

# Milestones

Childcare Center & Pre-School

## **PARENT HANDBOOK**

Daycare Policies & Procedures

**2014**

**Milestones Childcare & Pre-School**  
167 Waverley Avenue • Watertown, MA 02472 • Phone: (617) 393-9998 • Fax: (617) 393-9996  
Web: <http://www.milestoneschildcareonline.com>

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## **WELCOME**

Milestones welcomes families of children age three months to school age. Our program aims to provide a caring and nurturing environment where children thrive and grow to their full potential.

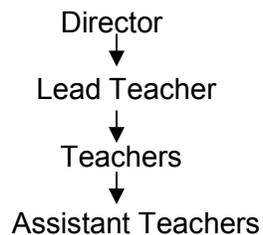
It is our deepest hope that each child will experience love, understanding, acceptance and compassion in a setting that is trustworthy, dependable and grounded in mutual respect for one another.

Milestones does not discriminate in providing services to children and families on the basis of sex, race, religion, disability, cultural or national heritage, political beliefs, marital status or sexual orientation.

Preschool education is most effective if a partnership is achieved among parents, teachers and the director. The partnership must be built on a belief in the importance of respect; Respecting others, each other and our environment.

Milestones Childcare Center and Preschool Inc. is licensed through the Department of Early Education and Care of Massachusetts. The direct number to the agency is 1-978-681-9684 if there are any questions or concerns regarding any and all licensing or regulatory issues.

### Milestones Child Care Center and Preschool Chain of Command



## **ENROLLMENT**

**Overview:**

Thank you for your interest in Milestones! Prior to enrollment we love to meet with parents and children informally to talk about the center, give a short tour and discuss your personal education goals for your child. Once you have decided that Milestones is the right fit for your family, we ask for a one month non-refundable deposit to ensure your child's spot at the center. The deposit covers the last month's tuition cost should you decide to leave the center for any reason. In order to use the enrollment deposit for the last month's tuition, we must have written notice 30 days prior to departure.

Prior to enrollment at Milestones, the following documentation is required:

1. Completed Registration Sheet (phone numbers, address, etc.)
2. Developmental History form
3. Authorization and Consent form (allowing us to provide emergency first aid and permission to release your child to someone other than a parent/guardian.)
4. Physician's form (physical within the past year)
5. Immunization record as required by EEC

All of the above named forms are kept in a confidential file on each child. This file will contain the not only the forms listed above but all progress reports, accident report forms and any other written information directly related to the welfare of your child while at the center. The information above will only be released to those individuals directly involved in implementing the program plan for your child. Written consent from the parent/guardian must be obtained prior to any information on file being released. Parents have complete access to their child's file at all times.

**Transportation:**

Milestones does not offer transportation and will not assume liability for transportation to and from the center.

**Weather Emergencies / Hazardous Conditions:**

Milestones will close or delay opening according to the Watertown Public School System's storm/inclement weather closings. The center will have a cancellation message on the answering machine by 5:30am. Announcements of school closings are also made on television (Channel 7 & 25 where the Milestones header will appear on the screen) as well as radio stations.

To keep tuition costs to a minimum, our membership fees are set on a monthly basis. As a result, we do not provide a reduction in tuition for inclement weather, holidays, or illnesses.

## **Holiday Closings:**

Milestones will be closed on the following holidays:

### **JANUARY:**

**New Year's Day Observance  
Martin Luther King, Jr. Day**

### **FEBRUARY:**

**Presidents Day**

### **APRIL:**

**Patriots Day**

### **MAY:**

**Memorial Day**

### **JULY:**

**Independence Day**

### **SEPTEMBER:**

**Labor Day**

### **OCTOBER:**

**Columbus Day**

### **NOVEMBER:**

**Veteran's Day  
Thanksgiving Day  
Day After Thanksgiving**

### **\* DECEMBER:**

**Christmas Eve: 12pm closing  
Christmas Day  
New Years Eve: 12pm closing**

*\* Please note that additional days may be added at the discretion of the Director dependent on how certain holidays fall on various days each year*

## **DAILY PROCEDURES**

### **School Hours of Operation:**

Milestones is open Monday through Friday from 7:15am until 6:00pm. The center is open twelve months a year other than the holidays listed in this booklet.

### **Parking:**

Milestones does not have reserved parking for parents and visitors; however, on-street parking in front of the center as well as across the street is allowed. The driveway is reserved for Milestones staff only.

### **Pick-up:**

Milestones requires that only a parent or designated adult be allowed to pick up a child from the center. If a person other than someone on the list is picking up we must have written parental consent authorizing that individual to leave the center with their child. At the time of pickup, the person must present a picture ID in order to be allowed to take the child.

### **Clothing:**

Please be sure that your child's name is clearly marked on all articles of clothing and bedding so that we can minimize the loss of personal belongings. In the event of a missing item, please notify us promptly.

Clothing should be comfortable, easy for the child to manage (buttons in front, elastic waist bands, etc.) and appropriate for "messy" activities, such as creative arts and outdoor recreation. Clothing that comes on and off easily, without adult help, gives your child added confidence and avoids toileting accidents for the older children. Closed-toe shoes, sneakers or other soft-sole shoes are advised for the prevention of injuries.

We ask that infants, pre-toddlers, and toddlers have three changes of clothing and a supply of disposable diapers and wipes. Preschoolers and kindergartners should have two changes of clothing. A jacket, hat and mittens should be brought to the center during the winter months.

### **Personal Belongings:**

It is difficult for young children to share toys and personal belongings with other children. Likewise, it is difficult for the staff to monitor all the many belongings children might bring from home. As a result, with the exception of show-n-tell, we request that all toys, food, gum, pets, and money remain home. Personal items for naptime at Milestones should be limited to a pillow or blanket for resting.

## **EDUCATION**

### **Child Guidance and Discipline Policies:**

Behavior management and guidance will be consistent and based on the understanding of each child's needs and development. We set clear and simple limits and adhere to them so as to provide uniform rules throughout the center. Milestones adheres to the professional standards of behavior management which include the following:

1. No corporal punishment.
2. No child will be subject to cruel or severe punishment.
3. No denial of food for punishment.
4. No child shall be punished for wetting, soiling, or not using the toilet.

We at Milestones focus on recognizing feelings and stress the use of words in order to work out conflicts. We model and praise appropriate behavior and use positive reinforcement to do so. We give children choices between acceptable behaviors as well as divert inappropriate behavior. We involve children in the rule making process and input ideas directly from them as part of the daily routine. We always offer one-on-one assistance to a child who is having a problem and remove the child from the classroom if necessary in order to solve it.

### **Progress Reports:**

Progress reports for toddlers and preschool will be written twice a year, in January and in June. Infants as well as children with special needs will be evaluated every three months. Halfway through the year, should the parents desire an update on their child's progress, we encourage parents to schedule a "Check-in Conference" directly with your child's teacher. If there are any questions or concerns about your child in the meantime, please speak to your child's teacher or the director so that we may address your issues in a timely manner.

### **Transition Policy:**

When children are transitioning from one classroom to the next as they get older, there is a meeting between the current teacher and the new teacher to discuss the child's abilities and the level in which they are currently at as well as any skills that they may need extra help in developing. Information is shared between staff members only after parental permission to do so is granted.

Transitions are done slowly and at a pace where the child will be able to understand and be comfortable in their new room. First, we have a meeting with the parents and the new teacher as well as the current teacher. We discuss past goals that have been met as well as future goals for the child.

We then have the child spend approximately two hours in the morning in the new classroom for the week. After the two hours have passed the child returns to their old

classroom for the remainder of the day. We then assess how they are doing in the new classroom as well as their comfort level and then have them stay through lunch and nap and eventually for the entire day. This process can take up to two weeks to complete depending on the child.

We make sure to keep parents informed of how the transition process is going and have them meet with both teachers throughout the entire transition. Children that are leaving for kindergarten or leaving the center for any reason are also prepared by the educators for their departure. The class makes a gift for the child and they celebrate their last day at Milestones as a class.

The preparation process begins at least a month in advance or as far in advance as circumstances will allow.

### **Toileting Policy:**

The staff at Milestones is there to support each child during this sometimes difficult transition from diapers or pull-ups to using the toilet. The training process is one that involves both parents and teachers working together to provide much needed consistency for the child. Milestones will begin training only at the request of the parents and in accordance to each child's individual needs. Teachers will encourage those children who are training to use the potty with gentle reminders but will never force a child to use the bathroom if they are overly anxious, upset, or apprehensive. A teacher will accompany the child to the bathroom and only assist when asked by the child or if it is necessary. Toileting is scheduled throughout the day, but for those children training, the bathroom is always available so as to avoid any accidents. Children will never be punished or made to feel ashamed for having an accident. Teachers will react to a child's accident by giving reassurance and assistance in changing themselves if they need it. Soiled clothing will be double bagged and labeled with the child's name to be taken home that day, and any extra clothing used should be replaced the next school day.

### **Biting Policy:**

As we know, biting is a common occurrence among children who do not have language to express their feelings. We understand that biting is normal, but it is not an acceptable means of resolving issues. At Milestones, we will take immediate action in the classroom as well as with the family regarding any biting incidents. Immediate action includes, but is not limited to, documenting the biting incident with an incident report for both parties involved, in addition to observing, shadowing, or separating the children. If a specific biting incident continuously occurs, and if we do not receive appropriate cooperation from the family, we will withdraw the child from our facility.

## **Guidelines for Dismissal:**

We at Milestones will try our best to help every child succeed in our program. We try different approaches to help every child succeed in our program. Circumstances under which a child may need to leave the center include but are not limited to:

1. Parental Choice: moving, financial considerations
2. Parental inability or unwillingness to conform to the program's policies and procedures
3. Chronic biting and/or aggressive behavior
4. Non-payment

The following represents guidelines that will be followed prior to dismissal:

### *1. Identify the problem*

- Document the issue in a daily journal
- Inform the director
- Consult the parents

### *2. Plan intervention strategies*

- Make changes in the program if necessary and able to do so.
- Involve parents in the problem solving process.
- Establish goals for intervention and set deadlines for expected changes
- Schedule follow-up meetings to check on child's progress .
- If intervention goals are not being met, given reasonable time and sufficient alternative plans, meet with parents to dismiss the child from the program. Prepare the child for departure.
- Alternative resources will be given to parents.

## **PARENTAL INVOLVEMENT**

### **Parental Input:**

Milestones realizes the value and importance of parental input at all educational levels. We welcome feedback regarding all aspects of the program. Parental input helps us in molding a center that meets the needs of our families, and we appreciate it.

### **Resolving Parental Concerns:**

Milestones encourages open communication with the families we provide care for. If parents have concerns, they should speak to the director as soon as a problem or issue arises.

### **Parent Visits:**

Milestones welcomes parent visits at any time. Parents are welcome to participate in their child's daily activities either as a parent volunteer or simply as an observer. If you are planning to stay with us either for the morning or the afternoon, please let your child's teacher know the capacity in which you will be participating.

### **FINANCIAL POLICIES**

#### **Tuition Policy & Schedule:**

Tuition Deposit- One full month of tuition is due at enrollment which secures your child's spot and is applied to the last month's tuition. Deposits are non refundable and can only be used as credit towards the last month of childcare tuition. No cash refunds will be given.

Tuition Fees-	Infants-	\$67.00/day
	Toddlers-	\$62.00/day
	Preschool-	\$57.00/day

Half-Day Rates- For infants, toddlers and preschool are \$45.00 per half day with a minimum of three days per week.

Half-Day Hours- 7:15 am -12:00 pm or 12:00 pm - 6:00 pm

To keep tuition costs to a minimum, monthly tuition is due and payable by the first day of each month. If tuition is received late, a \$25.00 late fee will be added to the amount due for the month. If the payment is late more than 15 days, an additional \$25.00 late fee will be accrued. If an unforeseen emergency arises that prevents you from paying your fees as agreed, you must contact administration as soon as possible. Repeated late payment will be cause for your child to be dropped from enrollment without prior notice.

#### **School Absences:**

Parents are asked to call the center if their child is going to be absent that day. As a safety precaution, if the child does not arrive at school by 9:00am and no call is received, the director will attempt to contact parents at home and at work to make sure everything is okay. Tuition is not credited for a missed day but part time students may be able to make up the day if space is available.

#### **Late Pick-up Fee:**

It is important that all children get picked up by 6:00pm. If a parent or designated adult is late, there will be a fee of \$1.00 per minute assessed that needs to be paid to the staff

member who is with the child at the time of pickup. We understand that circumstances may arise causing an occasional late pick up in which case the parents are expected to contact the director and make alternate arrangements to assure that someone arrives to escort children home on time.

**Discounts:**

A 20% sibling discount is given to a family with more than one child at the center. The discount is given towards the tuition of the older child.

**Withdrawal/Program Changes:**

Milestones requires written notice 30 days prior to a child's departure from the center. The notice must be received on the first of the month. The last month's tuition will be paid by using the deposit that was given at the time of enrollment. Any parent withdrawing from the program without a month's notice is subject to loss of deposit, no cash refunds will be given.

**Tax Information:**

Milestones tax ID number is 80-0513580.

**HEALTH**

**Children's Files:**

All children's files are personal and confidential. Files are updated annually and contain the application form, medical and developmental history forms, authorization and consent forms as well as progress reports. Parents have the right to view their child's personal file at any time. Parents also have the authority to add information, comments, or other material to their child's file.

**Healthcare Policy:**

In order to keep the center a healthy and safe place, we ask for the cooperation and understanding of each parent. Please keep children home if they are not feeling well. We understand that it is difficult for a parent to leave or miss work, but we need to ensure the health of the other children as well as the staff at the center. Please keep your child at home if he or she exhibits any of the following symptoms:

1. A temperature of or over 101 degrees
2. Vomiting
3. Diarrhea or loose stools
4. Any contagious illness

#### 5. Any unknown rash

If any of these symptoms occur, the child must be kept home until they have been symptom-free for 24 hours. They then may return to school. If they have been kept home due to a contagious illness, we ask that a doctor's note be brought in upon their return to school. If your child exhibits any of these symptoms while at the center they will need to be picked up immediately. **See attachment A for complete Health Care Policy.**

#### **Emergency Policy:**

Milestones will try to contact the parents of a child involved in an emergency situation. If the parents cannot be reached, the parent's designated back-up will be contacted to pick up the child. If no one can be reached, the center will call an ambulance and a teacher will accompany the child to the hospital and remain there until a parent arrives. Authorization and consent forms, as well as the child's enrollment folder, will be brought by the teacher to the hospital. If a child has to be transported by ambulance, the Watertown Emergency Ambulance Service will be contacted (numbers are by the phones). The child would receive emergency medical care at Mount Auburn Hospital 330 Mount Auburn Street, in Cambridge (617) 492-3500.

#### **Allergies:**

Due to severe nut allergies, **Milestones is a peanut/tree nut free center.** In order to further protect children from exposure to other potential allergy inducing substances, we ask that upon enrollment parents fill out all known allergies on the health questionnaire registration form carefully and to the best of their knowledge.

#### **Medication Policy:**

##### *Prescription Medication*

All medication, whether prescription or non-prescription, must be accompanied by a signed authorization form from the parent that states the medication, time given as well as the dosage before medication is administered to their child. All prescription medication requires a written order from a physician, which includes the label on the medication indicating that the medicine is for the specific child and outlining instructions for administration. The staff member who administers the medication will note the time given on an authorized log form which will be kept in the child's personal file. Only staff members that have been trained in medication administration are allowed to administer any type of medication.

##### *Non-Prescription Medication*

For all non-prescription medication, parents must provide a written authorization form from their physician, a signed statement listing the medication, dosage, and criteria for its use. This written statement shall be valid one week from the date it was signed.

## **Diapering Policy:**

- 1.** Parents supply clean, dry diapers adequate to meet the needs of the child to be kept at the center.
- 2.** Each child's diaper is changed when wet or soiled. The diapering chart is completed noting the time and condition of the diaper.
- 3.** Each child is washed and dried with individual washing materials such as single use disposable wash cloths during each diaper change. After changing, the child's hands shall be washed using liquid soap and running water. The water faucet shall be turned off and hands shall be dried using a disposable towel.
- 4.** A disposable covering is used on the changing surface which is of adequate size to prevent the child from coming in contact with the changing surface. This covering is thrown away and replaced with a clean one after each diaper change. It is disposed of in a closed, water proof container with a tight fitting cover and disposable liner.
- 5.** The diaper changing surface is washed and disinfected with a mild bleach solution after each diaper change.
- 6.** Dirty diapers will be removed from the center daily or more frequently if needed.
- 7.** Soiled, non-disposable diapers are double bagged and placed in a sealed plastic bag labeled with the child's name and stored apart from other items. These are returned to the child's parent at the end of the day.
- 8.** Staff should wear latex disposable gloves when cleaning and/or changing a child. After diapering a child, staff must wash their hands using friction with liquid soap and running water. A disposable towel must be used to turn off the water faucet and again to dry hands.
- 9.** The changing/diapering surface shall be used for no other purpose.
- 10.** The changing surface shall be smooth, intact impervious to water and easily washable.
- 11.** Running water shall be adjacent to the diapering area for hand washing.
- 12.** Diapering areas and hand washing facilities are separate from facilities and areas used for food preparation.

**Nutrition:**

Since good eating habits start early in life, we ask that parents pack a nutritious lunch for their child everyday. We also ask that one cup of milk and one cup of juice or water are brought to school as well. Please make sure that all lunches and cups are labeled so as to avoid any confusion. Milestones will provide both a morning snack and an afternoon snack as well. For healthy meal ideas for you child please see **Attachment B**.

**Outdoor Recreation:**

Outdoor recreation for fresh air and exercise is scheduled daily, weather permitting (i.e. extremely cold or rainy days children will remain inside). Our fenced in play area in the rear of the center has developmentally appropriate climbing structures for each age group. A park-like playground is conducive to normal muscle development and creative use of space. Your child is given the opportunity to climb, balance, stack, swing, ride small bicycles, and enjoy being outside. Water play (i.e splash tables, sprinklers from a hose) will also be held in the playground area during the warmer part of the summer season.

**Children with Special Needs:**

At Milestones, we believe that every child should have a successful and meaningful experience. We will do everything we can to include every child; however, administration and the parents will work together to decide if we are able to accommodate a child with special needs. Upon enrollment, we would like a copy of your child's IFSP, IEP, or any other individualized plans to enable the teacher to tailor your child's curriculum regarding any disabilities or other special learning needs.

**SAFETY****Licensing:**

Milestones Childcare Center and Preschool Inc. is licensed through the Department of Early Education and Care of Massachusetts. We adhere to the highest regulatory standards as put forth by the State of Massachusetts.

The direct number to the agency is 1-978-681-9684 if there are any questions or concerns regarding any and all licensing or regulatory issues.

**Staff Development:**

Milestones staff attend regularly scheduled monthly workshops that focus on professional growth and educational creativity/variety in the classroom. Held through the Tri-Community Partnership Program, these sessions focus on a number of different topics ranging from the incorporation of Science, Math, Art and Yoga into the classroom

to “Improving Communication with Parents”. Milestones also encourages continued personal educational growth through \$175.00 reimbursement credits for each course, as it pertains to childhood education, successfully completed.

### **Safe Sleep Policy:**

In order to comply with SIDS reduction practices, infants are put on their backs to sleep unless the child’s health care professional orders otherwise in writing. Nothing is allowed in the crib except one blanket. No toys or stuffed animals are allowed in the crib at anytime. Please see attached EEC information sheet for further instructions on safe sleep.

### **Emergency Preparedness Plan:**

Milestones Child Care Center and Preschool has an emergency evacuation plan in place in case we need to leave the center.

Depending on the circumstances, students and teachers will evacuate the premises and proceed to the following locations. In the event we must evacuate the center, the entire school will walk (infants go in a buggy )to the Watertown Middle School located at 68 Waverley Avenue. In the event that all schools are being evacuated, we will go to our secondary evacuation site which is the Watertown Public Library located at 123 Main Street. Local T.V. and radio stations will broadcast the school evacuation should that take place. As soon as possible, the Director and teachers will contact all parents and advise them of the situation. Parents will be instructed on where to pick up their child.

#### Primary Evacuation Location

Watertown Middle School - 617-926-7783  
Contact- Jason Del Porto, Asst. Principal

#### Secondary Evacuation Location

Watertown Public Library - 617-972-6434  
Contact- Leone E. Cole

Milestones conducts practice evacuation drills in order for children and staff members to understand the procedures and learn how to respond in the case of an emergency. The Watertown Fire Department is asked to monitor at least one drill annually. The Director notes the date, time and effectiveness of each drill and keeps it in a folder in the office.

The procedures for an evacuation plan are as follows:

- The Director informs the teachers that there will be a practice evacuation drill later in the day or week.
- The teachers talk to the children about it during circle time in both the toddler and preschool classrooms. The children are counted during the meeting and attendance is taken.
- The teachers will facilitate the children outside and go to the designated

meeting area around the corner from the center on Worcester Street. At this time the children will be recounted and attendance will be taken.

- The Director checks bathrooms, closets and does an overall sweep of the entire center and then goes outside to join the others. The Director will record how long it takes to vacate the building and checks are made with each teacher for an accurate recount of everyone. Teachers are responsible for taking outside their classroom's attendance roster, emergency contact forms and their evacuation backpack.
- In the event of a real fire, security crisis, natural disaster, loss of power, heat or water, the Director calls 911 or the appropriate emergency or maintenance personnel. The evacuation procedures will be followed according to circumstance.

### **Social Services Referral Agency:**

In the case of developmental concerns with a child's physical, social, emotional or intellectual growth, teachers will document the observed behavior. In addition, parents will be notified and, when appropriate, referral for additional services will be made. Such services may include special education, psychological evaluation and testing, counseling, etc. Referral agencies include local school departments, the Department of Social Services or an early childhood intervention program.

Parents will have a conference with their child's teacher and will be given a written summary before any referral is made. Their child's records will be kept confidential and no part of the record will be released without written consent from the parents. The Director will assist parents in making this referral.

Conferences, action plans, and all referrals regarding a particular child will be recorded and maintained in the child's file. If it is determined that the child does not need services or is ineligible, Milestones will review the child's progress every three months to determine if another referral is necessary.

### **Reporting Abuse & Neglect:**

#### *Definitions:*

Child abuse is the non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat of harm to a child's well being.

Child neglect is failure by a caretaker, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, or other essential care.

All staff members are mandated reporters and must report any abuse or neglect issues. Any and all instances of suspected abuse or neglect should be brought to the attention of the administrator in charge. These are documented utilizing the Incident Log. The staff member as well as the administrator date and sign the documentation.

The Director immediately notifies the area office of the Department of Social Services at

781-641-8500 of the suspicions of child abuse and/or neglect and follows up within 48 hours with a written 51A report to the Area Director of DSS. At this time, EEC shall be notified by phone at (978) 681-9684.

## **Resources**

### *Medical*

Children's Hospital/ Boston	617-735-7940
Maternal and Child Health Clinic	781-864-9343

### *Dental*

Dental referral services	800-428-8774
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### *Vision*

MA Eye and Ear referrals	617-235-7716
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### *Counseling Services*

Wayside Family Support Network	781-891-0555
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### *Special Needs*

Watertown Special Education (age 3+)	617-972-7211
Contact Stephanie Sawyer-Ames	
Early Intervention (up to age 3)	781-894-6564
Contact Lorraine Sanik	

Department of Social Services	781-641-8500
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Resources and Referral Service

Warm Lines	617-244-4636
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Child Care Search	800-455-8326
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Workplace Connections	781-890-5820
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Watertown Community Partnership	617-926-7762
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Watertown Family Network	617-926-1661
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## **Attachment A**

**MILESTONES HEALTH CARE AND SAFETY POLICY**  
**Milestones Childcare Center and Preschool Inc.**  
**167 Waverley Avenue**  
**Watertown, MA 02472**  
**Ph.-617-393-9998**

**Health Care Consultant**- As required by the Massachusetts Department of Early Education and Care, the health care consultant approves and aids in developing the health care policies for the school. The health care consultant is responsible to approve the first aid training plan for the teachers and is available for consultations. The health care consultant will not at any time examine a child, but will make recommendations as to when the child's own physician should be seen. Milestone's health care consultant is Michelle Tirone, Pediatric Nurse Practitioner (781-953-6346). Milestones has a first aid kit located in the kitchen/office by the rear entrance of the center. The kit will be maintained and restocked upon use by Adrina. The cabinet where the first aid kit is located has a first aid sign clearly marked on it.

Every child's health is a matter of major importance to us. Upon enrollment parents must complete a health form signed by a physician. We require that all children have certain standard immunizations. It is crucial that we take all necessary precautions to maintain the health and safety of all the children in our care. We understand that it is difficult for a parent to leave or miss work, therefore we suggest that alternative arrangements be made prior to the occurrence of such a situation. No tuition credit will be given for an absence due to illness. Illnesses will be based on the following criteria:

- Can the child participate in all activities?
- Will the child's illness impact negatively on other children in our care?
- Is the child's illness a public health risk?

**Keep your child home if s/he has:**

- A temperature of 101degrees or over
- Vomits
- Diarrhea or loose stools inconsistent with normal bowel movements
- Any suspicious rash
- Any contagious illness
- Any symptoms requiring one-on-one care and/or causing severe discomfort
- Any illness accompanied by open, oozing bacterial infections

### **Your child may return to school under the following circumstances:**

Your child must be kept home for 24 hours, **without symptoms**, before returning to school. In the case of a contagious illness or suspected contagious illness, a doctor's note will be required before your child can return to school.

- The child must be free of fever, vomiting, and/or diarrhea for 24 hours.
- The child prescribed with an antibiotic must take it for 24 hours;
- The child no longer has a serious cold;
- The child has been exposed to a communicable disease, but we have been notified;
- The child has contracted a communicable disease, but we have been notified, the incubation period has expired, and a physician's note has been obtained;
- Any open or oozing sores, bloody gums, and/or bloody feces will require a physician's note;
- The child must be able to participate in all activities upon returning, including outdoor play.

### **MEDICATION POLICY**

All medication, whether prescription or non-prescription, must be accompanied by a signed authorization form from the parent that states the medication, time given as well as the dosage before medication is administered to their child. All prescription medication requires a written order from a physician, which includes the label on the medication indicating that the medicine is for the specific child and outlining instructions for administration. The staff member who administers the medication will note the time given on an authorized log form which will be kept in the child's personal file. Only those staff members who have been EEC trained to administer medication may do so.

### **NON-PRESCRIPTION MEDICATION**

For all non prescription medication, parents must provide a written authorization form from their physician, a signed statement listing the medication, dosage, and criteria for it's use. The parent note is valid for one week and must be renewed weekly. The physician's written statement shall be valid one year from the date it was signed. A signed parent consent form needs to be filled out prior to topical ointment application including, but not limited to, diaper cream, bug spray and sunscreen.

### **EMERGENCY HEALTHCARE PROCEDURE**

Milestones will try to contact the parents of a child involved in an emergency situation. If the parents cannot be reached, the parent's designated back-up will be contacted to pick up the child. If no one can be reached, the center will call an ambulance and a teacher will accompany the child to the hospital and remain there until a parent arrives. Authorization and consent forms, as well as the child's enrollment folder, will be brought

by the teacher to the hospital. If a child has to be transported by ambulance, the Watertown Emergency Ambulance Service will be contacted (numbers are by the phones). The child would receive emergency medical care at Mount Auburn Hospital 330 Mount Auburn Street, in Cambridge (617-492-3500).

### **Plan for Meeting the Needs of Mildly Ill Children**

In the attempt to safeguard all of the children attending our center from various types of contagious illnesses, the following health policies have been created and followed. Mildly ill children are monitored by the center staff to insure that their condition is not worsening. The child may choose to remain with the group for non-strenuous activities. If a child has any of the following symptoms the parent/guardian will be contacted in order to pick up the child at the center with 1 hour in order to prevent further spread of the illness and to provide comfort for the child.

- Temperature of 101degrees or over
- Vomiting
- Diarrhea or loose inconsistent bowel movements
- Any type of contagious illness
- Any symptoms requiring individual care or causing discomfort
- Any illness accompanied by open or oozing sores, bloody gums or bloody feces.

While waiting to be picked up, the child will stay with the Director, lying on a mat if desired. The teachers will remove the toys that the sick child played with in order to disinfect.

### **Plan for Meeting Specific Health Care Needs**

Specific health care needs such as any allergies are noted on the child's application forms. This information is also given to the teacher prior to the child's first day. Allergy information is also posted on an allergy chart in each classroom. This information is reviewed and updated periodically with parents and staff in order to protect children from exposure to foods, chemicals and/or other materials they may be allergic to.

When a child is prescribed an epic-pen because of severe allergic reactions, the center Director shall schedule a staff training for the use of an epi-pen as well as create a portable allergy kit which includes the epi-pen, instructions and emergency phone numbers. This kit will be with the child at all times wherever they may be (classroom, playground, field trips).

When a child has been prescribed a nebulizer due to severe asthma, the center administrator shall schedule a training session on the use of a nebulizer and make certain that the instructions for the nebulizer are kept with the equipment as well as taped to the inside of the first aid cabinet.

## **Injury Prevention Plan**

First aid training is required of all staff caring for the children. At least one staff member trained in CPR is on the premises at all times. Staff is made aware of the health, safety and emergency policies and procedures during a continuous orientation process. Basic guidelines for prevention include, but are not limited to the following:

- providing adequate supervision at all times
- avoiding clutter
- checking equipment both indoor and outdoor
- checking general environment for potential safety and health hazards

Rooms are arranged into learning and activity areas allowing separate areas for quiet and noisy activities and to accommodate various sized groups. Messy activities are to be kept near the sink. Appropriate classroom supplies are stored at child level. Staff provides adequate and constant supervision of the children at all times. Rooms are kept clean and organized and sanitized daily according to guidelines. Equipment is safe and developmentally appropriate and checked routinely. The staff check toys daily for loose parts, sharp edges and points. Health and safety hazards are repaired or eliminated immediately. Cleaning supplies are kept out of reach of children in a high locked cabinet in the kitchen out of reach.

Children are taught outdoor safety as well, including safe play habits and using the equipment appropriately. The playground is routinely checked for hazards. Staff checks the playground and equipment on a daily basis. Staff is stationed at different locations on the playground. They supervise the children especially when on play equipment. Toys are not allowed on the climbing equipment and are put away at the end of the day. Playtime is scheduled to minimize the number of children out at one time keeping appropriate EEC guidelines and ratios in place. The bathroom facilities are also checked daily for spills, soap and paper towels.

## **Plan for Infectious Disease**

If a child has any of the following symptoms, the parent or guardian is contacted to pick up the child at the center within one hour to prevent further spread of illness and to provide comfort for the child.

- Temperature over 101 degrees
- Vomiting-one occurrence
- Diarrhea or loose inconsistent bowel movements- three occurrences
- Any type of contagious illness
- Any symptoms requiring individual care or causing discomfort
- Any illness accompanied by open or oozing sores, blood gums or bloody feces.

Other symptoms include lethargy, muscle soreness, sore throat, headache severe cough etc.

**The child must be kept home for 24 hours without symptoms prior to returning to school.**

In case of infectious or suspected infectious disease, a doctor's note will be required before the child can return to the program.

Before returning to the center:

- A child must be free from fever, vomiting, and/or diarrhea for 24 hours
- A child prescribed an antibiotic must take it for a full 24 hours
- A child must be able to participate in all activities
- A child who has had an infectious disease, or is suspected of having one, must have a note from the doctor indicating that he/she is no longer contagious.

Parents are notified of infectious disease by a form noting the name and symptoms of the infection as well as the first known date of exposure.

This is placed in each child's cubby and is also posted on the parent board.

**Plan for Infection Control**

Staff and children are expected to wash their hands using friction with liquid soap and running water. A disposable paper towel should be used to turn off the water faucet and again to dry hands.

This is expected:

- Before and after handling food
- After toileting and diapering
- After coming in contact with bodily fluids
- After cleaning
- After outside playtime

Staff will be supplied with disposable gloves to be used for the clean up of blood and/or bodily fluid spills. The affected area will be disinfected. Used gloves will be thrown away in a lined, covered container. Staff will wash their hands thoroughly with soap and water after cleaning up the contaminated area. Bloody clothing will be sealed in a plastic container or bag, labeled with the child's name and returned to the parent at the end of the day.

The following equipment, items or surfaces are washed with soap and water or a mild EEC approved bleach solution which is mixed daily by Margaret.

The mixture is one part bleach to ten parts water. This mixture will be made on a daily basis.

After each use-

- diapering surfaces
- mouthed toys
- mops used for cleaning bodily fluids
- bibs, washcloths and towels

- thermometers
- tables used for snacks and lunch
- mats and other equipment used by a sick child

Daily-

- toilets
- containers/container lids used to hold dirty diapers
- sinks and sink faucets
- play tables
- smooth non-porous floors
- mops and towels used for cleaning
- mats
- sheets and other coverings

The bleach solutions are kept in labeled spray bottles that are stored in the kitchen area or in the classroom out of reach of children.

## **REPORTING ABUSE AND NEGLECT**

### **Definitions:**

Child abuse is the non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat of harm to a child's well being.

Child neglect is failure by a caretaker, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, or other essential care.

All staff members are mandated reporters and must report any abuse or neglect issues. Any and all instances of suspected abuse or neglect should be brought to the attention of the administrator in charge. These are documented utilizing the Incident Log. The staff member as well as the administrator date and sign the documentation.

The Director immediately notifies the area office of the Department of Social Services at 781-641-8500 of the suspicions of child abuse and/or neglect and follows up within 48 hours with a written 51A report to the Area Director of DSS. At this time, EEC shall be notified by phone at 978-681-9684.

## **ALLEGATIONS OF ABUSE OR NEGLECT BY A STAFF MEMBER**

If a staff member has an allegation of suspected abuse or neglect brought forward by a parent, a child or another staff member, the Director will ask that a meeting be held immediately with the parent, teacher, Director and owner. Dependant upon the circumstances and outcome of the meeting, the Director has the right to suspend the teacher without pay until the Department of Social Services completes an investigation. While the investigation is in process, the teacher shall have no direct contact with children.



## **EVACUATION/EMERGENCY CONTINGENCY PLAN**

Milestones Child Care Center and Preschool has an emergency evacuation plan in place in case we need to leave the center.

Depending on the circumstances, students and teachers will evacuate the premises, with the center's cell phone, and proceed to the following locations. In the event that all children must evacuate the center, the entire school will walk (infants go in a buggy ) to the Watertown Middle School located at 68 Waverley Avenue.

In the event that all schools are being evacuated we will go to our secondary evacuation site which is the Watertown Public Library located at 123 Main Street. Local T.V. and radio stations will broadcast the school evacuation should that take place. As soon as possible, the Director and teachers will contact all parents and advise them of the situation. Parents will be instructed on where to pick up their child.

## **INFANT EVACUATION PROCEDURE**

The Director will assist infant teacher in placing all infants in an evacuation crib (on wheels) and assist in getting them down the handicapped ramp to the designated meeting place for evacuation which is at the corner of Worcester Street and Waverley Ave. The Director will then return to the center after infants are brought outdoors in order to do a final sweep, both inside and outside, and to make sure all evacuation procedures are complete.

Primary Evacuation Location  
Watertown Middle School - 617-926-7783  
Contact- Jason Del Porto, Asst. Principal

Secondary Evacuation Location  
Watertown Public Library - 617-972-6434  
Contact- Leone E. Cole

Milestones conducts practice evacuation drills in order for children and staff members to understand the procedures and learn how to respond in the case of an emergency. The Watertown Fire Department is asked to monitor at least one drill annually. The Director note the date, time and effectiveness of each drill and keeps it in a folder in the office.

The procedures for an evacuation plan are as follows:

- The Director informs the teachers that there will be a practice evacuation drill later in the day or week.
- The teachers talk to the children about it during circle time in both the toddler and preschool classrooms. The children are counted during the meeting and attendance is taken.
- The teachers will facilitate the children outside and go to the designated meeting area around the corner from the center on Worcester Street. At this time the children will be recounted and attendance will be taken.
- The Director checks bathrooms, closets and does an overall sweep

of the entire center and then goes outside to join the others. The Director will record how long it takes to vacate the building and checks are made with each teacher for an accurate recount of everyone. Teachers are responsible for taking outside their classroom's attendance roster, emergency contact forms and their evacuation backpack.

- In the event of a real fire, security crisis, natural disaster, loss of power, heat or water, the Director calls 911 or the appropriate emergency or maintenance personnel. The evacuation procedures will be followed according to circumstance.

### **PLAN OF ACTION FOR CHILD MISSING DURING EVACUATION**

If a child is missing after the initial head count during an emergency evacuation at the designated meeting area and after a sweep has been done of the center by the director, 911 will be called immediately from the center's cell phone that the director will have on her. Once the 911 call has taken place, the parents of the child will be notified of the situation. (Emergency cards are taken along with attendance in the event of an evacuation.)

## Attachment B

### LUNCH IDEAS

#### Cold Sandwiches

Ham and Cheese  
Cream Cheese and Jelly  
Turkey  
Tuna  
Soy butter and jelly  
Egg/Chicken salad

#### Finger Foods

Chicken nuggets  
Fish sticks  
Cold cut roll-ups

#### Additions

Veggies and dip  
Cheese Stick  
Pretzels  
Fresh/Dried/Canned fruit  
Yogurt  
Cottage Cheese  
Raisins  
Granola Bars  
Applesauce

#### Other Suggestions

Soup  
Macaroni and Cheese  
Pasta with butter/sauce  
Pizza (bite size pieces)

**Please make sure that all lunch boxes, bags and containers from home are labeled with your child's name.**

## PARENT HANDBOOK ACKNOWLEDGMENT

\_\_\_\_\_ 1. A security deposit equivalent to one month's tuition is charged upon enrollment. Should it become necessary to withdraw your child from our program, you are required to give us 30 days written notice. Provided a 30 day written notice is given, your security deposit will be applied to your final monthly tuition. In addition, should it become necessary to change your child's program, a 30 day written notice is required.

\_\_\_\_\_ 2. The monthly tuition for the \_\_\_\_\_ program you have selected is currently \$\_\_\_\_\_ and may increase or decrease from time to time. You will be notified in advance of any increase/decrease.

\_\_\_\_\_ 3. Tuition is due on the first day of each month. A \$25.00 late charge will be added for late payments up to day 15, after day 15 an additional \$25.00 will be charged (for a total of \$50 in late charges).

\_\_\_\_\_ 4. You may make payments by cash or check.

\_\_\_\_\_ 5. We are open from 7:15 AM to 6:00 PM Monday through Friday. We are closed on the following holidays listed in this handbook. We do not prorate tuition for these closings.

\_\_\_\_\_ 6. Because our program requires us to engage staff based upon the number of children enrolled, we cannot give tuition refunds for days your child is absent.

I acknowledge that I have read the parent handbook. I am fully aware of the educational philosophy, behavior policy, and procedures for Milestones Child Care Center.

I have read and understand the fee arrangements and conditions detailed in the parent handbook. I agree to these conditions and will adhere to them.

This acknowledgment will be placed in our files. Please sign this form and return to Milestones.

\_\_\_\_\_  
Parent/Guardian 1 Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian 2 Signature

\_\_\_\_\_  
Date