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Making a difference academically, socially and emotionally

www.rainbowcdc.com

PARENT HANDBOOK



Licensed by the Department of Early Education and Care

TABLE OF CONTENTS

TOPIC	PAGE
Abuse and Neglect Policy	29-32
Administering Medications	36-37
Admissions and Fees	14-16
Agency Mission	3
Aids Policy	38-39
Arrival and Pick-Up	18-20
Attendance and Inclement Weather	20-21
Behavior Management Policy	24-27
Community Resources	41-43
Confidentiality	13
Contagious Diseases	35-36
Contingency Plans for Emergency Situations	17-18
Education	32-33
Emergency Care	37-38
Family Child Care Program	4-5
General Agency Information	11-12
Hours and Closures	16-17
Illness	34-35
Multicultural Principals and Diversity	10-11
Non Discrimination Policy -USDA	12-13
Nut Free Environment	33-34
Nutrition	33
Organizational Chart	47
Parent Involvement	23-24
Parents' Rights	44-46
Preschool Program	5-7
Referrals	28-29
Required Medical Forms	34
School Age Program	8-9
Social Services Program	9-10
Statement of Purpose	3
Termination of Child Care	39-40
Termination and Suspension Policy	27-28
Transportation	21-23
Volunteers	13-14



OUR MISSION:

To transform the lives of at risk infants and children and their families by providing quality educational and therapeutic programs and services.

Statement of Purpose and Programs

WHO WE ARE: Rainbow Child Development Center is a licensed, non-profit childcare agency that provides educational, childcare, and family services in Central Massachusetts. Rainbow is licensed to care for children between six weeks and up to 13 years of age. The children served by the agency are racially and ethnically diverse. The Center has a long-standing commitment to high quality education and childcare and works collaboratively with other area agencies, colleges and community service organizations to respond to the ever-changing and challenging issues facing today's children.

OUR HISTORY: Rainbow Child Development Center was founded in 1972 in Plumley Village, a housing development in Worcester for low-income families. In 2004, the Center purchased the building that had once housed the Edward Street Day Care Center. After completing the first phase of renovations, Rainbow moved to its new home in March 2005.

OUR FUNDING: Over 77 percent of the agency's budget is funded by contracts with the Commonwealth of Massachusetts to provide subsidized childcare for parents who meet income and service need guidelines or who are referred by the Department of Social Services. Recognizing the quality of the Rainbow experience, a small but growing number of parents are enrolling their children on a private-pay basis. The balance of Rainbow's operating income comes from grants, fund-raising activities and individual and corporate contributions.

PROGRAMS:

Family Child Care: This program serves children ranging from six weeks to two years and nine months in private homes licensed by the state. Each educator cares for four to six children daily, and meets continuing-education requirements.

Pre-School: This program serves children ranging from 2.9 to five years of age, in four classrooms. The program is accredited by The National Association for the Education of Young Children (NAEYC) and is a QRIS level 3 program. Educators, aided by interns and volunteers, direct each classroom. The curriculum, which is interactive and child-centered, offers each child the chance to explore and learn in a supportive environment.

School Age: This program serves children between the ages of five and 12 in multiple locations. The program focuses on providing an enriched, stimulating curriculum with a heavy emphasis on homework and academic assistance. In the summer the program is held at Camp Marshall in Spencer and includes swimming, a literacy program and other traditional summer camp activities.

Social Service Program: This program provides many supportive services – including early intervention services, speech therapy, assessments, play therapy and individual and group counseling for the children and their families. The Center collaborates with a number of community agencies to provide on and off site services. All full day programs provide the children with breakfast, lunch and afternoon snack. Transportation is available for children whose families qualify.

**Rainbow Child Development Center
10 Edward Street
Worcester, MA 01605
508-791-6849**

Additional information about the agency and its programs can be found at www.rainbowcdc.com

PROGRAM SERVICES

❖ FAMILY CHILD CARE

The Family Child Care program provides child care services to infant and toddlers. The children are cared for by independent contractors that are licensed Family Child Care Educators in homes located throughout Worcester. Hours of operation are from 7:30 a.m. to 5:30 p.m., Monday through Friday. Parents/Guardians are welcome to visit anytime while their child is in care. Educators are hired based on their ability to care for and to promote developmental growth of young children. Our bilingual and multicultural staff helps us create a childcare environment that meets the needs of the families in the Worcester area. This home setting provides a safe and secure environment for each child in which they can develop self-confidence, academic skills and social and personal awareness.

Our philosophy is that children learn through play. Children will learn in a stimulating environment with an educator who allows them to learn and grow at their own pace and play at their own level.

Parents/Guardians are expected to meet with their child's educator twice a year to discuss their child's development.

When an educator is unable to care for children for the day, the Program Administrator will inform the parent/guardian when the child's educator is taking time off. Parents/Guardians will be offered substitute care when available. Parents/Guardians may elect to use the substitute care or to make other arrangements.

YOUR CHILD'S FIRST DAY

Children will need to have the following items with them for their first day of childcare. These items can remain at the educator's home or parents/guardians may choose to supply them daily:

Extra Clothing ~ Diapers ~ Bottle ~ Blanket and any other item that meets your child's needs while in care

DAILY ROUTINE

Each Educator will have his/her own individual schedule. This is a sample of the daily schedule in Family Childcare.

Breakfast

This is served from 8:30 a.m. to 9:30 a.m. The food is prepared by the educators in their home and meets the requirements of the U.S.D.A Office for Nutrition, Health and Safety.

Free Play Period

The children are free to choose the toy or games with which they wish to play. The educators assist the children in learning how to use the materials appropriately.

Clean Up

Everyone helps to put away toys and/or materials. This time helps the child transition gradually from one activity to another.

Toileting and Wash Up

The educators help the children learn how to care for themselves. A relaxed nonpressured atmosphere is best for the child who is just beginning toilet training. Consistent toileting routines between home and childcare are essential for a successful training experience.

Outside Time

Whenever possible children will go outside to exercise their large muscles and develop coordination through climbing, running, outdoor games and walks around the neighborhood. The children learn outdoor safety from the educator's example and guidance. We urge parents/guardians to send their child(ren) to childcare dressed for outdoor play.

Lunch Time

Meal time is a great social time with lots of language development coupled with a nutritious food program.

Story Time

Reading or looking at books occurs at various times throughout the day.

Rest Time

A quiet period (required by The Department of Early Education and Care) during which all children rest. This usually occurs right after lunch for the older children; the younger children rest according to their own schedule to reduce the risk of Sudden Infants Death Syndrome (SIDS) infants will only be placed on their backs to sleep. Each child is provided with his or her own individual playard or sleep mat.

P.M Snack

Nutritious snacks are provided between 2:30 – 3:00 P.M.

Afternoon Play

This time consist of free play, planned activities and perhaps a walk around the neighborhood.

❖ PRESCHOOL

The Preschool program, accredited by The National Association for The Education of Young Children (NAEYC) is an open education, language based program that supports children's growth in all areas of development. Children learn best when they are actively involved with materials and with others through play. Educators plan each week's curriculum in advance, including careful planning of the activities, classroom space, materials, equipment and routine. Educators focus on the individual needs of each child and adapt their plans to the individual learning pace and style of each child. Children's progress is assessed and tracked quarterly via Teaching Strategies Gold.

Given this careful planning, children and educators are free to use the rooms and materials in different ways. Discovery time is an important part of the program since children learn best through play.

We encourage children to explore materials and take risks without fears of failure. Our focus is on readiness skills, which means giving children lots of experience with basic skills they need to master before they can be expected to learn reading, writing and STEAM concepts.

Through artwork, block building, sand and water play, and special activities, the children develop eye-hand coordination, muscle control, understanding their world and most importantly, self-confidence. A written progress report is prepared four times per year and parents are offered the opportunity to come to the agency to discuss the report with their child's educator.

The center recognizes parents as the primary educator of their child. Therefore, parents are encouraged to participate through parent / educator conferences, classroom visits and other special events. Parents/Guardians will be expected to meet with staff members for at least 2 conferences per year to discuss their child(ren)'s development.

Nutritious meals and snacks are prepared and served on site. Children are encouraged to try new foods.

A "moving on" ceremony is held each summer for the children and their families who are leaving Rainbow's preschool to attend Kindergarten in the fall. The Preschool also sponsors an open house for parents who may be interested in enrolling their child(ren) in our preschool program.

YOUR CHILD'S FIRST DAY

At the time of intake, after paperwork is completed, the parent(s) and child tour the Preschool, visit the child's room and meet the educators.

The child's first day is a full day. Most children are adjusted to the class routine in one week and the tearful Monday child becomes the self-assured Friday child. However, each child is different! Some children need a gradual adjustment to childcare, especially if this is their first experience away from their parents.

Daily Schedule

Reflects our philosophy of children needing a dependable routine that offers varied, planned and spontaneous activities.

Breakfast

Breakfast is served in the classroom from 8:30a.m. – 9:00a.m.

Circle Time

This is one of our group meeting times. It is filled with music and movement, songs, games and finger plays and language activities.

Planned Activity Time

During this time, children can work to acquire specific skills related to their development. Educators lead small groups in planned activities according to each child's developmental level.

Discovery Time

The children are free to choose the toys or games and the area in which they wish to participate. The educators help children learn how to use materials correctly, and help children learn to share and problem solve.

Clean Up Time

Educators and children clean the room together and in the process, children learn where materials are stored. This time helps the children transition gradually from one activity to another.

Toileting and Wash Up

Educators help the children learn how to care for themselves. A relaxed non-pressured atmosphere is best for this learning to be a positive experience.

Outside Time

Children, while being encouraged to use gross motor skills, exercise and develop coordination. Climbing, running, outdoor games and walks around the neighborhood are an integral part of this experience. The children learn outdoor safety from educator's examples and guidance.

Story Time

Reading stories and telling stories to children every day is an important part of the curriculum. Children participate by talking about the pictures, anticipating what will happen next and sometimes acting out the story or characters in the stories with props or flannel board.

Lunch Time

Lunch time is a great opportunity for sharing stories and ideas while being encouraged to practice manners. Meals are well balanced and nutritious and meet CACFP guidelines.

Rest Time

The licensee must include, as part of the daily schedule, an extended period of sleep, rest or quiet activities for children in care for longer than four hours. When children choose not to sleep or awaken early, they may be offered quiet activities for the remainder of the sleep or quiet activity period. Often children who do not nap at home do so at day care because the day is long and stimulating.

Snack

Another opportunity for sharing stories and ideas while being encouraged to practice manners. Snacks are well balanced and nutritious.

Discovery Time, Activities, Outdoor Play and Departure

The late afternoon schedule consists of free play, outdoor play and planned activities that aid the children in their transition from their school day to their departure home.

❖ SCHOOL AGE PROGRAM

Rainbow operates School Age Programs at the following three locations: Belmont Community School, City View School and 10 Edward Street. The School Age Program provides after school care for children ages 5 through up to 13. Group leaders plan a curriculum that foster independence, creativity and self-esteem. All curriculums incorporate literacy, math, science, art and music. Homework assistance is an integral part of the daily routine. All children are required to complete their daily homework before moving on to group activities.

Our focus is to encourage children to identify their abilities and interests. Group leaders help to develop these skills based on the children's individual needs. We encourage children to explore their environment through independent use of areas and the materials provided..

Our program also operates a Summer Camp Program during the summer vacation period. This program provides care for children ages 5 through up to 13. The camp program is located in Spencer, MA at Camp Marshall. Children are exposed to a broad range of experiences such as swimming lessons, arts and crafts, wilderness hikes, nature walks, athletics, a literacy program, field trips and many other group experiences.

The center has an open-door policy with parents, and encourages parent involvement at all times. Parents/Guardians will be expected to meet with staff members for a conference one time per year to discuss their child(ren)'s development. A variety of parent activities are planned throughout the year.

SCHOOL AGE PROGRAM SCHEDULE

Children's Arrival & Snack Time

Children arrive at the program and are offered snack. As children finish up with their snacks, they move into free choice time.

Free Choice Time

Various activities are set up around the room in all areas, and children make choices as to where they would like to be involved. Children work in these areas until all the children have arrived at the program.

Group Time

Children are gathered together to complete the daily attendance and discuss the plans for the day.

Activity Time

Children separate into small groups and work with group leaders on planned activities. Outside and gym play periods are also incorporated into this time block. Children are given a choice of the activities in which they would like to participate, but are encouraged to try all areas.

Homework Time

Children work on their homework in small groups. Staff and volunteers assist the children with their homework assignments as needed.

Clean Up Time

Children and group leaders work together to clean up the room at the end of the day.

Parent & Transportation Arrival

Children and group leaders split into small groups to read stories, play games and participate in creative art work while waiting for pick up at the end of the program day.

Late Policy

At 5:35 p.m. any child who has not been picked up at the program will be brought to Rainbow's administrative office where they can be picked up by the parent/guardian. Late fees are in effect after 5:30 p.m.(See late pick up fees)

❖ SOCIAL SERVICES

Rainbow's Social Service Program provides many supportive services to children and their families. Children in our family childcare program are provided access to early intervention services through the Center's collaboration with Pernet Family Health Services, Massachusetts Society for the Prevention of Cruelty to Children (MSPCC) and other providers. In Preschool, children have access to speech development services through our contract with French River Education Center. This agency provides assessment services, individual and group therapies. Rainbow's Preschool Program is a Together for Kids (TFK) site in Worcester whose mission is to provide mental health services to children with behavioral problems and guidance to their families.

Program staff is available to provide support and resources for families as needed. Workshops and resource information on parenting skills, health, nutrition, financial management, literacy, etc. are offered to parents. All issues discussed with parents are handled in a confidential manner.

Working with Diverse Families

To support the diverse families we serve in our program, Rainbow Child Development Center, Inc. has reached out to our community. We have connected with local universities, community colleges, and local health and medical agencies. Some of our partners are bilingual and Rainbow also works with local agencies for translation services. Rainbow has the ability to reach out to Worcester-based Ascentria Care Alliance which will provide language bank services for more than 90 different languages. Ascentria provides for interpreters to be available either on-site or by telephone. Rainbow Child Development Center, Inc. may also contact Language BANK which provides interpretation and translation services. Our Parent handbook was translated through translations@linguavox.net and all materials on our web site can be translated by simply choosing which language is required. Rainbow has the staff capability to translate several languages from India, Albania and several Hispanic countries.

For all families to feel welcome, our agency has a management team dedicated to assessing what could be improved to be more inclusive of the diverse families in our community. The team

reviewed the facility, classrooms, menus, and more. Some of the inclusionary practices added were including a welcome mat in various languages at the front of our building; making sure the documents at our front desk are in several languages; and adding additional ethnic foods to our menu.

Multicultural/ Bilingual Services:

Support and advocacy for Non-English speaking parents, interpreting and translation services, lending educational material and comprehensive resources in Spanish.

The goal of the Bilingual Staff who work at Rainbow is to offer effective services to Non-English speaking families and their children, as well as to support and guide the agency in translating materials, to inform and educate staff on how to best meet the needs of our ELL families and help them to better understand the families.

Early childhood education can play an essential role in preparing young Dual language learners (DLLs) for later success in school. Children who have an opportunity to develop basic foundational skills in language and literacy in preschool enter kindergarten ready to learn to read and write.

We understand that children require multiple exposures to words in order to develop a rich understanding of their meaning and use. Our teachers make a point of introducing interesting new words for children to learn into each classroom activity.

For group activities, we pair English language learners with children who have strong English language skills, and make sure that all the children who speak the same home language are not grouped together. This encourages conversation between both children.

Our Rainbow educators arrange the classroom in a way that supports each type of instructional activity that will take place, and then keep changes to the physical environment to a minimum. Once DLL children learn which activities take place in various parts of the classroom (e.g., centers, circle), the physical environment will cue them as to what they are to do and how they are to behave in that area. We inform parents during orientation that classrooms follow a daily schedule, educators keep it simple, refer to the schedule often and stay consistent so that children know what to expect during various times of the day.

Predictable classroom routines can also provide scaffolding for English language learners by allowing them to anticipate what will happen each day, including the vocabulary they will use during each activity. In our Rainbow program we honor the diversity of families. We work with the teaching staff and families to welcome their differing demographics and perspectives. We work with organizations in the community – build relationships with faith based groups, youth and businesses to expand our network of support and opportunity.

Rainbow conducts an annual survey to assist the staff in identifying the individual family culture and needs. We provide information in the family's language when possible. When meeting with

agency staff we encourage parents to bring a friend, faith based leader or relative who can assist in translation.

We encourage all parents to be a voice in our program. We empower our parents as advocates for their children.

Multicultural Principles for Rainbow Programs / Diversity

- Every individual is rooted in a culture.
- The cultural groups represented in the communities and families of each Rainbow Program are the primary source for culturally relevant programming.
- Culturally relevant and diverse programming requires learning accurate information about the culture of different groups and discarding stereotypes.
- Addressing cultural relevance in making curriculum choices is a necessary, developmentally appropriate practice.
- Every individual has the right to maintain his or her own identity while acquiring the skills required to function in our diverse society.
- Effective programs for children with limited English speaking ability require continued development of the primary language while the acquisition of English is facilitated.
- Currently relevant programming requires staff who reflect the community and families served.
- Multicultural programming for children enables children to develop an awareness of, respect for, and appreciation of individual cultural differences. It is beneficial to all children.
- Culturally relevant and diverse programming examines and challenges institutional and personal biases.
- Culturally relevant and diverse programming and practices are incorporated in all components and service

GENERAL AGENCY INFORMATION

BOARD OF DIRECTORS

Rainbow is a non-profit, tax-exempt corporation under Section 501c 3 of the Internal Revenue Code. The Board of Directors is the governing body of the corporation and ensures that all legal requirements are met. The Board provides financial oversight, financially stable and ensures that the organization is managed effectively. The Board meets seven times from September through June as well as participating in a Board retreat and convening an annual meeting.

An independent, annual audit is conducted in accordance with generally accepted auditing standards.

STAFFING

An Executive Director is responsible for the management of the agency. Program coordinators oversee each of the program areas. In addition to direct care staff, a Business Manager, Enrollment Coordinator, Strategic Communication and Development Manager and secretary provide administrative support.

In accordance with the Massachusetts Department of Early Education and Care's (EEC) Criminal Offender and Other Background Record Checks regulations, 606 CMR 14.00, Rainbow Child Development Center, Inc. conducts Background Record Checks (BRC) on each individual working or volunteering.

NON-DISCRIMINATION

The Rainbow Child Development Center does not discriminate on the basis of race, creed, color, religion, national origin, marital status, gender, sexual orientation, age, disability, political beliefs, veteran's status or economic condition and is in compliance with all requirements of law and regulations with respect to employment, volunteer participation or the provision of services.

Toilet training status is not an eligibility requirement for enrollment.

USDA Non-Discrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
(2) fax: (202) 690-7442; or
(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

July 2017

CONFIDENTIALITY

Rainbow's staff members respect the confidentiality of each family. Information regarding children and families is discussed professionally and privately. Written information is kept confidential. Any questions or concerns regarding confidentiality should be directed to the program coordinators or the executive director.

CHILDREN'S RECORDS

State law requires that parents/guardians may have access to all information in their child's file. Parents/guardians may arrange to see or receive copies of their child's file through the program coordinators or executive director. The agency will respond to all requests for information within three days of the request as required by State regulations. Parents/guardians have the right to add or request deletion of information from their child's records. Parents may request in writing that records be transferred.

RELEASE OF INFORMATION

The Rainbow Child Development Center will not release any information without written permission from a child's parent/guardian. The only exception is the exchange of information required by law with the Department of Children and Families (DCF) and the Department of Early Education and Care (DEEC).

PICTURES AND PUBLIC RELATIONS

Pictures and/or videos of children may be taken for classroom use, parent functions, marketing materials, web site, face book, other web based materials or training with parent/guardian authorization. Children's names will not be printed in any material without authorization.

SUBSTITUTE/ VOLUNTEER/ INTERN'S/OTHER ADULTS POLICY

The security and safety of children, families and staff require that any person defined as a Volunteer, participating in activities during operational periods meet certain criteria, including criminal record checks (see below), orientation and training. Volunteer opportunities exist primarily in the classroom and child centered activities with limited opportunities other activities.

Volunteers and Visitors are not allowed to have unsupervised contact with children in the program.

These adults are required to complete an application that consists of information form, and Statement regarding Confidentiality. The applicant will be provided a volunteer job description and expectations and responsibilities.

Prior to starting at the center each substitute, volunteer, intern or other adult must complete the Background Record Check Procedure. A volunteer may begin after these requirements have been met and there are no adverse findings.

He/she will be given an orientation that introduces them to the fundamental aspects of program operation before they begin working with children.

The orientation includes:

- Health, safety and emergency procedures
- Accepted guidance and classroom management techniques
- Child abuse and neglect reporting procedures
- Regulatory requirements
- Supervision
- Job Description.

Volunteers will never be alone with child/ren. These adults work with children under the direct supervision of qualified teaching staff. Follow up training expands on the initial orientation. They report to the program coordinator, assistant program coordinator, program site coordinator or lead teacher.

All volunteers on arrival to the center will be required to sign in and out at the front office.

ADMISSIONS AND FEES

ELIGIBILITY REQUIREMENTS

Application for Services

Parents/Guardians are required to fill out an application for childcare services. Child(ren)'s name will be placed on the State Centralized waitlist for the appropriate program.

When childcare becomes available the Parent/Guardian will meet with the Program and Enrollment Coordinators. The intake process takes approximately one hour.

Department of Early Education and Care (DEEC) -- Contract

Rainbow Child Development Center has a contract with the DEEC to provide childcare services for families who are income eligible or who are in need of supportive services.

Basic (Income Eligible) Slots

A family is eligible for a subsidized slot if they demonstrate a need based on one of the following criteria:

- Full-time employment.
- Enrolled in school full-time.

- Parent is unable to care for a child due to documented incapacity of parent or child.
- Job Search (8 weeks)
- Maternity (12 weeks)

Supportive Slots

These slots require a family to have an open case with the Department Of Children and Families (DCF). Referrals are made through the Department Of Children and Families (DCF). Rainbow Child Development Center does not maintain a waitlist for supportive slots.

Vouchers

These slots are available through funding from the Department of Transitional Assistance. Eligibility is determined by Child Care Resources.

Private Pay

Families who do not qualify for subsidized care will pay the full Rainbow Child Development Center, Inc. published rate for childcare services.

Re-determination of Services

New income verification is required and eligibility forms must be filled out and signed as required by DEEC. It is the parent's responsibility to notify the Enrollment Coordinator if their income or family size changes. Failure to comply with re-determination will result in termination of childcare services. Parents who are private pay clients are not required to participate in the annual re-determination of services requirement.

FEES

Families who receive subsidized care pay a fee based on the Department of Early Education and Care (DEEC) subsidized fee scale. Parents who pay a fee must sign and receive a copy of their fee agreement. Fees are due the Friday before the upcoming week. Families can lose childcare services if fees are not paid on time.

Private pay families are required to sign a fee agreement. Fees must be paid in full by 5:00 p.m. on Friday afternoon of the week prior to care being provided.

Any family who has a check returned for insufficient funds must make payment by the following day when notified. Payment must be made by money order. Bank fees associated with returned checks will be charged to the parent.

PAYMENT POLICY

Payments are accepted at the main office Monday-Friday, 7:30 to 5:30 P.M.
Rainbow Child Development Center only accepts payments by **Check or Money Order**.
Cash Payments are not accepted.

LATE PICK-UP FEES:

All Rainbow programs has a program administrator on duty or available until all buses have dropped off all children at their homes and parents have picked up their children from their respective programs.

Our staff schedules are based on your child's schedule and state mandated teacher/child ratios. When parents are late to pick up their child it causes hardships for the staff since they are unable to depart at the end of their scheduled shift. Many staff have classes to attend, family obligations and regular commitments for which they are responsible. It can also be distressing for your child to be left at the center.

If no contact can be made with the parent or an approved escort when the child is to be dropped off at their home by the transportation company, family childcare and school age children will be brought back to the office at 10 Edward Street, Worcester.

All Rainbow programs close each day at 5:30 p.m. We expect all children to be picked up on time. Any child present at the program after 5:30 p.m. is subject to a late pick-up fee of **\$1.00 per child per minute.**

Parents are required to complete the late fee form at pick up. The parent is responsible for the fee regardless of who is picking up the child. Arrangements for paying late pick-up fees must be paid or arrangements for payment must be made before 5:30 p.m. the following day.

Late fee payments must be made by a separate check or money order from weekly childcare payments.

Should the problem occur three or more times, a conference to discuss a resolution or termination will be scheduled between the Coordinator and the parent in an attempt to resolve the problem, If chronic lateness cannot be resolved a 2 week termination notice will be issued to the parent

HOURS AND CLOSURES

HOURS OF OPERATION

Office hours are Monday through Friday from 8:30 a.m. to 5:30 p.m. All programs are open Monday through Friday.

PROGRAM	HOURS	NOTES
Family Child Care	7:30 a.m. – 5:30 p.m.	Year Round
Preschool	7:30 a.m. – 5:30 p.m.	Year Round
School Age	2:00 p.m. – 5:30 p.m.	School Year When School Is in Session
School Age	7:30 a.m. – 5:30 p.m.	School Vacation Days
School Age Camp	7:30 a.m. – 5:30 p.m.	Summer Vacation

CENTER CLOSURES

Rainbow programs are closed 14 days during the calendar year including the following legal holidays.

- New Year’s Day -Martin Luther King Day -President’s Day -Memorial Day
- Independence Day -Labor Day -Thanksgiving Day -Day after Thanksgiving Day
- Christmas Day

A calendar of center closures is determined annually by the agency and distributed to all staff and parents before July 1st.

OTHER EMERGENCY CLOSURES

If at any time the agency must close a program due to an emergency situation, i.e. loss of power, heat or water, parents will be notified to come and pick up their child(ren).

CONTINGENCY PLANS FOR EMERGENCY SITUATIONS

IN THE CASE OF A FIRE, NATURAL DISASTER, OR SITUATIONS NECESSITATING EVACUATION OF THE BUILDING (i.e. chemical spills, bomb threats):

Children will follow our fire evacuation plan to leave the building. Educators and all other available staff will walk the children to a designated safe location in the neighborhood. Administrative staff is responsible for taking the rolodex that includes parent/escort contact information. Parents will be called to come and pick up their children at the emergency location.

If possible, the closing of the Center will be announced on radio stations WSRS, 96.1 FM and WTAG, 580 AM. A notice will be placed on the door of the center alerting parents as to where they should go to pick up their child(ren). Staff members will remain in appropriate ratios with the children until all children have been picked up.

IN THE CASE OF POWER OUTAGE, HEAT LOSS OR WATER LOSS:

If, upon arrival, the Center is without power, heat or water, the administrative staff will contact the appropriate people to determine the cause and evaluate the situation. If the situation cannot be resolved in a reasonable amount of time (approximately 2 hours), the Center will be closed until the

situation is rectified. The closing will be announced on radio stations WSRS, 96.1 FM and WTAG, 580 AM if possible.

If power, heat or water is lost during the day, caregivers will comfort and reassure the children and explain the situation. Administrative staff will determine the cause and the estimated time of recovery. If recovery time is more than 2 hours, parents will be notified and required to pick up their child(ren). Children will be kept at the Center except where the power, heat or water loss is accompanied by an emergency situation requiring evacuation. If evacuation becomes necessary the above plan will be followed.

FAMILY CHILD CARE PROGRAM

Each individual home has its own emergency evacuation plan posted in the home. These plans have been approved by the Department of Early Education and Care (DEEC).

SCHOOL AGE PROGRAM

The school age program will follow the fire evacuation plan of the building the program occupies. In the event that they need to evacuate, the coordinator and group leaders will walk the children to the predetermined safe location that has been designated in the program's emergency plan.

ARRIVAL AND PICK UP

ARRIVAL

The agency requests that all children enrolled in full day programs arrive at their program location no later than 9:00 a.m. Parents are asked to inform the program coordinator if a child must arrive late due to an appointment or an emergency situation. Arriving late is discouraged, as it is disruptive to the child's routine as well as to the other children in the home or program.

Children who attend Rainbow's summer camp program need to arrive no later than 8:30 a.m. to check in before the bus leaves the agency to go to the camp location.

If programs or public schools delay due to inclement weather or other emergency situations, children should be dropped off at their programs as soon as possible after opening.

If a child is consistently late for no valid reason, the program coordinator will meet with the parent/guardian to review the child's hours of care. Continued non-excused late arrival times could result in the termination of childcare.

PICK-UP AND DROP-OFF TIME RESPONSIBILITIES

Parents who drop-off and pick-up their children are encouraged to do so within the time period allotted for their childcare as agreed upon at the time of intake. Rainbow maintains a sign-in and sign-out system to document attendance, hours of care and escorts.

LATE PICK UP

If the child has not been picked up by closing time and Rainbow has not been notified:

1. By 5:30, staff will contact a person from the **Authorized Escort List** to make arrangements for the child to be picked up.
2. If Rainbow has been unable to contact the parent/guardian or someone from the **Approved Escort List**, DCF will be contacted.

Any child at the program after the closing time of 5:30 p.m. is subject to a late pick-up fee. (See admissions and fees section of handbook for further information.)

AUTHORIZED ADULTS

All pick-up persons must be listed on the agency's **Approved Escort List** for each child. Individuals listed on an approved escort list must be over fifteen years of age. All new, approved escorts must show a photo ID when picking up children.

Parents should notify the agency's office when someone who may be listed on the **Approved Escort List**, but does not regularly pick up the child(ren) will be the pick-up person for that day. In accordance with State regulations, **parents/guardians must come to the administrative office and provide a written notice to the agency when adding or deleting anyone on the child(ren)'s Approved Escort List. No changes can be made by email, telephone, fax, etc.**

No child will be released to anyone other than people on the **Approved Escort List**. Individuals picking up children will be required to show a photo ID if they are unknown to staff.

Policy for Releasing to an Intoxicated /Impaired Adult

The well being of all children in our programs is our primary concern. It is our responsibility to see that the children are safely supervised at our sites and when arriving and leaving. When an adult appears to be "under the influence", intoxicated or impaired in their ability to safely take the child, staff will institute the steps listed below:

1. If the adult is the child's parent or guardian, RCDC staff will offer to provide alternate resources to get the child home, i.e. in the agency vehicle, call another adult for the parent etc.
2. If the adult is not the child's parent or legal guardian, staff will contact the parent to let them know of the situation and ask that another person come to the site to take the child.
3. If the parent can't be reached, staff will offer to provide alternate resources to get the child home. i.e. call another adult authorized to pick-up the child.
4. If the person is aggressive or threatening, staff will call the police (911).

5. RCDC will detain the child at the request of the police until the police advise staff members of the appropriate course of action.
6. Staff will follow the “Child Abuse and Neglect Policy” for reporting the incident to the Department of Children and Families.
7. Staff will document the incident.
8. Staff dealing with the situation will contact and report the incident to their supervisor and the Executive Director.

ATTENDANCE AND INCLEMENT WEATHER

ABSENTEE POLICY

Regular attendance is important for children to receive maximum benefits from their educational program.

Parents/Guardians are asked to notify the program coordinator when their child(ren) are going to be absent for whatever reason. If children are absent for a vacation period, child-care fees must be paid in advance for the days the child is gone to keep the child-care slot open.

Unexplained absences of three or more days can result in termination of childcare services. More than 30 absences in a 6 month period will result in termination as mandated by the Department of Early Education and Care.

INCLEMENT WEATHER (SNOW CLOSINGS)

Rainbow is required to remain open during periods of inclement weather unless the government has declared a “state of emergency.”

Agency closings, opening delays and/or transportation cancellations will be placed on the on radio stations: **WSRS 96.1 web site . Parents/Guardians are responsible for checking the radio web site to find out about program delays and/or cancellations. Information on closings & delays will be recorded on Rainbow’s telephone voicemail system by 6:00 A.M.**

All programs will be open at the scheduled time **unless there is an announcement of a delayed opening.** Program changes/transportation cancellations may occur under the following conditions:

- If the Worcester Public Schools are closed or close early the **School Age** program will not be held. When the schools close early, staff will notify parents of the **School Age** program cancellation. Parents will be responsible for transporting their children from school.
- If the Worcester Public Schools are closed and the agency is open, there is no **Family Child Care** or **Preschool** program transportation. Parents will be responsible for transporting their children to and from the program site.
- If the Worcester Public Schools delay their opening, there will be no program

transportation other than for the **School Age** program in the afternoon.

- If inclement weather begins or persists during the work day and the agency must close before 5:30 p.m., parents will be called to pick up their children early. Transportation will be provided for those children who are regularly transported by Rainbow **if conditions permit.**

Rainbow's transportation company reserves the right to cancel their transportation services at any time during severe weather conditions. Parents will have the responsibility of providing transportation for their child(ren) should this situation occur.

TRANSPORTATION

ELIGIBILITY

Rainbow offers transportation to children on an as needed basis. The agency will attempt to fill transportation requests at the time of enrollment into Rainbow's programs depending upon need, location of home, and availability of service.

Rainbow also provides transportation for School Age program children from their schools (depending on the school's location) at dismissal time to their School Age program location.

Rainbow's transportation company makes the final determination regarding transportation requests.

TRANSPORTATION PROVIDER

Rainbow contracts with an outside agency for transportation services. The drivers and vehicles meet all State requirements. Monitors are provided on the vehicles to assist children on and off the vehicles, to walk the children to and from their program and to maintain a relaxed atmosphere during the route. Parent/Guardian or approved escort is required to meet the bus and monitor at the time of pick-up and drop-off each day. The parent must sign the transportation document at drop off to verify that they have received their child at the end of the day.

ENROLLMENT

If transportation is to be provided, the parent/guardian will be required to sign Rainbow's Transportation Policy/Agreement form at the time of enrollment. A three-day notification period will be in effect before transportation will begin. The Parent/Guardian will be informed of the pick-up and drop-off times prior to the child's start date.

CHANGES

All requests for route changes must be made three days in advance. Requests will be accommodated whenever possible. Rainbow's contracted transportation company will make the determination when and if change requests can be honored.

Rainbow will inform parents/guardians of any changes in scheduling made by the transportation company.

FOOD, TOYS, ETC.

Children are not allowed to bring food, candy or toys on the bus due to the dangerous situations that can occur. Parents/Guardians will be responsible for taking away food or toys **before their child(ren) board the bus.** While it is difficult to set limits, parents/guardians are asked to let their children know that it is not OK to bring their toys to school and that their toy will be waiting for them when they return home.

RELEASE AT THE END OF THE DAY

In anyone other than the parent or a person on the **Approved Escort List** is to take the child off the vehicle, Department of Early Education and Care (DEEC) licensing requires a written notice be given to the agency. Parents are required to make any changes on the escort list in person at the agency (see authorized adults). When a parent/guardian or approved alternate is not at home to receive the child at their scheduled drop-off time, the driver will return the child to the agency office. Parents/Guardians are then responsible for picking up the child by 5:30 p.m.

EMERGENCY TRANSPORTATION

If a child needs to leave their childcare program during the hours of childcare due to a medical problem, illness or emergency evacuation, parents/guardians will be responsible for arrangements to transport their child(ren) from the program.

If a child becomes seriously ill or receives an injury requiring immediate emergency medical attention, 911 will be called.

Agency policy does not allow children to be transported in staff owned vehicles.

FIELD TRIPS

A professional transportation company is hired to provide transportation for program field trips. The agency owned vehicle may be used to transport small groups (8 or less) of children to off-site program sponsored activities. All state requirements governing the transportation of children will be met.

Family childcare educators may transport the children in their care to pre-approved field trips using their personal vehicles in accordance with DEEC regulation 8.08. Proper safety constraints are provided for each child. Educators are required to carry the minimum limits of liability insurance on their personal vehicles.

CRITERIA FOR TERMINATING TRANSPORTATION

Transportation may be terminated if the child moves out of the normal route area, if the child causes discipline problems that cannot be resolved and/or if the child/family is unable to comply with items

outlined in the Transportation Policy /Agreement. Rainbow and the transportation company will make every effort to meet the child's transportation needs whenever possible.

ABSENTEE POLICY

If transportation services are not used for three (3) consecutive days without notification to the program coordinator, services will be suspended until further notice.

PARENT INVOLVEMENT

Rainbow Child Development Center recognizes that the parent/guardian is the primary caregiver and educator of a child therefore; we need your support to meet your child's needs. We invite parental support, family involvement and suggestions. Parents are strongly encouraged to attend parent/staff conferences and other events.

Parents are welcome to contribute ideas concerning development of agency policies and progress. It is the program prerogative to determine what suggestions might be implemented.

Parents may be invited to become a board or advisory board member.

PARENT RIGHTS

A copy of the DEEC parental rights will be distributed to each family at the time of admission (at the end of parent handbook) and at least once a year.

PARENT CODE OF CONDUCT

Courteous and respectful behavior between and among all program participants is essential to achieve our mission and assure a positive environment as well as promote the safety of children, families and staff. Behavior by parents or guardians that creates an unsafe environment for children, other parents, staff or volunteers is not acceptable. Examples of unacceptable behavior include but are not limited to : Threats to or harassment of staff, parent, child ; swearing or cursing; verbal fighting, shouting or displays of anger; physical violence; bringing drugs, alcohol or weapons to program sites or events.

PARENT VISITS

Parents of enrolled children have the right to make unannounced visits to their child at their program. Parental involvement in your child's program is welcomed. The parent will need to complete the all items listed in the volunteer policy to participate in the classroom.

COMMUNICATION

Communication between parents and staff members is the key to meeting your child(ren)'s individual needs.

Staff will share information about Rainbow Child Development Center at the time of admission. Information to be discussed will include: educational development, behavior management policies and procedures, therapy and social service programs, toileting practices, nutrition etc.

Please make contact with your child(ren)'s educator on a daily basis. You may want to communicate information regarding your child(ren)'s mood on that day, any questions and/or concerns you may have, and any changes in your child(ren)'s daily routine. Staff will verbally communicate information about your child(ren)'s day. Parents of children on transportation are encouraged to communicate with staff in writing or by phone. Parents are encouraged to meet with their child(ren)'s educator on a regular basis.

PERSONAL ITEMS

Children will not be allowed to bring personal items such as toys, food or candy or electronic devices of any kind to the programs. Parents/Guardians will be responsible for taking away items before their child(ren) arrive at the program. **Rainbow is not responsible for lost or damaged items.**

CONCERNS/COMPLAINTS

Please feel free to discuss all concerns and complaints with your child(ren)'s educator. If you are not satisfied with the results, contact the program coordinator to arrange a meeting. If you are not satisfied, a meeting will be arranged with the executive director.

BEHAVIOR MANAGEMENT POLICY

Discipline and guidance will be clear and consistent and based on an understanding of the individual needs and development of a child. Discipline is directed towards the goal of maximizing the growth and development of the child(ren) and for protecting the group and the individuals within the group.

As part of a team effort we strive for:

Consistent communication with families around unsafe behaviors that jeopardize your child's or other children's safety in programs.

We will require parents to attend planning meetings around their child's challenging behavior to create a plan of approach to facilitate the reduction / elimination of the behavior.

As important role models in children's lives we expect parents and staff members to model positive problem solving behavior to educate children in how to respond to challenging situations.

Use of appropriate referrals to help ensure that children and families have all the necessary supports required to target challenging behaviors and situations.

POSITIVE DISCIPLINE

Positive discipline helps children to develop in many areas. It helps them to learn self-control and to develop self-help skills. It supports them in getting along with their peers while learning school routine and procedures. This learning occurs when educators of children are continuously involved in setting limits, encouraging desired behaviors and guiding children to make appropriate choices.

ENVIRONMENT

Environment is an important factor in the success of employing positive disciplinary techniques. The child's program environment is kept safe, nurturing, stimulating and appropriate for the children. Educators have sufficient educational background and experience to assess the individual developmental levels and abilities of the children in their care so they can create an environment that suits the children. The children's space is set up with many different areas of interest that are changed often to hold the children's interest and stimulate their curiosity. All activities are open-ended to accommodate the different developmental levels of the children. Each area is limited to a small number of children to minimize tension and maximize opportunities for positive interactions and collaboration.

The daily routine alternates periods of activity with quiet periods in harmony with the attention span of the children. Time and schedule allow for all children to have the opportunity for some individual and small group attention in order to foster self-esteem and allow the children the opportunity to express themselves.

POSITIVE REINFORCEMENT

Positive reinforcement is employed generously. Educators find opportunities to praise good decisions and comment on positive behaviors throughout the day.

PROBLEM SOLVING TECHNIQUES

When children are having a difficult time with their peers or are using materials inappropriately, an educator will intercede to assist the children in identifying and solving the problem.

The following steps are used as a guideline:

- The educator asks the children what is happening.
- The educator encourages the children to express the reason for their actions.
- The educator validates the children's reasons, desires, and feelings by understanding why the child is feeling this way.
- The educator follows this by expressing to the child that their behavior is not acceptable.

- The educator offers reasons why this behavior is not acceptable and the impact that it has on others.
- Lastly, the educator offers possible solutions or asks the children for possible solutions to the problem.

This method is effective in many ways:

- The educator is displaying empathy and understanding of a child’s actions.
- The educator is clearly establishing the rules of the room.
- The educator is establishing the importance of considering the needs and rights of others.
- The educator reinforces the need for fairness for all.
- It helps the child to learn to delay gratification.
- It helps the child to learn to make good choices.

This method also actively engages the children in resolving conflicts using language rather than force.

REDIRECTION

If the child/children are unable to find or follow a solution and the negative behavior continues, the educator employs redirection techniques. The educator gives choices to the child/children. This enables the child/children to see other options and allows them to decide between two acceptable choices.

REMOVAL

When problem solving and redirection both fail, the child is moved to a single person activity area. He/she is able to consider his/her actions without punitive overtones. Within a few minutes the caregiver returns to the child and they discuss the incident and the possible solutions for future reference. The child is then asked to repeat the conversation to ascertain his/her ability to process the information. After this conversation the child is asked if he/she is ready to do a good job with their friends. The child may return when he/she is “ready.”

GUIDANCE

A child who is being unsafe and is in danger of hurting him/herself will be kept safe with a minimum of physical contact. He/she will be led by the hand away from the other children and guided to an area that is “safe.” Other children, toys and/or furniture will be removed from the area as needed. In the event that a child is injuring him/herself or others, their parent/guardian will be called and the child will be sent home.

Under no circumstances shall the following be employed:

1. Corporal punishment shall not be used, including spanking.
2. No child shall be subjected to cruel or severe punishment, humiliation or verbal abuse.

3. No child shall be denied food as a form of punishment.
4. No child shall be deprived of outdoor time
5. A child will not be confined to any piece of equipment for an extended period
6. Excessive time out
7. No child shall be punished for soiling, wetting or not using the toilet. These approaches to discipline are seen as abusive and therefore, inappropriate.

Rainbow advocates the use of approaches to discipline that:

- Increase the child's self esteem.
- Allow the child to feel valued.
- Encourage the child to feel cooperative.
- Enable the child to learn gradually the many skills involved in taking some responsibility for what happens to them.
- Motivates a child to change his/her strategy rather than blame others and help the child to take initiative, relate successfully to others and solve problems.

TERMINATION AND SUSPENSION POLICY

Rainbow reserves the right to terminate a child from the program if a child is consistently unable to gain control and persists in aggressive behaviors that pose a threat to their peers, themselves and/or the staff.

PROCEDURES

As part of a team effort we strive for:

Consistent communication with families around unsafe behaviors that jeopardize your child's or other children's safety in programs.

We will require parents to attend planning meetings around their child's challenging behavior to create a plan of approach to facilitate the reduction / elimination of the behavior.

As important role models in children's lives we expect parents and staff members to model positive problem solving behavior to educate children in how to respond to challenging situations.

Use of appropriate referrals to help ensure that children and families have all the necessary supports required to target challenging behaviors and situations.

Staff will document incidents of aggression on incident report forms.

When there are children for whom aggression is an on-going issue, a parent conference will be scheduled and a written plan will be formulated.

The written plan shall include, but not be limited to;

1. Goals and activities designed to help the child gain self-control.

2. Addressing issues that may be contributing to disruptive behavior.
3. Responsibilities of the parent, child and Rainbow staff.
4. Termination from the program may occur if chronic aggressive or disruptive behavior continues

The program administrators may decide to suspend from 1 to multiple days or terminate a student from the program if they believe that the student has taken part in any of the following activities:

1. Uttering a threat to inflict serious bodily harm on another person;
2. Carrying a weapon or any implement that might be used as a weapon.
3. Possessing alcohol or illegal drugs;
4. Being under the influence of alcohol or drugs;
5. Swearing at an educator or at another person in a position of authority;
6. Committing an act of vandalism that causes damage to school property and/or the school premises;
7. Bullying;
8. Any other activity that is consider dangerous to him/herself or others, including ignoring staff requests or directions.

If the behavior continues after the suspension or is considered immediately dangerous the program administrator may decide to terminate the student's enrollment in the program immediately.

REFERRAL PLAN

Referrals may be made for social, mental health, educational and medical services, including but not limited to dental check up and vision or hearing screening for a child should the program staff feel that an assessment for such additional services would benefit the child.

All direct care staff are responsible for reporting concerns about any child's emotional, social, cognitive or physical development to their program coordinator. The program coordinator will assess the information given to them, including the educator's documentation, to determine what action needs to be taken and what agencies will be involved. A plan of action is documented on the Individual Special Needs Plan form.

Referrals for all services are made by the program coordinator. The program coordinator informs the parent/guardian verbally of the concerns. The coordinator then provides the parent/guardian with a written statement including the reason for recommending a referral for additional services, a brief summary of the program's observations related to the referral and any efforts the program may have made to accommodate the child's needs.

The program coordinator provides referral information, offers the parent/guardian assistance in making the referral and shall have written parental consent before any referral is released to another agency. The coordinator will keep the parent/guardian informed of evaluation and/or assessment findings and progress. The program coordinator schedules case conferences to coordinate multiple services to best serve the family's needs.

Referrals may be made to off site agencies or for services provided on site. When services are on site the parent/guardian signs a consent form before therapy begins. The therapist contacts the parent/guardian to introduce themselves. On site services include speech, play, art, individual child and group therapy, early intervention and case management.

All documentation of concerns, action taken and progress is filed in the child's social service file.

ABUSE AND NEGLECT POLICY

POLICY

Massachusetts General Law Chapter 119, Section 51-A

State Law requires educational and social services professionals to report any suspicion of abuse and/or neglect (form 51-A) to the Department of Children and Families (DCF). Rainbow Child Development Center does, therefore, file such reports and also informs parents when we do, unless doing so will endanger the child. Most importantly, we provide as much help and support to parents and children as we can before, during and after filing the report.

PROCEDURE

If a staff suspects a child is being abused or neglected

- He/she will discuss his/her concerns with their program administrator(s) and fill out an incident report form to be signed by the program administrator(s).
- The program administrator(s) will review the incident report, observe the child, and meet with the child's educators and any other people to whom the child may have disclosed information.
- The program administrator(s) will speak with the child in the classroom using open ended questions.

If the decision is to file a 51-A

The program administrator(s) will meet with the executive director to inform her/him of the situation.

- The agency will contact the DCF Screening Department (1-800-792-2000) and ask to speak to a duty worker when unsure whether or not to file.
- The Program Coordinator will contact the parent for an interview at the agency to explain the concerns, why we are filing a 51-A, what that process involves, and how we might help the family deal with the issues facing them. The Program Coordinator will contact the parent for an interview at the agency to explain the concerns, why we are filing a 51-A, what that process involves, and how we might help the family deal with the issues facing them. If we are unable to contact a parent, the 51-A will be filed following the time lines as mandated by the Department of Early Education and Care. The agency will continue to attempt to inform the parent by phone or mail.

The agency may contact an outside consultant and/or DCF Screening Department (1-800-792-2000) and ask to speak to a duty worker when unsure whether or not to file.

In certain cases when DCF and the agency agree that it is not in the best interest of the child, filing will take place before contacting the parent.

- The program administrator(s) will telephone DCF to report the incident and follow up with a written report within 48 hours.

The program administrator(s) will notify the DCF worker if there is one involved with the family.

In certain cases when DCF and the agency agree that it is not in the best interest of the child, filing will take place before the parent is contacted.

If appropriate, the program administrator(s) will contact the parent to explain the concerns, why a 51-A was filed, what the process involves and to determine if the agency can assist the family in handling the issues the family may be facing.

The 51-A will be filed whether or not the parent/guardian can be contacted.

After the filing, the program administrator(s) will maintain ongoing communication with DCF and offer support to the family to help them accept and receive appropriate services. The administrator(s) will be involved in coordination of services, attend conferences and request conferences when needed.

- Careful monitoring will continue with caregivers notifying their program administrator(s) immediately of any further concerns or incidents.

If the decision is not to file a 51-A

The Program Administrator(s) will notify the parent/guardian to discuss the situation and their concerns for the child. If there is an open case with DCF, the worker will be informed of any concerns.

- If appropriate, a meeting between the parent/guardian, program administrator(s) and the DCF worker will be arranged.
- The child will be monitored and the childcare educator will notify their program administrator(s) immediately of any further concerns or incidents.

If a staff member disagrees with a decision not to file:

A staff member, as a mandated reporter, may decide to file a 51-A in cases where the agency feels a 51-A filing is not appropriate. In this case, the staff member will meet with the program administrator(s) and the executive director to discuss the situation before the staff member files.

Interagency line of communication when a 51-A has been filed:

Program administrator(s) and the executive director may need to alert appropriate staff members in the event an irate or threatening situation might occur.

If Institutional abuse or neglect is suspected:

The program administrator(s) will be notified. If the program administrator(s) is named as alleged abuser, the executive director will be notified. If the executive director is named, the board president or an available board officer will be notified.

- The program administrator(s) (or appropriate individual) will meet with the executive director to plan an initial investigation. The person named will be notified of the allegation and the process to be followed. The program administrator(s) (or appropriate designee) will conduct the following process:
 - A. The program administrator(s) (or appropriate individual) will review the allegation and interview staff to clarify the facts.
 - B. The agency will contact uninvolved professionals from other organizations to carry out initial investigations when deemed appropriate by the executive director or board president.
 - C. If a 51-A has been filed, the Department of Early Education and Care (DEEC) will be notified and the alleged abuser will be removed from their position until the DCF/DEEC investigation is completed and there is no evidence or suspicion of abuse or neglect.

Any disclosure made to center staff will be reported to the Department of Children and Families (DCF). A determination will be made relative to the reinstatement or dismissal of the staff member involved following a complete investigation.

EDUCATION

CURRICULUM

Curriculum is developed and adapted to meet children's individual needs, interests and learning pace. Curriculum is planned a minimum of one week in advance. Activities are open ended, hands on, multicultural, non-sexist, developmentally appropriate and fun. Curriculum reflects the diversity of the community Rainbow serves.

SEXUALITY

Staff helps children to develop clear, healthy gender identities and a positive self-image. Children are taught to respect and take care of their bodies. Children are taught personal safety awareness to protect themselves from being hurt and/or violated.

ENVIRONMENTS

The environments throughout all agency programs are safe, nurturing, stimulating and developmentally appropriate. They are amply supplied with appropriate equipment, supplies and educational toys to assure maximizing the growth and development of the children.

PLAY

Children learn best through play. They are encouraged to be actively involved in exploring their environment. Hands-on activities challenge all their senses. Children are encouraged to interact with their environment while educators facilitate learning. Playtime is designed to be non-gender based. The daily routines alternate periods of activity with quiet periods in accordance with the attention spans of the children. Time and schedule allows for all children to have the opportunity for some individual and small group attention to build self-esteem and allow them time to express themselves. Weather permitting, all age groups play outdoors daily.

- **Please be sure your child has appropriate dress for the weather.**
- **Please send in extra clothing in the event clothing is wet or soiled**

TOYS

All programs are well equipped with toys. We ask that no toys from home come to the Center. Children have a more difficult time sharing their own toys and their toys may be lost or broken.

FIELD TRIPS

At the time of intake Parents are asked to sign a permission slip for neighborhood walks. All other trips will be preplanned. In order for children to participate in other field trips, parents will be notified of the upcoming event and asked to sign a separate permission slip that states the date, time, destination and method of transportation. Field trips are planned to correspond with program curriculum.

NUTRITION

Rainbow Child Development Center provides nutritionally balanced meals and snacks appropriate for infants, toddlers, preschoolers and school-age children. Parents should check with individual programs for meal plans. Menu plans meet the guidelines of the U.S.D.A Child and Adult Care Food program and are posted in all programs and available for families. Menus are kept on file for review. There is no charge for the food program.

A sample of snacks served:

Fresh fruit, canned fruit, crackers with cheese, vegetables, and juices and milk.

A sample of breakfast foods served:

Eggs, french toast, pancakes, hot and cold cereals, fresh fruit, toast, juice and milk.

A sample of lunches served:

Pasta, ham, tuna, rice, chili, salads, chicken, fresh fruits and vegetables and milk.

*** Special dietary conditions / food allergies:**

Children having any special dietary condition or food allergies must provide the center with a doctor's Individual Health Plan for the child with detailed information regarding the condition / allergy. If the center is unable to safely provide the appropriate diet, the parent will be required to provide prepared meals that can be safely reheated and served to the child.

Documentation will be placed in the child's file. When possible substitutions will be provided as needed.

Nut Free Environment

At Rainbow Child Development Center, Inc. we recognize that food allergies can cause serious, life threatening conditions for some children. To keep all our children safe, all Rainbow programs will eliminate those foods that have been determined to cause allergic reactions in children. **We will maintain a no-nut environment in all of our classrooms at all times.**

The program will provide the snacks served to the children in the classrooms. No snacks which contain nuts or indicate **that they were manufactured in a plant using nuts** will be served in the programs. Parents/ guardians may provide store bought packaged treats on special occasions, such as birthdays if consistent with this policy and pre-approved by the Program Coordinator.

Additional precautions will be taken in the classrooms to minimize the risk of incidental contact to nuts. Classroom materials not intended for consumption (e.g. art activities, sensory table materials, science and math materials, etc.) may not contain nuts or indicate that they were manufactured in a plant using nuts. The classroom tables will be wiped down with a bleach solution as required. Children and staff must wash their hands upon arrival at school, before snack, and whatever other times are deemed necessary based on the activity performed and DEEC regulation. Staff should maintain awareness in the Rainbow common areas for any nut issues during operating hours

It is critical to read the ingredient list every time you purchase a product since ingredients can change without notice.

products that contain statements, “May contain traces of peanuts or other nuts” or “Manufactured in a facility that also processes peanut or other nuts” may not be served in the program.

REQUIRED MEDICAL FORMS

MEDICAL EXAMINATION

Upon enrolling in any Rainbow program each child is **required by DEEC to have a complete medical exam prior to, or within one month of admission, and annually thereafter.**

IMMUNIZATION RECORD

A copy of your child’s immunization record is required **prior** to enrollment. Parents/Guardians are responsible to obtain and keep immunizations current and updated for children to remain in our programs. Parents/Guardians of children attending Rainbow’s School Age program must submit a signed statement annually stating the child’s up-dated immunization records are on file at their child’s school.

ILLNESS

ATTENDANCE

Rainbow Child Development does not allow a child to attend the program if he/she is experiencing any of the following symptoms:

- **Fever** (Oral temperature of 100 degrees or higher or under the arm temperature of 101 degrees or higher)
- **Fever with a Rash**
- **Vomiting**
- **Diarrhea**
- **Cold (with cough, runny nose, fever, and sneezing)**
- **Contagious condition or disease (see listing below)**

Child will be sent home if any of the symptoms listed above occur and the child becomes ill during the day:

- The programs will contact the parent/guardian to pick up the child **OR**
- A person on the **Authorized Emergency Release Form** will be asked to pick up the child.

Returning to Childcare

Before returning to the program, the child must be symptom and **fever free for 24 hours**. In some cases, a **Wellness Verification Form** will be required to be filled out before a child can return to the program.

Notices of exposure to contagious diseases will be sent home when necessary.

CONTAGIOUS DISEASES

CONDITION

A partial listing of contagious conditions/diseases are listed below:

Conjunctivitis (pink eye) – An eye infection where the white of the eye is red with burning or itching. There may also be thick yellow or white drainage from the eye. A prescription from the doctor may be needed for it to be alleviated. If the child has conjunctivitis, he/she can return with prescribed medication or a note from the doctor the day after treatment begins.

Impetigo – This starts with a very small blister on the skin that contains yellowish fluid or white pus. It is usually surrounded by reddened skin. The blister is easily broken and leaves a raw spot. It is likely to start in a moist spot such as the edge of the diaper, in the groin, armpit or around the mouth. If your child has impetigo, he/she may return 24 hours after treatment begins.

Giardia - a microscopic parasite that can affect the upper part of the intestines and is passed in stools. It must be diagnosed by stool tests by the doctor. A child can return to child care after a doctor provides documentation of two consecutive negative stool samples.

Strep Throat – If your child has strep, he/she may return after the completion of 48 hours on prescribed medication with no fever.

Pediculosis (Head Lice) – Your child may return to childcare after receiving treatment and removing all nits from the hair. A hair inspection will be made by agency staff before the child can stay in the program. To prevent re-infection, your home environment also requires treatment.

Scabies (Body Lice) – A skin rash that appears as red bumps and short, wavy lines in the skin. It is especially common between fingers and toes and at the wrists and ankles but can occur anywhere. Prescribed medication may be required. The child may return to the program the day after receiving treatment. To prevent re-infection, the home environment also requires treatment.

Hand Foot and Mouth Disease - Symptoms may include fever, sores in the mouth, followed by a rash of blisters on the hands and feet.

Childhood Diseases – Contagious diseases such as **measles, mumps, chicken pox, roseola, ringworm, pinworms, etc.**

Children may return nine days after onset of swelling or once swelling has subsided after contracting **mumps**.

Children with **chicken pox** must remain away from the program for one week. Children with **roseola** may return after their fever has subsided. Children who have **ringworm** may return to the program as soon as treatment has begun.

In some cases a Wellness Verification Form may be required to be filled out and returned before a child can return to the program.

If any contagious diseases or conditions occur in your household, Rainbow requests parents/guardians report these conditions to program staff. This information will help the agency monitor all children to prevent the disease or condition from spreading.

A Family Childcare Home may be closed if the educator or a family member has any of the above diagnosed contagious conditions. Children will be cared for by a substitute educator when available

ADMINISTERING MEDICATIONS

MEDICATION

Periodically, your child may need medication. For Rainbow staff to administer medication (prescription and/or non-prescription), three things are needed:

- Parent/Guardian permission
- Doctor's permission
- Properly labeled medication that includes usage directions and expiration date.
- Initial dose must be given at home under parental supervision.

No medications will be administered once the medication date has expired.

PARENT/GUARDIAN PERMISSION

Written parent/guardian authorization for prescription medication is needed.

Under certain conditions that are not related to symptoms of illnesses involving fevers and/or contagious diseases, non-prescription medications may be administered by staff on a case by case basis with special written permission from the parent/guardian and a doctor's note.

DOCTOR'S PERMISSION

The original prescription bottle with the child's name will act as the doctor's permission for prescription medication. New prescriptions must be provided each time a child has a new illness. Expired medications will not be accepted and should be discarded.

No doctor's permission is needed for non-prescription, topical ointments such as suntan lotion, etc.

LABELING MEDICATIONS

Prescription medications must be in the pharmacy packaging with:

- The Child's Name
- Name of Medication
- Dosage
- Directions for Use
- Right Route

AGENCY PROCEDURE

Medications will be administered by the agency caregiver. Any administrator or teaching staff who administers medication has specific training and a written performance evaluation updated annually by a health professional on the practice of the five right practices of medication administration. The agency will keep a log of what, when, who administered the medication in case of complications, and the amount of medication remaining.

DISPOSING OF MEDICATIONS

Once a child has finished taking his/her medication, the agency will dispose of any remaining medication not claimed by the parent/guardian after 30 days.

EMERGENCY CARE

INJURIES OR MEDICAL EMERGENCIES

Injury reports will be completed by the child's educator/family childcare educator with information on:

- **Time**
- **Place**
- **How the accident occurred**
- **Where the child was injured**

- **First aid, if any, administered**

An original copy of the report will be given to the parent for signature and a copy will be placed in the child's file.

FIRST AID TRAINING

All Rainbow direct care staff are trained in First Aid and CPR.

SAFETY

Staff practices monthly evacuation procedures with children. Staff also receives information about procedures for severe storm warnings. Smoke detectors and fire extinguishers are periodically checked. Emergency phone numbers and evacuation plans are posted in each program.

EMERGENCY CARE

In the event of a medical emergency requiring a trip to the doctor, Rainbow will first try to notify the parent/guardian so that he/she can transport the child. If the parent/guardian cannot be reached, an authorized emergency person will be contacted. If the parent/guardian or authorized person cannot be contacted, a Rainbow staff person will accompany the child to seek medical treatment. The parent/guardian or a person listed on the child's **Emergency Medical Authorization Form** will be called to meet the staff person and child at the medical facility.

911 will be called to transport the child to a medical facility if the situation requires immediate medical attention.

Agency policy does not allow staff to transport children in their personal vehicles.

The Department of Early Education and Care (DEEC) will be notified when/if a child requires emergency medical care.

EMERGENCY MEDICAL AUTHORIZATION FORM

Parents/Guardians will be required to complete an Emergency Medical Authorization Form at the time of Intake. The Emergency Medical Authorization Form will accompany the child in a medical emergency.

Parents will be asked to submit a copy of their health insurance card at the time of Intake to be kept in their child's file.

AIDS POLICY

Rainbow Child Development Center practices universal health care precautions.

Before enrolling any child in our programs, the parent/guardian and the program coordinator will discuss the appropriateness of the child for the setting. The continued attendance of any child will consider the child's social, psychological and development status, current health status, including degree of immune functions and stamina, and the ability of the program to provide appropriate care.

Direct care staff will be informed of individual children who might be HIV infected, when special care is required on a need to know basis and only with written parental/guardian consent.

Notifying parents/guardians of other children and the caregivers about an HIV infected child is prohibited by law and could be cause for disciplinary action and/or dismissal.

The medical reports of all children are considered confidential information. No information will be shared without parental consent.

The direct care staff of Rainbow Child Development Center is responsible for observing the general health of all children daily and reporting any deviation from the norm to their supervisor.

Rainbow Child Development Center will follow the Department of Public Health's policies regarding diseases spread through blood contact as described in "A Guide for Child Care Providers in Massachusetts: Health and Safety in Child Care."

TERMINATION OF CHILD CARE

TERMINATION PROCEDURES

Rainbow Child Development Center shall use the following procedures for terminating a child from the Center.

A child may be terminated from the Center under the following circumstances:

- The parent is no longer eligible for services due to DEEC regulations
- The parent no longer has an eligible service need.
- The parent is no longer income eligible.
- The child is no longer age appropriate.
- Excessive absences indicate to a reasonable person misuse of services.
- The parent has not paid the assessed fees when scheduled and/or has been habitually late.

Other considerations that may result in termination:

- Failure to comply with regulations
- The health and safety of the child, other children and staff at the center cannot

- be assured.
- The child's emotional and developmental needs are not being met at the Center.

Parents will be notified in writing and at a face-to face meeting when possible, about the circumstances including the reasons for termination. A copy of this letter will be kept in the child's record.

The coordinator will inform parents of the availability of information and referral for other services through other childcare resource agencies as stated in our referral procedures.

When any child is terminated from the Center whether initiated by the Center, DEEC or the parent, the staff will prepare the child for the termination from the Center in a manner consistent with the child's ability to understand. The educator, lead educator, or group leader shall talk with the child and other children about the departing child and offer simple reasons for the departure:

- He/she will be going to a new school.
- He/she will be staying home with parent.
- He/she is moving to a new home.

The educator, lead educator, or group leader will allow the opportunity for the child and his/her peers to exchange "good-byes" and will encourage such exchanges. A special token of remembrance from the child's peers will be compiled.

**RAINBOW CHILD DEVELOPMENT CENTER
COMMUNITY RESOURCES**

SOCIAL SERVICES

First Call
211

Department of Children and Families
151 West Boylston Drive, Worcester , MA 01606
[508-793-8000](tel:508-793-8000)

Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)
286 Lincoln Street
(508) 753-2967

Youth Opportunities Upheld
(YOU Inc.)
81 Plantation Street
(508) 849-5600

Parents Helping Parents
Family Services of Central Massachusetts
31 Harvard St, Worcester MA
508-481-0203
1-800-632-8188

EARLY INTERVENTION PROGRAMS

South Bay Early Intervention
774-823-1500

Pernet Family Health Services
237 Millbury Street
(508) 755-1228

MSPCC Early Intervention
(508) 753-2967

HEALTH/COUNSELING CENTERS

Pernet Family Health Services
237 Millbury Street
(508) 755-1228

Family Health Center
26 Queen Street
(508) 860-7700

Edward M. Kennedy Community Health Center
19 Tacoma Street
(508) 852-1805

Worcester Youth Guidance Center
(508) 791-3261

Children's Friend, Inc.
508-753-5425

MSPCC
286 Lincoln Street
(508) 753-2967

The Rape Crisis Center
799 West Boylston Street
(508) 852-7600

Centro Las Americas
11 Sycamore Street
(508) 798-1900

Day Break (Domestic Violence)
YWCA, Salem Square
(508) 755-9030

HOUSING

Worcester Community Housing Resource
(508) 799-0322

Worcester Housing Authority
40 Belmont Street
(508) 635-3300
Also WHA@ 176 Tacoma Street

Central MA Housing Alliance, Inc.
1-800-488-1969x6770

Abby's House
52 High Street
(508) 756-5486

NUTRITION

WIC (Women, Infants & Children)
(508) 762-5700

FOOD BANKS

Centros Las Americas
11 Sycamore Street
(508) 798-1900, Ext. 241
Friendly House Pantry
36 Wall Street
(508) 755-4362

Jeremiah's Inn Food Pantry
1059 Main Street

St. Paul's Outreach
19 Chatham Street
(508) 791-8455

VISION SERVICES

Massachusetts Commission for the Blind
390 Main Street Suite 620
(508) 754-1148

HEARING SERVICES

MCDHH - Central Massachusetts Regional Office
167 Lyman Street
Westborough, MA 01581
413-788-6427 Voice/TTY

EDUCATION

Worcester Public Schools Administration
20 Irving Street
(508)799-3116

Parent Information Center
768 Main Street
(508)799-3194

ADULT EDUCATION & TRAINING SERVICES

Ascentria Care Alliance
508-754-1121

Main South CDC
508-752-6181

Workforce Central
508-799-1600

Worcester Community Action Council
484 Main Street
(508)754-1176
Fuel Assistance
(508)754-7281

Plumley Village East Residence Services
16 Laurel Street
(508)770-0508

CHILD CARE INFORMATION

Child Care Resources
799 West Boylston Street
(508)856-7930

PARENTS RIGHTS

As a Department of Early Education and Care (DEEC) licensed child-care facility, Rainbow Child Development Center is required to inform parents/guardians of specific information about their rights and responsibilities at the time of admission of their child (ren) to the Center. Section 7.04 of 102 CMR 7.00 of the DEEC regulations provides detailed information on “Parents Information, Rights and Responsibilities.” Parents/guardians of children enrolled in our Family Child Care Program will be given a copy of the parent fact sheet, regulation 102 CMR 8.00 at the time of intake and reassessment.

MEETING WITH PARENTS/GUARDIANS

The licensee shall assure that the administrator or his/her designee shall meet with the parent/guardian and to provide the opportunity for a classroom visit prior to admitting a child into the program.

Staff will be available for individual conferences with parents/guardians at the request of the parent/guardian.

Parents/Guardians have the right to make unannounced visits to their child (ren)’s classroom while the child (ren) is present.

PARENT INFORMATION

Upon admission of a child, the parent/guardian will receive the following information: The agency’s written statement of purpose, administrative organization and services; procedure for parent conferences and reports; procedures for parental input; policy for parental visits; behavior management policy; referral services policy; termination and suspension policy; a list of suggested nutritious foods to be served for meals and snacks; policy and procedure for identifying and reporting child abuse and neglect; procedures for emergency health care and illness exclusion policy; transportation plan; health care policy (if requested); procedure for administering medications; fee schedule; procedure relating to children’s records; procedures for on-going parent/guardian communication.

PARENT/GUARDIAN INPUT

Rainbow shall have a procedure for allowing parental input in the development of policy and programs. It is the program prerogative to determine what suggestions might be implemented.

PROGRESS REPORTS

At least every six months, the Center will prepare written progress reports of each child’s participation in his/her program. Progress reports will be maintained in the child (ren)’s records and copies will be provided to parents/guardians. Parents of infants or children with disabilities will

receive progress reports every three months. Special problems or significant developments will be brought to the parents/guardians' attention as soon as they arise.

INJURY NOTIFICATION

Parents/Guardians will be informed immediately of any injury that requires emergency care beyond minor first aid. Parents/Guardians will be notified in writing within 24 hours of the incident of any first aid administered to their child (ren).

CONFIDENTIALITY AND DISTRIBUTION OF RECORDS

All information contained in a child's record is considered privileged and confidential. Rainbow will not distribute or release information in a child's record to anyone not directly related to implementing a program plan for the child without the written consent of the child's parent/guardian. Parents/Guardians will be notified if a child's record is subpoenaed.

Parents/Guardians shall have access to their complete child (ren)'s records within two business days of the request. Rainbow must have procedures governing access to duplication of, and distribution of information and will maintain a permanent, written log in each child's record indicating any time the child's record has been released. The log shall contain the name, signature and position of the person releasing or distributing the information; the date, the portions of the record which were distributed or released; purpose of distribution or release; and the signature of the person to whom the information was distributed or released. The log will be available only to the child's parent/guardian and program personnel responsible for record maintenance.

AMENDING RECORDS

A parent/guardian has the right to add information, comments, data or other relevant materials to their child (ren)'s record. The parent/guardian also has the right to request deletion or amendment of any information in their child (ren)'s record. If the parent believes that adding information is not sufficient to explain, clarify, or correct objectionable material in the child's record, the parent/guardian has the right to have a conference with the agency to make his/her objections known. The agency shall, within one week after the conference, present a written decision to the parent/guardian stating the reason or reasons for the decision. If the decision is in favor of the parent, steps will immediately be taken to implement the decision.

CHARGE FOR COPIES

Rainbow shall not charge an unreasonable fee for copies of any information contained in a child's record.

TRANSFER OF RECORDS

Upon written request of the parent/guardian, Rainbow shall transfer the child's record to the parent/guardian once the child terminates from the program.

RESEARCH AND EXPERIMENTATION: UNUSUAL TREATMENT

Rainbow shall not conduct research, experimentation or unusual treatment involving children without the written, informed consent of the affected child's parents/guardians for each occurrence. Parents/Guardians must give written consent for programs where observations are common.

UNAUTHORIZED ACTIVITIES

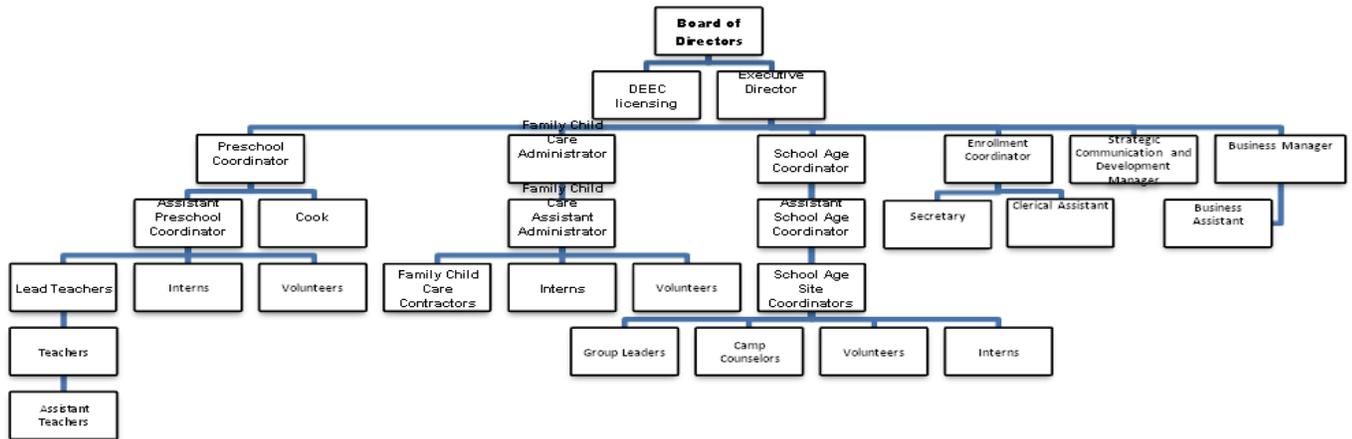
Rainbow shall not allow children to participate in any activities unrelated to direct care without written, informed consent from parents/guardians. Activities shall mean, but not be limited to: fund raising and/or publicity including photographs and participation in the mass media.

AGENCY RESPONSIBILITIES

Rainbow must make any information available to the Department of Early Education and Care (DEEC) that is required to be kept and maintained under DEEC regulations and any other information reasonably related to the requirements of these regulations. This includes information in children's records. Authorized employees of DEEC are not to remove identifying case materials from the agency premises and are required to maintain the confidentiality of individual records.

Rainbow must have a copy of CMR 102 7.00, Standards for the Licensure or Approval of Group Day Care and School Age Child Care Programs, on the premises, available to any person upon request. If parents have questions about any of the regulations, they should request information about these regulations from agency staff.

Rainbow Child Development Center



Rainbow Child development Center, Inc. is licensed by:
 The Department of Early Education and Care
 10 Austin Street,
 Worcester, MA 01609
Phone: (508) 798-5180
Fax: (508) 798-5181

Parents may contact EEC for information regarding the program's regulatory compliance history

RAINBOW CHILD DEVELOPMENT CENTER

PARENT HANDBOOK
SIGNATURE OF RECEIPT

Services	Abuse & Neglect Policy
General Agency Information	Education
Organizational Chart	Nutrition/ Nut Free Environment Policy
Confidentially	Required Medical Forms
Admissions & Fees	Illness
Hours & Closures	Contagious Diseases
Contingency Plans for Emergency	Administering Medications
Arrival & Pick Up	Emergency Care
Attendance & Inclement Weather	Aids Policy
Transportation	Termination of Child Care
Parent Involvement/Conduct/Visits	Human Service Resources
Behavior Management Policy	Parent's Rights
Termination & Suspension Policy	Statement of Purpose
Referrals	Substitute/ volunteer/ intern's/other adults policy
Multicultural Principals and Diversity	Non Discrimination Policies

Parent's Signature _____ **Date** _____

Administrator / Staff Signature _____ **Date** _____