



2025-26 Parent Handbook

1. Introduction	4
2. Mission	4
3. Vision	4
4. Values	4
5. Hours of Operation	4
6. Rates, Payments, Taxes and other Fees	4
6.1.Rates	4
6.2.Payments	4
6.3.Other Fees	5
7. Holidays, Vacations, Snow Days and Sick Days	5
7.1.Holidays	5
7.2.Vacations	5
7.3.School Cancellations, Delays, and Early Release Procedures	5
7.4.Sick Days	6
8. Admissions and Enrollment	6
9. Arrival and Departure	6
10. Transportation Plan	7
11. Separation and Adjustment	7
12. Open Door Policy	7
13. Child Supplies	7
14. Family Involvement	8
15. Curriculum and Skills	8
16. A Typical Packard Mountain Learning Center Day	9
17. Transitions Between Activities	10
18. Nap and Quiet Time	10
19. SIDS	10
20. Health and Safety Practices	10
21. Procedures for Emergencies	11
22. Emergency Evacuation	12
23. Contingency Plans for Emergency Situations	12
24. Regulations	13
25. Procedure For Identifying And Reporting Suspected Child Abuse Or Neglect	14
26. Health Requirements	14
27. Medication Administration	14
27.1.Topical Ointments and Sprays	15
28. Plan for Meeting the Individual Needs of Mildly Ill Children in Care	15

28. Communicable Diseases	15
29. Plan for Managing Infectious Disease	16
30. Plan for Infection Control	17
31. Individualized Health Care Plans	18
32. Referral Policy	18
33. Child Guidance	19
34. Potty Training and Diapering	20
35. Volunteers and Interns	20
36. Parties and Holidays	20
37. Suspension and Termination Policy	20
38. Final Note from the Director	21

## 1. Introduction

Welcome to Packard Mountain Learning Center! We are pleased that you have an interest in our program. In this handbook you will find an outline of the policies and procedures under which we operate as a licensed child care center. Packard Mountain Learning Center is licensed by the Department of Early Education and Care (EEC). This agency is responsible for licensing all childcare programs in Massachusetts. EEC enforces strong licensing standards for health, safety and education for all children in childcare. They can be reached at:

EEC GSA Licensing Specialist  
1441 Main Street, Suite 230  
Springfield, MA 01103  
Tel: (413) 788-8401 Ext.21543 Fax: (413) 784-1227

The building in which Packard Mountain Learning Center resides in is owned by Weston Brook Realty which is owned and operated by Jessica Chmyzinski, owner of Packard Mountain. They can be contacted at:

[jessica.chmyzinski@packardmountain.com](mailto:jessica.chmyzinski@packardmountain.com)  
1-413-224-9442

## 2. Mission

Nurturing early learners using the science of applied behavior analysis

## 3. Vision

Packard Mountain is dedicated to meeting the needs of all children using research and evidence-based curriculum to target skills for acquisition by individualizing education and aligning daily activities to each child.

## 4. Values

- Community
- Well-being
- Adaptive
- Innovative
- Compassionate

## 5. Hours of Operation

Packard Mountain Learning Center Preschool is open from 8:00a.m. to 4:00p.m. Monday through Friday.

## 6. Rates, Payments, Taxes and other Fees

### 6.1.Rates

Full-time Rates are based on a 8 hour day.

Infants (6 weeks to 15 months) \$512.00 per week

Toddler (15 months to 2.9 months) \$512.00 per week

Preschool (2.9 months to 5 years) \$355.00 per week

After School Care \$150.00 per week

### 6.2.Payments

Payments are due each Thursday for the upcoming week's tuition. If your child is not scheduled for care on Thursday, payment will be due on the last day he or she is cared for during the week.

Electronic payments are easily managed in the Procure app. Auto-pay can be configured for credit card, debit, or bank ACH. Packard Mountain Learning Center can also accept cash, money orders, and personal checks.

There will be a \$10.00 fee for each day payment is late this also includes weekend and Holidays. You must still pay for your child's scheduled time, regardless of whether or not your child is here, because those days are reserved specifically for your child.

### 6.3.Other Fees

6.3.1.Enrollment Fee: \$50 due annually

6.3.2.Materials Fee: \$50 due annually

6.3.3.Returned checks: a charge of \$30.00 will be assessed with an additional late fee of \$10.00 per day until payment is made in full.

6.3.4.Late Pick-up fee: If your child is picked up late from Packard Mountain Learning Center, you will be charged a late fee of \$10.00 per every fifteen minutes after scheduled pickup time.

6.3.5.Late Payment Fees: You are responsible for an additional \$10.00 fee for each day payment is late. This does include weekends and holidays.

6.3.6.Court Fees: If it is necessary to go to recover payments owed, court and attorney fees, collection agency fee's will be the parent/guardian's responsibility.

## 7. Holidays, Vacations, Snow Days and Sick Days

### 7.1.Holidays

Packard Mountain Learning Center will be closed during the following holidays. If the holiday falls on a Saturday or a Sunday, it will be observed on either the Friday before or Monday after. You are responsible for paying your regular rate for your child. You will be reminded of any upcoming holidays being posted on the bulletin board.

New Year's Day – January First

Martin Luther King, Jr. Day – Third Monday in January

Washington's Birthday – Third Monday in February

Patriots' Day – Third Monday in April

Memorial Day – Last Monday in May

Juneteenth Independence Day – June 19th

Independence Day – July 4th

Labor Day – First Monday in September

Columbus Day – Second Monday in October

Veterans Day – November 11th

Thanksgiving Day – Customarily the fourth Thursday in November

Christmas Day – December 25th

### 7.2.Vacations

If your family decides to take a vacation, you are responsible for your child's tuition payment while you are away in order to hold your child's spot in our program.

### 7.3.School Cancellations, Delays, and Early Release Procedures

It is always a difficult decision to delay or cancel school due to inclement weather. However, these decisions will be made by 6:00am when inclement weather exist. In addition, early release may be necessary. These decisions will be made based on student safety. Parents will be notified through multiple communications. Full payment is required.

#### 7.4.Sick Days

If your child is ill, please contact the center and advise the staff members that your child will be absent. Full payment is required.

### 8. Admissions and Enrollment

#### 8.1.Non-Discrimination Policy

Packard Mountain Learning Center will not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation or disability. Toilet training status is not an eligibility requirement for enrollment.

#### 8.2.Enrollment Process

Parents interested in enrolling their child(ren) should fill out the registration form available at [packardmountain.com](http://packardmountain.com) and arrange for a visit. Parents may also call or email the Program Director and arrange for a visit. There is a \$50.00 non-refundable application fee to cover record keeping costs and to maintain the application if there is a waitlist. Checks for the application fee should be made payable to Packard Mountain.

A priority enrollment system is established as follows:

1. Siblings of currently enrolled employee children will have first priority
2. Regular full and part-time, benefits eligible, Packard Mountain employees will have second priority
3. All others, including Community, will have third priority

#### 8.3.Capacity

PMLC can care for up to 29 children ages 6wks. through school age (9 years) at any one period in time.

#### 8.4.Enrollment Forms

The following forms will be provided for you and are required to be completed and returned prior to your child's first visit day:

- A. Registration form signed by parent or guardian
- B. Medical record form along with proof of immunizations
- C. Signed consent for child to receive medical treatment and/or medications
- D. Transportation plan form
- E. Medication consent
- F. Developmental History

#### 8.5.Orientation

We request that a parent visit with their child in the classroom prior to the child's actual start date. In most cases, one or two visits are best; please speak with the Program Director about your child's' pre-start date visit(s). We are interested in making this adjustment as easy as possible for both children and families. Options for easing your child into the program should be discussed with the Program Director and teachers.

\* Note: All forms must be updated at least once a year or sooner if needed. A position will not be held if the above requirements are not met.

### 9. Arrival and Departure

Packard Mountain Learning Center asks that, due to Child/Staff ratios, you not drop off your children any earlier than the contracted time unless arrangements are made in advance.

If a parent is late picking up their child, a late fee of \$10.00 per every 15 minutes will be charged. The late pick up fee will be charged for late pick up after contracted time and after 4:00p.m. If a parent is more than 45 minutes late and has not contacted the center, The Center will notify the emergency contact person provided by the parent to come and pick up your child. If the parent has not contacted the center within 2 hours and The Center is unable to reach the emergency contact person, the necessary agencies will then be notified.

Children will only be released to their parents or guardians, unless prior arrangements have been made or an emergency contact person is called. If there will be someone picking up your child who is not listed on the authorization sheet, written parental consent is required. The center also must see photo I.D. before releasing your child.

Written notice of any court orders regarding any child enrolled at Packard Mountain Learning Center must be provided by the custodial parent to be kept on file at The Center. Non-custodial parents can not be prevented from picking up their child without proper documentation on file at The Center.

## 10. Transportation Plan

Packard Mountain Learning Center does not offer transportation to and from the center. Parents are responsible for dropping off and are responsible for their children until they are signed into the center. Parents are also responsible for picking up in the afternoon and are responsible for their children once the child has been signed out of the center. Packard Mountain Learning Center does allow for children to take the public school bus, assigned staff are responsible for logging children's name, time child left the center on the school bus and time child was returned to the center. If a child does not return off of the school bus when scheduled, Packard Mountain Learning Center will call the child's school, bus company and parent/guardian to locate the child. In the event of an emergency evacuation listed below (section 19 & 20), staff will take attendance before and after the children vacate the premises. The staff and children will transport by foot, infants/toddlers not walking will be transported in an emergency evacuation crib, to a safe off-site location at:

J P Maggi Paint & Wallpaper  
442 State Street, Belchertown, MA 01007  
413-323-4770

If time allows, parents will be notified before children are transported. Otherwise parents will be notified by the Program Director once children and staff are secured. Infants/toddlers (or any child who may have a disability) and are unable to walk, will be transported by an emergency evacuation crib, carriage or wagon. If it is deemed by the Belchertown Fire Marshal or another local authority that a meeting place other than the above listed location is necessary, the person in charge will make arrangements to comply with the directives of the authorities. In the event it is determined by the local authorities that children must be evacuated via emergency transportation ambulance, police car, fire truck, public school bus, etc. educators will group children by classroom. Such a decision would be made only for the safety of the children. Every effort will be made to contact the parents as soon as possible concerning the emergency situation. Emergency supply bag will be on hand: bottled water, formula, diapers, wipes, medications, emergency contact list, first aid kit.

## 11. Separation and Adjustment

It is normal for your child to have some fears about being away from you. New situations take time to get used to, and that is true for adults as well. If you are enthusiastic about the change, your child will also have these same emotions. Try to prepare your child in advance and discuss any concerns that they may have. It is helpful to talk about the new friendships your child will form and what fun activities they will be participating in.

## 12. Open Door Policy

Packard Mountain Learning Center has an "open door" policy. Parents have unannounced free access during business hours to all areas used by the children and are encouraged to visit.

\* Note: Scheduled nap/quiet time is from 12:30 to 2:00 p.m.

## 13. Child Supplies

The following items should be supplied by the parents (Please label all items):

- Lunch and two snacks (refrigeration onsite, please send warm food in a heated thermos)
- Two complete sets of clothes
- Diapers/training pants, if applicable
- Wipes, (for diapering and/or potty training)
- Necessary medication, sun block & bug spray & completed consent forms.
- Bottles/formula

- Napping supplies, (crib sheet and blanket)
- Tooth brush (replace monthly or as needed)

#### 14. Family Involvement

Packard Mountain Learning Center has developed a parent communication policy which includes:

The staff will attempt daily communication with parents about their child/ren. Because of scheduling of staff, face to face communication may not always be possible. Notes from parents and telephone calls are welcome at any time. Special conferences can be set up any time a parent feels it necessary. Parent/Teacher conferences will be scheduled twice per year to discuss your child's progress. Progress reports will be done every three months for infants/toddlers, preschoolers, and school aged children. Parents will receive a copy to sign to keep and a copy to sign to be on file for the school. A monthly newsletter is published to keep parents up-to-date on center happenings. Parents are encouraged to call and to feel free to stop by unannounced anytime they have a question or concern about their children.

#### 15. Curriculum and Skills

Packard Mountain Learning Center's curriculum is made up of twelve monthly themes. We will explore a different topic within that theme weekly. Daily learning time, special activities, games, songs, group discussions, cooking and field trips are some of the fun ways we will learn about our new topics. Skills Learned in Child Care:

- 15.1.Social Skills: sharing, cooperation, interaction, taking turns, negotiation, patience, tolerance, etc.
- 15.2.Emotional Skills: self-help, acceptance, self-confidence, self-esteem, sense of accomplishment and success, etc.
- 15.3.Cognitive Skills: balance, shapes, size, proportions, weight, numbers, counting, grouping, addition, subtraction, creativity, imagination, problem solving, etc.
- 15.4.Language and Literacy: communication skills, listening, observing, asking questions, answering questions, following directions, alphabet, phonics, etc.
- 15.5.Physical Skills: hand-eye coordination, fine and gross motor skills, etc.

## 16. A Typical Packard Mountain Learning Center Day

Listed below is a guideline for a typical day at Packard Mountain Learning Center

8:00	9:00	Am Care: Snack, learning activities such as yoga and mindfulness, gross motor play indoors and out, sensory activities, STEM, art, and music activities, story time
9:00	9:30	Arrival and Structured Center Play
9:30	10:00	Morning Circle (wkly. theme, weather, activities for the day)
10:00	10:20	Small Group Curriculum
10:20	10:40	Center Play, Sensory Fun
10:40	11:00	Whole Group Curriculum
11:00	12:00	Lunch/Recess
12:00	12:15	Oral Health
12:15	12:30	Literacy
12:30	2:00	Nap/Quiet Time
2:00	2:15	Snack
2:15	3:00	Indoor/Outdoor Play
3:00	4:00	PM Care: Snack, homework help, learning activities such as yoga and mindfulness, gross motor play indoors and out, sensory activities, STEM, art, and music activities, story time

## 17. Transitions Between Activities

Transitions will be completed in a safe, timely, predictable and unhurried manner.

- Activities will be planned and organized in advance to avoid children waiting
- Children will be informed about transitions prior to their occurrence
- Transitions between activities will be smooth and flexible
- Children will not always be expected to move as a group from one activity to another
- Visual, verbal and auditory cues will be used to support children's transitions

## 18. Nap and Quiet Time

Nap time is between 12:30p.m. and 2:00p.m. If your child no longer takes naps during the day this time will be used for quiet play consisting of reading, drawing or any other quiet activity of choice. Additional skills and development one on one time will be available.

## 19. SIDS

Infants will be placed on their backs for sleeping, unless the child's health care professional orders otherwise in writing. Infants will be assigned individual cribs that will have a firm mattress, properly fitted sheets, and clean coverings. Nap time will be under supervision of the teacher and lights will remain on for safety and to monitor for signs of distress. Parents are required to send in a small clean blanket and crib sheet. Blanket/crib sheet are to be washed and returned weekly. If it becomes soiled with urine, vomit, blood, or another bodily fluid, we will send it home that day, double-bagged, to be washed and returned the next day. For toddlers and preschoolers, a quiet comfortable place will be provided and soft music will be played during this time. Individual cots will be provided and will be disinfected after each use. Parents are to provide clean bedding, labeled with their child's name. Bedding will be sent home each week for cleaning. Children are encouraged to bring in one small cuddly toy for nap time. Children who do not sleep or who awaken early will be provided a quiet activity.

## 20. Health and Safety Practices

In order for our center to be successful, the health and safety of our children needs to be our first priority at all times. This section explains the steps we take in order to keep a safe environment for your children.

### 20.1. Hand washing

Hands will be washed after bathroom use, diapering, after outdoor play, before and after meals, after using a tissue, after a messy project and after handling a sick child.

### 20.2. Cleaning, Sanitizing, Disinfecting

Packard Mountain Learning Center follows the EEC suggested schedule of cleaning, sanitizing, and disinfecting. The most current policy can be found at <https://www.mass.gov/doc/cleaning-sanitizing-and-disinfecting>

### 20.3. General safety

Packard Mountain Learning Center is kept clean at all times, including the kitchen and bathroom areas which are cleaned daily. Emergency numbers are posted near each phone and are included in the emergency kits. A First Aid Kit is accessible at all times indoors and out. The kit contains basic medical supplies as well as each child's emergency card. No heavy cleaning will be done while children are in care.

### 20.4. Fire Drills

Practice drills are conducted once a month and recorded in the fire drill log with the date, time, effectiveness of drill, evacuation time, and number of adults/children. The Local Fire Department is at liberty to perform unscheduled, unannounced fire drills at any time. At the time of any fire drill whether it be a center scheduled drill, or an unannounced drill conducted by the Belchertown Fire Department, the director and assistant director will check the facility thoroughly to make sure no one is in the building. Each class room has a designated place in the playground (rear of the building) to assemble and also a designated spot in the front of the building (front parking lot). Infants/toddlers (or any child who may have a disability) and are unable to walk, will be transported by an emergency evacuation crib, carriage or

wagon. teachers will take attendance and will only bring the children back into the building when they have received the all clear from the director. The center has hard wired smoke detectors and carbon monoxide detectors in each class room as well as in all common areas. All detectors are tested regularly.

#### 20.5. Plan for Injury Prevention

To prevent injury and to ensure a safe environment, the staff member who opens each classroom is responsible upon arrival each day for monitoring the environment and for the removal of any hazards. Any needed repairs or unsafe conditions should be reported to the Director

The Program Director will monitor the outdoor playground and remove any hazards prior to any children using the space.

No smoking is allowed on the premises.

Toxic substances, sharp objects, matches, and other hazardous objects will be stored out of the reach of children.

An injury report for any incident which requires first aid or emergency care will be maintained in the child's file. The injury report includes the name of the child, date, time and location of accident or injury, description of injury and how it occurred, name(s) of witnesses, name(s) of person(s) who administered first aid and first aid required. Staff should use the Accident/Injury Report Form to record the above information. Staff should submit the completed form to the Program Director for review. Once the Program Director has reviewed the Accident/Injury Report form and has signed it, it will be given to the parent. The parent will be allowed to review it, sign it, and then be given a copy. The staff member will then log the report in the Central Log of Injuries and then file the report in the Child's file.

Only staff who have a current First Aid will be allowed to administer first aid no matter how minor the injury.

#### 19.6 Procedures for Using and Maintaining First Aid Equipment

Location of first aid kit - Each classroom will have a first aid kit. Its location will be marked by a red cross contacted on the front of the container. The first aid kits are stored out of the reach of children but easily accessible in case of emergency.

The first aid kit is kept supplied by the Program Director. First aid kits will be inspected monthly but supplies will be replaced as needed. Staff should report missing items to the Program Director.

Staff certified in first aid and in accordance with recommended procedures will use all first aid supplies and/or equipment. All staff are first aid certified within six (6) months of employment. One staff member certified in CPR will be on the premises during all hours of operation.

Contents of first aid kit:

- Band-Aids
- Disposable non-latex gloves
- Gauze Pads
- Gauze Roller Bandage
- Adhesive Tape
- Instant Cold Pack
- Tweezers
- Thermometer Compress
- Scissors

### 21. Procedures for Emergencies

(In the case of an emergency or illness (such as a seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while the assistant teacher or second teacher takes other children to another area or room. Both staff members should respond in a calm and reasonable manner.

Other staff will be alerted to send for assistance, be it the Program Director or another person in the center.

One of the supervisory staff will contact the parent to come and pick up child or, if response time is a factor, to have the parent meet the child and accompanying staff at the emergency room of the hospital utilized in emergencies.

In the event a situation arises that is life threatening or the child cannot be comfortably restrained in a car, an ambulance will be called immediately. The parent will be called to meet the child and staff at the hospital. The teacher or other designated staff will go with the child in the ambulance. The child's file will be taken, including permission forms and pertinent insurance information if the center has it.

If the emergency is non-life threatening and the child is transported to the hospital by the Center, one of the staff will drive and another staff will be accompanying the child for comfort. The child will be properly restrained in a car seat and in a seat belt. The child will not be carried on the staff member's lap.

If the parent comes to pick up the child and needs assistance, the teacher or program director may offer to drive to the hospital or to accompany the child.

When parents cannot be reached, those listed, as emergency contacts will be called as a further attempt to reach parents. In the event a parent cannot be reached immediately, a designated staff person will continue to attempt to reach parents. If necessary, the child will be transported to the hospital by two designated staff members (or by ambulance) and the child's whole file will be taken, including permission forms.

The program will immediately report to the Department of Early Education and Care any injury to, or illness of, any child which occurs during the hours while the child is enrolled in care and which requires hospitalization or emergency medical treatment.

## **22. Emergency Evacuation**

Emergency Evacuation Plans will be posted at all exits.

During an emergency evacuation the Lead Teacher will be responsible for taking the attendance information and for leading the children out of the building. Assistant Teachers will assist in the evacuation and check for stragglers.

Infants and non-mobile toddlers will be placed in the evacuation crib(s) (The crib with the red band on the leg) and/or carried by staff. The available staff will assist with the evacuation of the Infant Room.

The Program Director will make a visual inspection of each classroom before exiting the building.

All classrooms, once evacuated, will meet by the back fence and wait for the go ahead by the Program Director before reentering the building.

The Center will maintain a daily attendance list that is current. Teachers are responsible for signing children in and out of the center by arrival and departure times. The attendance list will be kept onsite and in Procure and be readily accessible in case of an emergency evacuation. The Lead Teacher will be responsible for taking the attendance list and for accounting for all of the children in the class once they are safely out of the building.

Emergency evacuation drills are conducted every month at different times of the program day as determined by the Program Director.

Children and staff should practice using different evacuation routes so that the children and staff will be familiar with them.

The Program Director will maintain documentation of the date, time, and effectiveness of each drill in the Fire Drill Log. This documentation will be maintained for five years.

## **23. Contingency Plans for Emergency Situations**

In the event of natural disaster or a situation which may necessitate an evacuation of the building, the person in charge at that particular time will assess the situation and decide if the children and staff need to vacate the premises immediately and evacuate. If the situation will allow for the center to continue operating while waiting for local authorities to determine whether to evacuate or if the situation will allow the center to continue operating while still meeting the full needs of the children, operations will resume.

### **23.1. In the Case of a Missing Child**

In the event a child becomes missing the educator will do a search of the immediate area and contact the person in charge. The person in charge will make a call to 911. The person in charge will alert all the staff to quickly look in their classroom for the missing child. Any person not needed for the teacher/child ratios will quickly go outdoors and search the premises and surrounding neighborhood. The child's parents or caregiver will be contacted and advised of the situation and the department of early education and care will be notified immediately and a 51A report will be filed with the department of child and family services.

#### 23.2. In the Case of a Fire

Children will immediately exit the building. Staff and children will follow the policy set forth for fire drills. Each class's policy is posted in the classroom by the exits. Infants/toddlers (or any child who may have a disability) and are unable to walk, will be transported by an emergency evacuation crib, carriage or wagon. Supply bag will be on hand: bottled water, formula, diapers, wipes, medications, emergency contact list, first aid kit.

#### 23.3. In the Case of a Power Outage

In cold weather the center will stay open providing the heat is maintained not less than 65 degrees. If temperature approaches below 65 degrees, parents will be notified and students will be required to be picked up within the hour. In warm weather, educators will take appropriate measures to protect children from health risks associated with excessive heat. Full telephone service and fire detection alarms must be in working order.

#### 23.4. In the Case of a Loss of Water

Staff will depend upon bottled water unless that amount is inadequate and can't be delivered to meet the requirements for flushing of toilets, diapering, hand washing and dishwashing (if necessary) without running water. Hand sanitizer will be used after toileting. Parents will be notified and if the issue can not be fixed within an hour to an hour and a half, we will proceed with a school closure.

#### 23.5. In the Case of an Intruder

Packard Mountain Learning Center will remain locked during business hours. All visitors will be verified through the ProCare App prior to entry. In the event of an intruder, law enforcement will be contacted immediately and practiced protocols will be put into action to alert and protect students/staff.

#### 23.6. In the Case of Inclement Weather

Packard Mountain Learning Center will follow State of Emergency guidelines provided by the Governor of Massachusetts. This may include Shelter-In-Place protocols. Parents will be notified of all actions being taken to keep the students safe.

\*Parents will be notified within 60 minutes of an emergency situation\* If a parent can not be reached, the emergency contact will be notified.

## 24. Regulations

A copy of EEC Regulations: A physical copy of Standards for the Licensure or Approval of Group Day Care and School Age Child Care Program's, are located onsite in each classroom. Ask staff if you would like to review a copy. A copy can be found in ProCare and on our website @[www.packardmountain.com](http://www.packardmountain.com). If you have any questions about the regulations or would like a copy you can review the regulations and policies online at (<https://www.mass.gov/lists/department-of-early-education-and-care-eec-laws-regulations-and-policies>). The EEC can be reached at:

EEC GSA Department of Early Education and Care  
1441 Main Street, Suite 230  
Springfield, MA 01103  
Tel: (413) 788-8401 Fax: (413) 784-1227

Parents can contact the EEC to check on program compliance history.

## 25. Procedure For Identifying And Reporting Suspected Child Abuse Or Neglect

All staff are mandatory reporters by law to recognize and document the signs of abuse/neglect. This information will be covered at the time of staff orientation and at a staff training session at least once each year. If abuse/neglect is suspected, the staff person will report such suspicions to the Director along with documentation of dates, times, description of injuries, abuse or neglect. The Director will contact the Department of Children and Families and the required forms will be filed. Parents will be notified of abuse or neglect allegations involving their child.

The procedure for handling an allegation of abuse/neglect by staff is outlined in the Personnel Policies and is signed and dated annually by staff. If at any time the program learns that staff have been suspected of abuse/neglect, the staff will immediately placed on leave and remain on leave until a full Packard Mountain Learning Center internal and Department of Children and Families investigations have been completed and a decision is made.

## 26. Health Requirements

### 26.1.Immunizations

The commonwealth of Massachusetts requires that all children have up to date immunizations. We MUST have your child's immunization records prior to the first day of child care.

### 26.2.Physical Examinations

Physical examination forms are required within 2 weeks of child's attendance at the school. Yearly physicals are required by law. We will accept any physical form your child's pediatrician uses as long as it has your child's name, the date of the last physical and the health care providers signature.

### 26.3.Dental Health

The educator will assist children in brushing their teeth whenever they are in care for more than four hours or whenever they consume a meal while in care.

## 27. Medication Administration

Each person who administers medication will have completed the 5 rights of medication annually. At least one person who is trained in medication administration will be on the premises at all times when children are present. Any person who administers any medication, other than oral or topical medications and epinephrine auto injectors, will be trained by a licensed health care practitioner and must demonstrate annually to the satisfaction of the trainer, competency in the administration of such medications. All educators will be trained in recognizing common side effects and adverse interactions among various medications, and potential side effects of specific medications being administered in the program. All medication administered to a child, including but not limited to oral and topical medication of any kind, either prescription or non-prescription, must be provided by the child's parent. All prescription medications will be in the containers in which they were originally dispensed and with their original labels affixed. Over the counter medications must be in the original manufacturer's packaging. The educator will not administer any medication contrary to the directions on the originally dispensed container with the original label(s) affixed. The educator will not administer any medication contrary to the directions on the original container, unless so authorized in writing by the child's licensed healthcare provider. Any medications without clear instructions on the container will be administered in accordance with a written physician or pharmacist's descriptive order in a child's individual health care plan. All medications will be stored out of the reach of children and under proper conditions for sanitation, preservation, security and safety during the time your child is in our care and during the transportation of your child. Those medications found in United States Drug Enforcement Administration (DEA) Schedules II-V will be kept in a secured and locked place at all times when not being accessed by an authorized individual.

Prescription medications requiring refrigeration will be stored in a way that is inaccessible to children in a refrigerator. Emergency medications such as epinephrine auto injectors will be immediately available for use as needed. All unused, discontinued or expired prescription medications will be returned to the parent and such return will be documented in the child's record. When return to the parent is not possible or practical, such prescription medication will be destroyed and the destruction recorded by a director in accordance with policies of the center and the Department of Public Health, Drug control Program. No educator will administer the first dose of any medication to child, except under extraordinary circumstances and with parental consent Each time

a medication is administered, the educator will document in the child's record the name of the medication. When topical medication is applied to a diaper rash educator will inform parents at the end of each day. All medication will be administered in accordance with the consent and documentation requirements. Parents will fill out the entire medication form. In case of an emergency, the child's teacher or Director will attempt to contact the parent before (acetaminophen, ibuprofen, antihistamines) medication is given, unless a child needs the medication urgently or when contacting the parent will delay appropriate care unreasonably. If a child becomes ill, his/her parents will be notified immediately and asked to pick up their child.

#### 27.1. Topical Ointments and Sprays

- Topical ointments and sprays such as petroleum jelly, sunscreen, and bug spray, etc. will be administered to the child with written parental permission. The signed statement from the parent will be valid for one year and include a list of topical non-prescription medication.
- When insect repellent and sunscreen are applied it will be with written permission from caregiver and staff will apply insect repellent and sunscreen in accordance with CDC and DPH guidelines and recommendations.
- When topical ointments and sprays are applied to wounds, rashes, or broken skin, the Center will follow its written procedure for non-prescription medication which includes the written order of the physician, which is valid for a year, and the Authorization for Medication form signed by the parent.

#### 28. Plan for Meeting the Individual Needs of Mildly Ill Children in Care

If a child should become ill while in care, the child will be relocated to a quiet area away from the other children but under the supervision of a teacher. The child will be made comfortable and the child's temperature will be taken. The Parents will be notified immediately and given the details of the child's illness by the Director or educator. If the child requests a drink, water will be offered. Quiet activities, such as books or puzzles, will be made available to the child while waiting for the parent to pick up. If a child contracts a contagious illness, a doctor's note will be needed before they may return to school. In order to minimize the risk of spreading infections and illness, you are not able to bring your child to Packard Mountain Learning Center if he or she has any of the following conditions:

- Temperature over 101
- Pink eye
- Croup or bronchitis
- Severe or contagious rash
- Ears or throat infection
- Diarrhea
- Vomiting
- Severe cold (fever, coughing, sneezing or continuous runny nose)

\* Children may return to Packard Mountain Learning Center after being symptom free for 24 hours or on antibiotics for infections after 24 hours.

#### 28. Communicable Diseases

The following is a list of Excluded Communicable Diseases. A child or staff member with any of these diseases will not be allowed to return to school without a doctor's permission. Parents will be notified of any outbreaks of these communicable diseases:

- Chicken Pox
- Tuberculosis
- German Measles
- Whooping Cough
- Influenza
- Hepatitis A

- Measles
- Salmonella
- Meningococcus
- Shigella
- Strep Throat
- Giardia
- Head Lice
- Scabies

## 29. Plan for Managing Infectious Disease

Staff will take extra special precautions when children who are ill are diagnosed at the Center and when children who are mildly ill remain at the Center.

Children who exhibit symptoms of the following types of infectious diseases, such as gastro-intestinal, respiratory and skin or direct contact infections, may be excluded from the Center if it is determined that any of the following exist:

- the illness prevents the child from participating in the program activities or from resting comfortably.
- the illness results in greater care need that the child care staff can provide without compromising the health and safety of the other children;
- the child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness.
- diarrhea.
- vomiting two or more times in the previous 24 hours at home or once at the center.
- mouth sores, unless the physician states that the child is non-infectious;
- rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease;
- purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment;
- tuberculosis, until the child is non-infectious;
- impetigo, until 24 hours after treatment has started or all the sores are covered;
- head lice, free of all nits or scabies and free of all mites;
- strep infection, until 24 hours after treatment and the child has been without fever for 24 hours;
- many types of hepatitis are caused by viruses. The symptoms are so alike that blood tests are needed to tell them apart. In the U.S. the most common types of hepatitis are A, B, and C. Types B and C are spread through blood and other body fluids. Type A, is spread through contaminated food and water or stool (feces). Fact sheets are available from the state Department of Public health. [www.state.ma.us/dph](http://www.state.ma.us/dph)
- chicken pox, until last blister has healed over.

A child who has been excluded from child care may return after being evaluated by a physician, physician's assistant or nurse practitioner, and it has been determined that he/she is considered to pose no serious health risk to him or her or to the other children. Nevertheless, the day care center may make the final decision concerning the inclusion or exclusion of the child.

If a child has already been admitted to the Center and shows signs of illness (for example: a fever equal to or greater than 100.5 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc.), he/she will be offered their mat, cot, or other comfortable spot in which to lie down. If the child manifests any of the symptoms requiring exclusion (as listed above) or it is determined that it

is in the best interests of the child that he/she be taken home, his/her parent will be contacted immediately and asked to pick the child up as soon as possible.

When a communicable disease has been introduced into the Center, parents will be notified immediately by phone, in ProCare, and in writing by the Program Director. Whenever possible, information regarding the communicable disease shall be made available to parents. Program Directors shall consult the Child Care Health Manual for such information. Department of Public Health (DPH) must be contacted when there is a reportable communicable disease in your program.

If a child is ill with a contagious disease (i.e., chickenpox, etc.) parents are to let the staff know so that other parents at the center may be informed. Center staff shall post notice in ProCare of the type of communicable disease, symptoms, and precautionary measures that can be taken in addition to information on when an infected child can return to the center. In cases of highly contagious illnesses, parents will be informed privately through ProCare and/or phone call and the Department of Public Health (DPH) will be notified. The return to center timeframe may be extended to ensure the health and wellness of the child care center community.

The program requires, on admission, a physician's certificate that each child has been successfully immunized in accordance with the Department of Public Health's recommended schedule. No child shall be required, under 102 CMR 7.00 to have any such immunization if his parent(s) object, in writing, on the grounds that it conflicts with their religious beliefs or if the child's physician submits documentation that such a procedure is contradicted. This must be maintained in the child's file.

No child will be admitted into the program without the required documentation for immunizations. (Childhood Lead screening must be done on all children; it is not considered an immunization). The program will maintain a list of the children who have documented exemptions from immunizations and these children will be excluded from attending when a vaccine preventable disease is introduced into the program. The Massachusetts Immunization Program provides free childhood vaccines. The toll free telephone number is 1-888 658-2850.

### 30. Plan for Infection Control

The Program Director will ensure that staff and children wash their hands with liquid soap and running water using friction. Hands shall be dried with individual or disposable towels. Staff and children will wash their hands minimally at the following times:

Before eating or handling food;

- After toileting;
- After coming into contact with bodily fluids and discharges;
- After handling center animals or their equipment; and
- After cleaning.

The Program Director or Lead Teacher will ensure that the specific equipment, items or surfaces are washed with soap and water and disinfected with a fresh, standard bleach solution (1/4 teaspoon per 1 qt.) using the following schedule:

After each use:

- Sinks and faucets used for hand washing after the sink is used for rinsing a toilet training chair;
- Toys mouthed by children;
- Mops used for cleaning bodily fluids; and
- Thermometers

At least daily:

- Toilets and toilet seats;
- Sinks and sink faucets;

- Water table and water play equipment;
- Play tables;
- Smooth surfaced non-porous floors;
- Mop used for cleaning; and
- Cloth washcloths and towels.

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

- Cots, mats or other approved sleeping equipment;
- Sheets, blankets or other coverings; and
- Machine washable fabric toys.

All staff will wear non-latex gloves when they come into contact with blood or body fluids. Specifically, gloves will be worn during diapering, toileting, when administering first aid for a cut, bleeding wound, or a bloody nose, or when feeding an infant breast milk.

Gloves will never be reused and should be changed between children being handled.

Proper disposal of infectious materials is required. Any disposable materials that contain liquid, semi-liquid, or dry, caked blood will be disposed of in the secured trash receptacle and marked "Biohazard Waste" The bags should be removed and securely tied each time the receptacle is emptied.

Cloth items that come into contact with blood or bodily fluids will be double bagged and sent home.

Each staff member will be trained in the above Infection Control Procedures upon employment and before working with the children and then annually.

### **31. Individualized Health Care Plans**

As part of a child's record, the parent must provide an individual health care plan for each child with a chronic medical condition, which has been diagnosed by a licensed health care practitioner. This plan must be received by Packard Mountain Learning Center before the child's first day of care. The plan must describe the chronic condition, its symptoms, any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment, and the potential consequences to the child's health if the treatment is not administered. The educator must have successfully completed training, given by the child's health care practitioner or, with his/her written consent, given by the child's parent or the program's health care consultant, that specifically addresses the child's medical condition, medication and other treatment needs. The written parental consent and the licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner. Such consent and authorization must be renewed annually for administration of medication and/or treatment to continue.

During intake, parents will be asked to record any known allergies on the face sheet. The face sheet will be updated yearly. All allergies or other important medical information will be posted in each classroom, on the refrigerator, and on the snack storage cabinet. Allergies list will be updated as necessary - new children enroll, unknown allergies become known. All staff and substitutes will be kept informed by the Program Director so that children can be protected from exposure to foods, chemicals, pets or other materials to which they are allergic. The names of children with allergies that may be life threatening (ie - bee stings) will be posted in conspicuous locations with specific instructions if an occurrence were to happen. The Program Director will be responsible for making sure that staff receives appropriate training to handle emergency allergic reactions.

### **32. Referral Policy**

If at any time an educator has a concern that the child is having an intellectual, sensory, emotional, physical, social, environmental or language development delay, the following referral plan will be used. Lead Teacher or Director will observe the child and document the meeting, observations and concerns. A conference will be scheduled with the parents and child's educator and Director in attendance. When a parent agrees that a referral is needed, it will be decided at the meeting whether Packard Mountain Learning Center will make the referral, or if

the parents prefer to make the referral on their own. The Director will provide any support and referral information the parents may need. After the conference, a written statement will be provided to the parents. This will state the reason for referral, summary of observations, and efforts made to accommodate child's needs. Documentation will also include the referral agency, phone numbers, and any action steps and indication of who will take what responsibilities. Consent forms will be given to parents before any referral is made. All referrals will be documented in writing and maintained in the child's confidential file. A brief follow-up meeting will be scheduled two weeks after initial meeting to offer support in whatever manner we may help to meet the needs of the child. The Director will then document the concerns and any further action to be taken on behalf of the child. If after repeated requests for a referral, the parent/guardian refuses consent and the child poses a safety concern to self or others, Packard Mountain Learning Center has the right to terminate child care services for that child. The Director will then document the concerns and any further action taken on behalf of the child.

Packard Mountain Learning Center  
432 State St  
Belchertown, MA 01007  
413-224-9442

### 33. Child Guidance

Helping children develop self-control is a huge challenge and responsibility. We believe patience and understanding play a key role in a child's development. The child guidance steps that Packard Mountain Learning Center believes in are listed below:

- Be safe with themselves and with others;
- Feel good about themselves;
- Develop self-control and good coping skills;
- Appropriately express their feelings;
- Become more independent;
- Balance their needs and wants with those of others;
- Learn new problem-solving skills, including non-violent conflict resolution; and,
- Learn about conservation – to use equipment, materials, and other resources in caring, appropriate ways.

Our positive methods of child guidance include:

- A plan for appropriate behavior through the environment by arranging furniture and other materials to encourage active learning and independence;
- A plan for daily scheduling that prevents boredom, waiting, hurriedness, with time to relax and enjoy activities, as well as a daily routine with ample opportunity for children to select activities and move between them at their own pace, and that gives children ample notice of transitions ahead of time;
- Providing children with expectations that are clear, age-appropriate and applied in a consistent way.
- Allowing children to participate in the establishment of rules, policies and procedures where appropriate and feasible

The prohibitions in the EEC licensing standards:

- 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;
- Depriving children of meals or snacks;
- Force feeding children; and,
- Disciplining a child for soiling, wetting, or not using the toilet; or forcing a child to remain in soiled clothing or forcing a child to remain on the toilet, or suing any other unusual or excessive practices for toileting.

### 34. Potty Training and Diapering

When your child is ready to start potty training, we will be more than happy to help. Learning to use the potty is a big step for your little one and it takes a lot of patience and practice to get there, along with some fun techniques. Hand washing is always done right after, whether or not your child has been successful. Diapers are checked and changed every two hours, or as needed. Diapering will only be done on the changing table or in the bathroom maintaining privacy. The area will be sterilized after each use. Packard Mountain Learning Center will be using non-latex gloves and all staff will follow proper hand washing routine after each diaper change. All diaper changes will be documented in the Procure app and communicated to parents daily.

### 35. Volunteers and Interns

If the program uses volunteers and Student Interns, they will have:

- appropriate orientation, supervision and training;
- documentation of the dates, hours of service and responsibilities of each volunteer used by the program;
- a provision that volunteers must be under the direct visual supervision of an EEC qualified educator at all times;
- provisions for compliance with EEC Background Record Check regulations regarding volunteers.

For purposes of calculating staff: child ratios, staff shall include only those EEC- qualified persons who are assigned to care for children for specific hours of the day. Volunteers and student interns shall not be included in staff: child ratios unless they are at least 16 years of age.

### 36. Parties and Holidays

Everyone loves a party! The following are the holidays that we will be celebrating at Packard Mountain Learning Center. Please let the center know of any other holidays that are important to your child.

- Children's Birthdays
- New Years
- Valentine's Day
- St. Patrick's Day
- Easter
- 4th of July
- Halloween
- Thanksgiving
- Christmas

### 37. Suspension and Termination Policy

A. Parent:

We understand your situation may change and you may need to make the decision to remove your child/ren from our program. Please communicate any changes of enrollment to the Program Director.

B. Provider:

To avoid possible suspension and termination due to challenging behavior, the following steps will be taken:

- Provide an opportunity to meet with parents to discuss options other than suspension or termination
- Offer referrals to parents for evaluation, diagnostic or therapeutic services
- Continue pursuing options for supportive services to the program, including consultation and educator training
- Develop a plan for behavioral intervention at home and in the program

A child may be discharged from our program for the following reasons:

- Failure of parent/guardian to pay tuition
- Failure to complete required forms

- Lack of parental accountability

All attempts are made to resolve any issues and to have the child stay with us.

### **38. Final Note from the Director**

Each child that is enrolled at Packard Mountain Learning Center is treated with respect and great care. We are dedicated to meeting the needs of all children by individualizing education and aligning daily activities to each child so they can grow and develop while experiencing a happy, fun, and nurturing educational environment.

Thank you for choosing Packard Mountain Learning Center

-Jessica Chmyzinski