或任何可能影響課程與家長聯繫或緊急聯絡的可能性，則家長有責任立即通知我們進行資料的更新。根據EEC的規定，表單和同意書必須每年更新，並且僅在簽署之日起一年內有效。若您未提供最新資訊，例如工作電話號碼或緊急聯絡電話、所需表格、藥物資訊，或未提供孩子所需未過期的藥物，可能會導致托兒服務暫停或終止。
- 如果孩子有任何可能引發困難的醫療狀況或慢性病（包括過去的手術或骨折、過敏或任何慢性或危及生命的狀況），則必須由家長告知QCARE，以便最好地處理可能出現的危急。所有醫療資料必須保持更新。未能告知相關資訊或未更新藥物資訊可能會導致暫停或終止托兒服務。
- 在課程中發生輕度感冒或受傷的孩子會由接受過急救培訓的QCARE工作人員提供適當的照顧。我們對輕度傷害的基本處理方法是清潔傷口、包紮和施加冷敷。我們對輕度感冒的基本治療方法是諮詢孩子相關症狀、降低孩子的體溫、在墊子上休息。會持續提供任何輕度感冒或受傷的孩子在飲食、休息、遊戲、舒適的需求，以及適當程度的活動和監督。輕度感冒或受傷的孩子將受到負責人員的監視，並允許繼續待在機構。
- 輕度感冒的症狀可能包括頭痛、100°F（37.78°C）以下的發燒、胃痛或身體疼痛、輕度的咳嗽或鼻塞、耳鳴疼痛、不發燒的喉嚨痛、輕度的腹瀉和嗜睡。輕度傷害可能包括小切口或刮傷、跌倒或擦傷、鼻子流血、乳牙鬆動或脫落，或因輕微跌倒而造成的傷害。
- 如果任何在課程中的孩子反應疾病或受傷的情形超過15分鐘，QCARE工作人員將將症狀視為持續的困擾，會要求與家長進行諮詢，並可能請他們與孩子對話。根據我們的經驗，若孩子不願意正常地參與活動，我們會請可以的家長/監護人或緊急聯絡人將其從課程中接送離開。若孩子為持續性的生病或受傷，QCARE工作人員將給予監控並使其保持舒適狀態，直到接送人員到達機構為止。

- 如果孩子生病變嚴重、嘔吐、發高燒或無法被老師安撫，將通知家長/監護人或緊急聯絡人，請您接孩子接送離開。我們會盡量在孩子得到接送前將他與其他孩子保持距離並待在舒適的環境。
- 所有接受任何類型急救措施的孩子都將收到一份**傷害/疾病報告單**，該表單將由QCARE工作人員填寫並交給接送人員簽名。家長在接送時一定會被口頭告知受傷或生病的情形，若在允許的情況下，家長在接送簽名時會提供一份**報告單副本**，否則受傷/生病後48小時內會提供報告。報告的其他副本將記錄在該課程的中央日誌，並會在孩子的文件中存檔。
- 若孩子的傷害涉及**頭部、頸部或背部的任何位置時**，昆西課後班人員一定會通知家長。通知時會註明此傷害是輕度還是重度。此預防措施是「**傷害/疾病報告單**」的補充，為確保及時將此類傷害告知家長。
- 如果孩子的高燒**溫度在101°F（38.33°C）以上**、嘔吐、患有傳染性疾病或患有下表所示的疾病，則家長必須在下表中建議的時間範圍內接送孩子離開機構。如果孩子發燒在101°F以上或者在課程中嘔吐，則家長必須立即接送離開。
- 如果您知道孩子患有任何**傳染性或相關疾病（例如長頭蝨）**，則家長有責任透過致電機構分部地點或致電QCARE總部來通知QCARE工作人員。若是在孩子課程地點收到傳染性疾病報告時，我們將通過電子郵件和/或信件在下課時通知家長。若您**未通知孩子的傳染性疾病可能導致疾病傳播給其他孩子、工作人員及其家人**。請您務必報告傳染疾病或相關情形。

傳染性疾病一覽表\*：

確診的疾病/情形或症狀：	孩子請勿返回班上，直到符合以下條件：
發燒到101°F（38.33°C）以上	待在家中24小時。未使用退燒藥時，發燒溫度在101°F以下。
每小時嘔吐2次以上	12小時內無嘔吐。
傳染性腹瀉： 梨形鞭毛蟲（Giardia）、志賀氏菌（Shigella）、沙門氏菌（Salmonella）、艱難梭菌（C-Diff）	經藥物治療，必須有醫生的證明才能返回課程。
多重抗藥金黃色葡萄球菌（MRSA）	經藥物治療，必須有醫生的證明才能返回課程。
腦膜炎	經藥物治療，必須有醫生的證明才能返回課程。
結膜炎	服用抗生素48小時。
咽喉炎	服用抗生素24小時。
猩紅熱	服用抗生素24小時。
流感	發燒消失後至少24小時。
肺炎	服藥24小時。

發燒和疼痛引起的耳朵感染	只要發燒在101°F以下至少持續24小時，就可以恢復照顧。
膿痂疹	服藥24小時。
水痘	所有水泡都硬化、乾化（約1週）。
頭蝨	經過徹底治療和移除幼蟲後即可返回課程。必須完全沒有蝨卵和蝨子。
疥瘡	已開始治療。
蟯蟲	感覺足夠良好可以返回課程。
皮癬菌病	已開始治療。
單純皰疹瘡	所有傷口都硬化，可以用衣物或其他覆蓋。
單核白血球增多症	已經超過傳染期，感覺足夠良好可以返回課程。
第五病 細小病毒感染	已經超過傳染期，感覺足夠良好可以返回課程。
病毒性傳染病	已經超過傳染期，感覺足夠良好可以返回課程。
克沙奇病毒（手足口）	已經超過傳染期，感覺足夠良好可以返回課程。
百日咳	已經超過傳染期，感覺足夠良好可以返回課程。
疫苗可預防的疾病： 麻疹 腮腺炎 德國麻疹 白喉/破傷風 HIB疾病（流感） B型肝炎	已經超過傳染期，感覺足夠良好可以返回課程。

\*此列表不是所有傳染病的詳盡列表。CDC 會發布所有須通報的疾病清單，且時時會發布最新更新，並在 QCARE 總部存檔。若您的孩子在任何時候被診斷出可能傳播給他人的疾病或醫療狀況，請您致電孩子的兒科醫生，直到您與 QCARE 行政人員交談前請避免將您的孩子送入機構。



## **PLAN FOR ADMINISTERING PRESCRIPTION AND NON-PRESCRIPTION MEDICATION**

### **管理處方藥和非處方藥的計劃**

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:

<b>Regulation Number and Type of Medication</b>	<b>Written Parental Consent Required</b>	<b>Health Care Practitioner Authorization Required</b>	<b>Logging Required</b>
7.11(2)(l)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)(l)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)(l)3  Unanticipated Non-Prescription for Mild Symptoms (e.g., acetaminophen,	Yes, renewed annually	Yes. Must be in original container with original label	Yes, including name of child, dosage, date, time, & staff signature

ibuprofen,  
antihistamines)

containing the name of  
the child affixed

7.11(2)(l)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)(l)5

Topical, non-  
Prescription (not  
applied to open  
wounds or broken  
skin)

Yes, renewed  
annually

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

No for items not  
applied to open  
wounds or broken skin.

1. 未經家長填寫書面同意書（在某些情況下，另需要獲得孩子的醫療保健從業者），不得給孩子服用藥物或塗抹外用乳膏。
2. 給孩子服用的所有藥物，包括任何形式的口服和局部用藥，無論是處方藥還是非處方藥，都必須由孩子的家長提供。
3. 每年會對所有QCARE工作人員進行藥物管理方面的培訓，包括「藥物管理的五項權利」和「兒童常見藥物的常見副作用、不良反應和相互作用」的培訓。
4. 所有藥品必須按照規定在原先配藥的容器中保存提供，並標有原始標籤、藥品名稱、使用說明和孩子的名字。
5. 我們只准許孩子使用藥物和處方籤皆未過期的藥物。
6. 除非得到持有兒童執照的醫療保健從業者書面授權，否則QCARE工作人員不得以原始容器上的沒有指示的方式使用任何藥物。
7. 如果容器上沒有明確的說明，任何藥物將由QCARE工作人員按照醫師或藥劑師的書面說明進行管理。
8. QCARE工作人員必須在照顧孩子、孩子交通或課外活動期間，將所有藥物存放在孩子接觸不到的地方，並在適當的條件下進行清潔、保存、安全存放，除非在孩子的個人保健計劃中另有規定。
  - a. 在US-DEA附表II-V中列出的藥物，如果未經授權人員取得，必須保持在安全且上鎖的位置。
  - b. 需要冷藏的處方藥應以孩子無法接觸的方式存放在溫度保持在38°F (3.33 °C) 至42°F (5.56 °C) 之間的冰箱中。

9. 緊急藥物（例如Epi-pen自動注射器或吸入器）必須根據需要可以隨時取用，但也要妥善保管，以免被孩子取得。
10. 當孩子退出課程、不再需要該藥物或藥物過期時，所有未使用的藥物將在可能的情況下交還給家長。退還記錄會記在孩子的檔案中。如果不能將藥物退還給家長，則QCARE行政部門將根據昆西公共衛生部的做法或在警察局的指導下正確銷毀或處置藥物。
11. 雖然EEC法規允許年齡較大的學齡兒童經家長的書面同意和獲得許可的醫療保健從業人員的情況下，可以攜帶自己的吸入器或腎上腺素自動注射器，但QCARE仍不允許以上情況使用。此EEC規定另外還要求課程必須具有現場備用藥品供需要時使用，因此我們需要家庭提供備用的藥品。孩子只能在工作人員的監督下使用藥物，我們認為，最好的做法是將藥物保存在我們訓練有素的員工的控制之下。
12. 若有填寫完整的書面同意書或持有兒童執照的醫療保健從業者提供的授權使用此類藥物的說明，即可以使用非處方藥，但必須保存在原始製造商的包裝中，上方的使用說明必須與經許可的醫療保健從業者授權提供的說明一致。
13. 每當藥物需要測量裝置時，必須由家長提供適當的裝置並在上方標有孩子的名字。
14. 除非在特殊情況下（例如過敏性休克）且在家長的同意下，否則QCARE的任何工作人員都不得讓孩子服用任何藥物的第一劑。
15. 每次服用藥物時，QCARE工作人員都必須在孩子的記錄中記錄藥物名稱、劑量、給藥時間和方法以及給藥的人。服藥後，QCARE員工一定會通知家長/監護人。
16. 所有藥物必須按照下面列出的同意書和文件要求進行管理：

法規編號和藥物類型	是否需要家長書面同意	是否需要保健業者授權	是否需要記錄
7.11(2)(l)1 所有處方	是	是。必須放在帶有原始標籤的原始容器中，並附有孩子的名字。	是，包括孩子的姓名、劑量、日期、時間和員工簽名。必須紀錄錯過用藥時間的劑量以及錯過的原因。
7.11(2)(l)2 口服非處方藥	是，每週更新一次，包括劑量、時間、天數和用途	是。必須放在帶有原始標籤的原始容器中，並附有孩子的名字。	是，包括孩子的姓名、劑量、日期、時間和員工簽名。必須紀錄錯過用藥時間的劑量以及錯過的原因。
7.11(2)(l)3 無法預期的輕症非處方藥（例如對乙酰氨基酚、布洛芬、抗組織胺藥）	是，每年更新一次	是。必須放在帶有原始標籤的原始容器中，並附有孩子的名字。	是，包括孩子的姓名、劑量、日期、時間和員工簽名。

7.11(2)(l)4 局部非處方藥（用於開放性傷口或皮膚破損）	是，每年更新一次	是。必須放在帶有原始標籤的原始容器中，並附有孩子的名字。	是，包括孩子的姓名、劑量、日期、時間和員工簽名。
7.11(2)(l)5 局部非處方藥（不適用於開放性傷口或皮膚破損）	是，每年更新一次	否。這些不適用於開放性傷口或皮膚破損的藥物，課程可能會在通知家長之後、或家長指定某些牌子的情況下使用。	不適用。

### **INDIVIDUAL HEALTH CARE PLANS (IHCP's)** **個人保健計劃（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.**

昆西課後班必須為每位由持有執照的醫療保健從業者診斷出慢性病的孩子，擬定一份個人保健計劃且記錄在個人檔案中。IHCP 確保患有慢性病的孩子在參加 QCARE 時可以獲得他可能需要的醫療保健服務。

QCARE 必須與家長、QCARE 工作人員以及孩子的持照醫療保健從業者共同擬定 IHCP，後者必須提供 IHCP 的授權。IHCP 表格是 QCARE 為此目的擬定的，將在註冊時或發現慢性病時提供。

IHCP 必須包括以下內容：

- 由持照醫務人員診斷出的慢性病狀況描述
- 對症狀的描述
- 孩子在照顧期間可能需要的任何醫療方法的概述
- 描述治療的潛在副作用
- 如果不進行治療，孩子健康的潛在影響的概述

QCARE 工作人員將根據 EEC 法規 7.11(1)(b)2 和 7.11(3)(a)1 對孩子的 IHCP 進行相關培訓。必須在孩子的醫療保健從業者底下或經孩子的醫療保健從業者的書面同意下、孩子的家長、QCARE 的醫療保健顧問或適當的專家之下提供培訓。培訓將針對孩子的醫療狀況、藥物治療和其他治療需求。另外展示 IHCP 的一些範例，包括患有哮喘、過敏反應、ADHD、癲癇發作或糖尿病的兒童。

除了上面強調的處方藥和非處方藥管理計劃外，當患有 IHCP 的孩子需要接受預期之外的藥物處理（例如 Benadryl 或 Epi-pens）時，QCARE 工作人員將在服用此類藥物或開始治療之前，在合理的嘗試下聯絡家長。如果無法提前與家長取得聯繫，QCARE 工作人員將在提供此類藥物或治療後儘快與家長聯繫。

家長和有執照的醫療保健從業人員的書面授權有效期為一年（除非提前撤回），並且必須每年更新一次，或者在孩子的狀況發生變化時，才能繼續進行藥物使用或治療。如果家長不遵守該規定，則可能會導致托兒服務暫停，直到文書工作完成或決定終止照顧服務。

## **SERVING CHILDREN WITH DISABILITIES**

### **服務特殊需求兒童**

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.

QCARE 歡迎任何殘疾兒童申請。在部分狀況下，QCARE 可能會根據 EEC 法規 606 CMR 7.04(13)(a-g)審查我們是否能夠接受和服務特定的孩子。

為了確保機構空間是否合適，QCARE 只能在首先獲得家長同意後，向當地教育機構（LEA）、早療計劃、其他醫療或服務提供者索取與孩子參加課程有關的資訊。

一旦 QCARE 確認此殘疾兒童可以參與計畫，我們將有權審查有關該孩子的所有資料，同時諮詢其家長/法定監護人，並以書面形式確定機構空間滿足該要求的具體條件（如有此需求）。條件可能包括：

1. 更動或調整使孩子可以正常參加計劃的任何活動
2. 調整孩子的班級人數和適當的工作人員/兒童比例
3. 增加孩子需要的特殊設備、材料、坡道或輔助設備。

QCARE 確認此殘疾兒童不適合參與計畫，則必須在首次接收孩子資訊的 30 天內向家長/法定監護人提供書面通知。在合理判斷的情況下，只有認為麻州聯邦法規規定的為兒童服務的機構環境條件會對計劃造成不當的負擔，QCARE 才會決定不接受此兒童。QCARE 將在其書面通知中告知家長作出決定的原因和認為會造成不當負擔的條件。此外，書面通知會告知家長可以聯繫 EEC 哪些單位，並請 EEC 確認 QCARE 是否符合麻州聯邦制定的對於學齡兒童相關規定。QCARE 會在通知發出起三年內保留其書面通知的副本。QCARE 了解，若殘疾兒童的廁所訓練不足而導致有機體設備需求，均不應視為不適當的負擔。

在裁定麻州聯邦規定所要求的條件是否會對計劃造成過度的負擔時，QCARE 在決策過程中應將考慮以下因素：

1. 為孩子提供的機構設施的性質和費用
2. 從其他來源獲得資金或服務的能力
3. QCARE 的整體財務資源
4. QCARE 僱用的人數
5. 對 QCARE 是否造成支出、資源的影響或其他影響
6. 所需的條件是否改變了 QCARE 的基本性質

以上並非所有須考慮的因素，每個個案會根據當下情況，再加上以上這些因素一同考慮。

在獲得家長的同意後，若 QCARE 的工作人員認為可以適當與 LEA、早療計劃、其他醫療或服務提供者合作，共同參與制定和審查孩子的課程計劃。孩子的分部負責人應擔任中間聯絡員。

## **PLAN FOR ASSESSING POTENTIAL HAZARDS**

### **潛在危害評估計劃**

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.

每天工作人員都會檢查分部現場，以確保該區域沒有任何危險。現場出現的任何危險物品或碎屑將定期被清除或移除。有毒物質（如漂白劑、清潔劑等）將按照製造商的說明存放，並放在孩子無法觸及的安全地方。我們將對課程區域進行評估，以評估場地是否可能對過敏兒童造成任何危險或傷害，並在必要時清潔課程範圍，以確保在孩子到達場地之前移除過敏原。

如果在其中一個分部地點就讀的孩子對某種物質可能會威脅生命的過敏情形，且該物質有可能會被其他孩子、家長/監護人、教職員工或學校人員帶入課程場域，則 QCARE將與該孩子的家長一起為他們提供適當的空間。

### **PLAN FOR MAINTAINING FIRST AID SUPPLIES/EMERGENCY SUPPLIES** **維護急救用品/應急物資的計劃**

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.

每個課後班分佈地點都會在該場所的明顯位置存放足夠的急救用品。用品包括不同尺寸的創可貼、紗布、膠帶、紗布捲繃帶、一次性非乳膠手套、冰袋、鈍端剪刀、鑷子、溫度計、三角繃帶、CPR 嘴護罩、洗眼容器和手電筒。每個分部地點應另外準備一個緊急旅行用急救背包，其中包括上面列出的所有物品。此外，如果在照顧過程中弄髒了孩子的衣服，則每個分部地點應存放不同尺寸的衣服供孩子更換。若孩子可能經常弄髒衣服，或者家長認為孩子需要經常更換衣服，則鼓勵並建議家長提供充足的換洗衣服並在上方標示孩子的名字。急救箱/應急用品將每月進行盤點。

### **PLAN FOR THE MANAGEMENT OF INFECTIOUS DISEASES** **傳染病管理計劃**

- 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.
- 所有 QCARE 員工每年都會接受感染控制程序的培訓，包括洗手、清洗、消毒，清潔課程空間、物體表面、設備的適當程序。昆西公立學校的管理人員也會負責清潔課程空間。
- QCARE 工作人員會宣導孩子洗手步驟和健康預防措施，QCARE 的工作人員和孩子們每天必須洗手數次。洗手的時機例如有：在抵達班上、準備食物或點心時間前後、服用藥物前後（僅限員工）、玩水前後、如廁後、碰觸到體液後（如打噴嚏和咳嗽）、在執行清潔任務後（僅限員工）。
- 將遵循 EEC 準則對被血液或任何其他體液污染的區域進行清潔和消毒。任何被血液或其他體液污染的衣服都會密封放在塑料容器或塑料袋中，並標有孩子的名字，然後交還給家長。

## **PLAN FOR ORAL HEALTH**

### **口腔健康計劃**

- 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.
- EEC 法規規定如果孩子在照顧中超過四個小時或有在過程中用餐時，所有教育者須協助孩子刷牙 [606 CMR 7.11(11)(d)]。該規定僅適用於 QCARE 寒暑假課程（2 月、4 月和夏季）。該法規旨在：
  - 幫助兒童了解良好口腔健康的重要性
  - 為兒童照顧計劃和家庭提供有關良好口腔健康的資訊和資源
  - 幫助降低麻州幼兒中蛀牙的發生率，而這與許多健康風險有關。
- QCARE 會為所有在照顧期間的孩子提供牙刷和牙膏，家長也可以選擇提供孩子自己的牙刷和牙膏（須標有孩子的名字）。牙刷應貼有標籤並以安全衛生的方式存放，存在開放的空間，避免互相接觸。
- 家長可以選擇讓他們的孩子不在課程照顧中時刷牙。如果您註冊了 QCARE 假期計劃，您將收到有關我們口腔健康政策的更多說明。

### **MANDATED REPORTING OF CHILD ABUSE AND NEGLECT** **法律強制通報兒童虐待和忽視**

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.

QCARE機構有EEC的認證。這意味著QCARE的所有工作人員都有權利通報疑似受到虐待和忽視的孩子。麻州的法律規定，當年齡在18歲以下的兒童遭受虐待或忽視時有合理理由認為需要通報，必須在48小時內向兒童與家庭事務部（DCF）作出口頭或書面報告。QCARE的所有工作人員都接受過辨識孩子的警告信號、虐待和忽視症狀的培訓。如果任何工作人員懷疑有虐待/忽視的情形，QCARE將向孩子和DCF提交代碼51A。根據問題的嚴重性以及孩子是否有危險，可能會通知家長，也可能不會通知家長。如果要告知家長，執行長將與家長討論該問題。QCARE必須在發現孩子受到虐待或忽視而提交或得知已提交代碼51A的時候，立即通報DCF。如果在任何時候QCARE工作人員中被指控有虐待或忽視兒童的行為，該工作人員將立即禁止與孩子直接接觸，直到QCARE行政部門、EEC和DCF進行完整的調查。該指控將被報告給EEC，該部門可能需要對被告進行進一步調查，並與此孩童進一步隔離。此外，QCARE在獲悉已遭舉報說機構內指定一名教育者或有人時常虐待或忽視孩子後，應立即通知EEC。QCARE行政部門會立即通知家長在昆西課後班的過程中有任何其子女遭受任何虐待或忽視的指控。

QCARE的所有員工都接受定期培訓，了解如何識別虐待和忽視的跡象，以及如何記錄及觀察孩子對他們的任何坦承和表現。

### 如何減少虐待兒童的情形：

這些預防策略旨在保護我們的QCARE計劃中的所有兒童。

1. QCARE對所有員工和志工進行全面的職前篩選。此過程包括全面的背景檢查，其中包括指紋檢查和至少兩次推薦方的檢查。
2. QCARE將認真對待對兒童虐待的任何指控或懷疑。
3. 工作人員明白必須通報的法律義務，以報告可疑的虐待或忽視行為。
4. 會有對於指導及監督孩子、與工作人員互動、辨識虐待和忽視的跡像以及工作人員和志工的行為守則的相關政策、程序和培訓。
5. 工作人員了有責任了解EEC認為哪些做法不可接受。
6. 工作人員經常每天與家長進行溝通，並鼓勵家長報告其子女分享的異常行為或事件。
7. 家長知道他們的權利，在孩子上學的時候，他們可以前來檢查課程過程，不需任何通知。
8. QCARE將為可能容易產生家庭壓力的家庭盡可能提供支持。
9. 工作人員同意絕不與孩子獨處，以保護自己和孩子。

### **EMERGENCY CONTINGENCY PLAN**

#### **緊急應變計劃**

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.

為了確保我們計劃的參與者安全，並遵守嚴格的 EEC 許可規定，昆西課後活動有以下應急計劃：

- 1) QCARE 工作人員將計劃並**每月執行一次緊急疏散演習**。會在**不同照顧場所**（例如教室、健身房、自助餐廳等）和不同天氣條件下進行演習。監護人和孩子不會提前收到演習通知。教育人員將以符合許可要求的方式**記錄演習**。
- 2) 如有必要，在課程期間 QCARE 將採用 QPS 程序進行「就地庇護（shelter in place）」。**QCARE 員工可以實施就地庇護程序。**
- 3) 所有機構場地有通往室外的出口都張貼了緊急逃生路線和程序。**每個分部地點都有一個緊急會議地點，以及如果某些空間不適合照顧孩子應如何在緊急下利用此機構空間的計畫（見下一部份）。**
- 4) 所有分部負責人應有一種在緊急情況下登記出缺席的計畫，如果必須通知家長緊急情況，此計畫應包含**每個登記的孩子的緊急聯絡資訊**。若發生緊急狀況，分部負責人將盡一切努力聯繫 QCARE 總部工作人員，請他們將與監護人聯繫，**同時現場工作人員會監督照顧的孩子。**
- 5) QCARE 教育者應接受緊急事件準備培訓和指導，以冷靜、安全適當方式的照顧孩子。會對員工進行有效和適當的緊急情況溝通培訓，以向有關當局、QCARE 行政部門和家長/監護人傳達信息。如果需要與當局聯繫，QCARE 行政部門將與當局聯繫，**同時現場工作人員會監督照顧的孩子。**
- 6) 如果分部場地停電、斷電、斷水或發生其他不可預測的緊急情況，我們將通過分部負責人聯絡建築保管人及課程負責人來評估情況。如有必要，課程負責人將聯繫昆西警察局、消防局或公用事業提供商，以獲取有關緊急情況的資訊。只要能夠達到安全條件（足夠的暖氣和乾淨的水），就會盡一切努力讓機構保持開放。且會根據具體情況決定如何處理緊急情況。在某些情況下，由於緊急情況可能需要緊急關閉課程。在這種情況下，將通過電話和電

子郵件與家庭聯繫，確認所有家庭都已被告知，並且將在工作人員的監督下對孩子進行照顧，直到監護人或緊急聯絡人可以因緊急關門提前接送孩子回家。

- 7) 如果家長無法使用分部的聯絡電話與分部負責人聯繫，則家長可以致電 QCARE 總部以獲取與現場分部負責人聯繫的幫助。
- 8) QCARE 將在緊急情況下以及向執法人員（包括警察和火警）以及 EEC 報告移動位置的改變。

### **CONTINGENCY PLAN FOR ALTERNATIVE PROGRAM SPACE** **課程空間轉移緊急計劃**

- 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.

- 1) 如果分部的建築物變得不安全，將按照緊急演習中的方式將孩子帶出建築物，同時紀錄孩子的出缺席以防留下孩子在大樓中。工作人員會將孩子帶出建築物，值班分部負責人將確保每個孩子在人員離開之前先全部安全離開建

築物，此「清掃」程序將透過平常的緊急疏散演練來執行。如果任一孩子在離開大樓程序後都沒有立即出現，則 QCARE 工作人員將遵循失蹤兒童程序處理（見下一部分）。

- 2) 孩子們離開建築物後，我們的每個分部地點團體將在工作人員的直接監督下步行到以下地點：
  - a) Atherton Hough – 學校對面的消防局。
  - b) Beechwood Knoll – 我們在 Parker 學校的課程。
  - c) Bernazzani – 在 Copeland 和 Water Streets 路口轉角的消防局。
  - d) Lincoln Hancock – 在 Copeland 和 Water Streets 路口轉角的消防局。
  - e) Merrymount – Sea Street 的警察所。
  - f) Montclair – Hancock Street 上的消防局，靠近 NQ 地鐵站。
  - g) Parker – Hancock Street 上的消防局，靠近 NQ 地鐵站。
  - h) Squantum – Huckins Avenue 上的消防局。
  - i) Wollaston – Beale Street 的消防局。
- 3) 如果在緊急情況下有可能提供公車運送，QCARE 有權使用昆西公立學校的接駁車運送孩子。如果發生極端狀況或情況影響更為廣泛，有必要進一步疏散時，QCARE 行政部門將與當地的應急處理機構討論，制定一項安全、監督完整的兒童運輸計劃。
- 4) 現場工作人員到達上述地點後，他們將通知行政辦公室，QCARE 總部會與每個家長聯絡，並在現場工作人員的監督下對孩子進行照顧，直到監護人或緊急聯絡人可以來地點接孩子。

## **MISSING CHILD PROCEDURE**

### **兒童失蹤處理**

#### **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
- Check your site's absence log (in communication log) to see if an absence is documented
- 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.

**當孩子在分部失蹤或在課程開始前未到时：**

在最後一次上課鐘聲響後的 5 分鐘內，所有孩子到齊人數應等同原先總人數。如果孩子未到達或沒有立即點到名，QCARE 工作人員將開始進行兒童失蹤處理。在此過程中 QCARE 人員會採取以下步驟：

- 檢查孩子的文件是否有更新
- 檢查分部的缺席日誌（在共同日誌中），以查看是否已記錄缺席情況
- 重新檢查課程的語音信箱
- 與其他工作人員確認他們是否已接受到家長說明孩子缺席的消息

- 檢查走廊、最近的廁所、距離現場最近的附近區域
- 檢查孩子的班級並與班級老師確認
- 檢查孩子學校的主要辦公室和缺席清單
- 確認孩子沒有被交通車接送，如果發現**您孩子沒有**，請立刻聯絡 QCARE 總部，通知課程負責人。聯絡孩子的家長告知他們孩子的下落，並討論如何讓孩子重返課後班的計劃，或確保孩子已在家中與大人打招呼。
- 致電 QCARE 總部，確認家長是否有通知總部會缺席，並讓課程負責人知道失蹤的孩子。
- QCARE 行政人員建議現場工作人員致電給家長/監護人和緊急聯絡人，並決定是否需要、何時需要通知昆西警察。

#### 當孩子在分部失蹤但不是在課程開始前未到時：

如果在課程進行時清點人數發現孩子不在時，QCARE 工作人員將採取以下步驟：

- 確認清點的人數與應到的孩子人數正確，並請其他同事再數一次確認人數。
- 確定是**哪位孩子失蹤了**。如有需要會重新做全面的名字對臉的出缺席登記。
- 與所有工作人員確認他們是否都不知道孩子的位置。
- 檢查分部的簽退名單，以確保家長尚未接送孩子回家。
- 確認孩子不是在外部的相關機構（例如：REC 或 CCD）。如果是發生在中午附近的時分，請向學校總辦公室查詢。
- 根據發現孩子失蹤之時所在的小組位置，檢查孩子可能所在的所有區域（例如學校建築物周圍、室外建築物後方、靠近您所在位置的所有廁所和教室、孩子自己的教室等）。
- 快速聯繫 QCARE 總部通知課程負責人，以便課程負責人可以前往該分部一同討論是否應通知警察。
- 與家長聯繫說明情況，並確認父母是否知道孩子下落。另外，如果知道其他人可能知道孩子的下落，將與該人聯繫（例如祖父母未經簽退就將孩子接送回家）。
- 持續尋找孩子，課程負責人應在很短的時間內到達現場，協助解決此情形。

#### 當孩子在 QCARE 寒暑期課程失蹤：

如果孩子在上午 9:30 之前沒有出現在班上，且沒有收到家長的缺席通知：

- 檢查出席表，確認孩子當天沒有登錄出席。
- 如果孩子已登錄，但在分部點找不到孩子，請執行以下步驟。
- 與分部主管或課程負責人聯繫，確認他們是否收到缺席通知。
- 確認當天是否已檢查分部的語音信箱。
- 致電 QCARE 總部，確認總部沒有收到缺席通知，並讓總部負責人了解情況。如果總部沒有人，將檢查總部的語音信箱。
- 檢查孩子的文件或活頁夾是否有任何可能已添加的相關註記。
- 與家長確認是否缺席（如果無法與單一家長聯繫，將聯絡另一位家長）。在聯絡另一位家長之前，先給主要家長打家用、公司、手機等全部號碼。
- 與家長取得聯繫時，分部負責人或課程負責人將通知孩子缺席狀況，或者當無法與家長取得聯繫則必須留語音訊息。
- 分部負責人或課程負責人將繼續與緊急聯絡人聯繫，直到可以聯繫到某人通知孩子的情況為止。

**當孩子在假期計劃或在校外教學中失蹤：**

- 與所有工作人員確認他們是否都不知道孩子的位置。
- 檢查孩子的謙退名單，確認家長未在不知情的情況下與其他工作人員接洽。
- 根據發現孩子失蹤之時所在的小組位置，檢查孩子可能所在的所有區域（例如學校建築物周圍、室外建築物或遊樂場後方、靠近您所在位置的所有廁所和教室、舞台區域、廚房、假期計劃辦公室、體育場、通往體育場的樓梯、更衣室等）。在校外教學時，檢查身邊的區域以及最後一個活動地點。
- 與分部主任或課程主任聯繫，確認他們白天是否見過孩子並通知他們這個情形。（例如，分部主任或課程主任在孩子生病後直接從暑期班辦公室給家長接送，而沒有通知班級老師）。
- 在暑期班中，通過對講機進行「全部通話」，並宣布：「位置：孩子的名字，立刻」。如果有人知道孩子的下落，請通過對講機通知。
- 請所有孩子安靜地坐著，以便進行名字對臉的出缺席檢查。
- 盡速聯繫分部主任、課程主任或 QCARE 總部以了解情況，以便課程行政人員可以前往該分部現場（如果原本未在現場）一同討論是否應通知警察。
- 進行所有課程的出缺席檢查。
- 若可行，通知校外教學地點並請工作人員提供幫助。讓校外教學的單位廣播請孩子在明顯的地點碰面。
- 與家長聯繫說明情況，並確認家長是否可以說明孩子的情況。
- 持續尋找孩子，且不會讓其他孩子擔心。課程行政人員應盡快到達以幫助解決此情況。