

The Kids' League Parent Handbook



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LICENSING AGENCY

The Massachusetts Department of Early Education and Care or the DEEC, is the Kids' League's Licensing Agent. The DEEC regional office responsible for The Kids' League is located at 10 Austin St. Worcester, MA 01609, (508) 798-5180. Parents may contact the DEEC for information regarding the Kids' League's regulatory compliance history.

STATEMENT OF PURPOSE

Mission

To provide quality child-care enrichment programs for children ages 5 through 14 years old that offer hands-on activities and homework help in a safe and nurturing environment, with an emphasis on good character and good citizenship.

Philosophy

The Kids' League believes that every child should be given the opportunity to experience success. Success will breed success and aid in the development of a positive self-concept. We recognize that children learn differently and provide activities that accommodate individual learning styles, in order to help each child reach his/her full potential. We believe that good character and personal integrity are the best foundation for a satisfying and useful life. We therefore strive to emphasize good character which includes personal responsibility for each child's words and actions.

Non-Discrimination

The Kids' League respects individual differences and will not discriminate in providing services to children or their families on the basis of race, religion, cultural heritage, sexual orientation, political beliefs, national origin, disability, or marital status.

In the case of a child with a disability, a parent must submit in writing any necessary accommodations. Written notification to parents will be given within 30 days of receipt of information if accommodations cause undue burden.

Organizational Structure and Lines of Authority

Any concerns parents have regarding their child, the staff, or the Center should be addressed to the Program Director, and in his absence to the Site Coordinator.

The following illustrates the Center's organizational structure: **Program Director**

Site Coordinator

Teacher/Group Leader

Asst. Teacher/Grp. Leader

ENROLLMENT PROCEDURE

The parent/guardian of each child will fill out an application and send it with a \$35 non-refundable application fee and one month's tuition payment as a deposit that will be credited toward June's payment. The parent and the child will set up a time to meet with the Program Director or designee to go over policies. Enrollment will be on a first-come-first-serve basis and a formal written waiting list will be established if a program is filled. Openings will be filled in the order received as indicated on the waiting list. All children's records will be kept in strict confidentiality, and written parental consent will be obtained for any activities not related to childcare, such as fund raising or publicity.

LATE PICK-UP

Parents are expected to pick up their children from the Center by 6:00 PM. Parents arriving after 6:05 PM may be charged \$1.00 for every minute late, calculated from 6:00 PM. Late fees will be determined by the sign-out time.

NOTIFICATION OF ABSENCE:

It is very important that parents telephone us before schools are dismissed if their child will be absent from the Kid's League. Taking time to look up parent phone numbers and call parents takes our time away from watching all of the children. If you fail to notify us of your child's absence, we may charge a fee of \$5.00, which is often referred to as a "Finder's Fee."

SCHOOL YEAR CALENDAR AND SNOW CANCELLATIONS

If Westford schools are closed for the day because of snow, the Kids' League will be open provided teachers are able to get to the Kids' League. If the severe weather requires the closure of the program, a message will be left on the answering machine or on the website. In the event weather is severe, the Kids' League will not be open. If there is an early release due to snow, the children will come to the Center to be picked up by parents by 6:00 PM unless the Center decides that the weather warrants an early closing in which case parents will be notified. If there is a delayed opening in Westford, the Kids' League will be open to accommodate that delay.

VACATION WEEKS AND CURRICULUM DAYS

During February and April Vacations, children may enroll in vacation week programs. These will be available on a first-come-first-serve basis and require an additional cost. The vacation week program will run from 7:00AM-6:00PM. On curriculum days, children also can come for a longer session at an additional cost.

Since regular monthly payments are based on an entire school-year commitment, there will be no reimbursement for days that the Center is closed or if a child is sick, on vacation, or absent for any other reason.

TRANSPORTATION PLAN (7.14(1))

1. During the school year the Dee Bus Company, 30 Town Farm Road, Westford, MA, 01886, (978) 392-8639, provides transportation from each of the Westford elementary schools to the Kids' League. A teacher from the Kids' League meets each bus as it arrives at the corner of Ledgewood St. and Graniteville Ave. From there she escorts the children to the top of the KL driveway. She instructs the children on the proper and safe way to cross the street to the KL parking lot.
2. The Westford Public Schools provide a van for disabled children, which pulls directly into the parking lot and waits until a KL teacher escorts the child from the van into the center.
3. Transportation to and from Forge Village Beach and other specific field trips throughout the summer is provided by Herrmann Bus Company, 290 Littleton Road, Westford, MA 01886, (978) 692-31243. The services of the Herrmann Bus Company are also available in case of an emergency. A parent must sign a permission form in order for their child to ride on the bus during the summer either to the beach or on a field trip. This is usually done during the registration process.
4. Policies and procedures for safe transport of children:
 - a. Katherine Noland (978) 692-6733 is the transportation coordinator for the KL. During transportation times her contact information is (978)235-8719.
 - b. During the transportation, the teachers are positioned throughout the bus to insure proper monitoring of the children's behavior and safety issues. A head teacher is seated at the front of the bus for communication with the driver.

- c. Before embarking, the teachers remind the children of the importance of proper behavior while on the bus, including staying seated, reasonable voices, hands inside the bus, etc. Throughout the bus ride, offenders are reminded again.
- d. In the case of continuing disruptive and belligerent behavior, the head teacher will request that the bus driver pull over to the side of the road where it is safe and then attend to the unruly child.
- e. In the case of a medical emergency, the head teacher will request that the driver pull over at a safe and convenient time, use their cell phone to contact emergency services, and perform any first aid as deemed necessary.
- f. If the bus is disabled, the head teacher, in coordination with the driver, will determine the best place for the children to wait until alternate transportation arrives.
- e. Any moving transportation violation or accident that occurs while children are being transported must be reported by the Director of the program to the parents of the children on the bus.

After School Program

At the end of the school day, children will be brought to the Kids' League by either the Dee Bus Company or the Herrmann Bus Co. Both bus companies will be responsible for the children once they board the bus and while they are en route to the facility. Once they arrive at the Center, The Kids' League will assume responsibility for the children. The staff at the schools will be responsible for ensuring that the children get on the appropriate buses.

PROCEDURES FOR PARENT VISITS, INPUT, CONFERENCES & COMMUNICATIONS

The Kids' League welcomes and encourages parents to visit the program at any time. Parents are also encouraged to give their input in program and policy development. They can do this either in written form by dropping a note in the suggestion/comment/compliment box or verbally. In either case, the Program Director will make sure that they are contacted and their ideas are acknowledged and considered. Staff will be available for individual conferences with parents and/or teachers at the parent's request. The Kids' League will notify parents if there is a problem, issue, or concern. Parents are encouraged to communicate their suggestions, comments, or complaints in written or verbal form and they will be addressed immediately.

BEHAVIOR MANAGEMENT PLAN

The Kids' League will set clear, firm, and fair limits in order to provide a safe, orderly, and happy environment for the children under its care. Children will participate in establishing rules, policies, and procedures, as they are more inclined to subject themselves to those rules they deem as meaningful. Positive reinforcement techniques will be used as incentives for respectful behavior. The staff uses a positive approach to discipline; children are praised and guided to express themselves verbally rather than physically to other children. Children who display negative, aggressive behavior that could prove harmful to other children will sit in a separate area for a "time out" period for the least amount of time necessary, but will at all times remain in the view of a staff person. A staff member will discuss the incident with the child, explaining the inappropriate behavior and assisting the child in developing positive solutions. The Kids' League will not subject any child to the following:

1. Spanking or other corporal punishment of children
2. Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicting in any manner upon the body, shaking, unreasonable threats, or derogatory remarks.
3. Depriving children of outdoor time, meals or snacks; making children eat against their will or in any way using food as a consequence.
4. Disciplining a child for soiling, wetting or not using the toilet.
5. Excessive time-out. Time-out may not exceed one minute for each year of the child's age and must take place within a teacher's view.

HEALTH REQUIREMENTS

The Kids' League will admit a child only with documentation that immunizations and physical examination according to public school requirements and lead poisoning screening are on file with the child's school. The Center will accept a written parental statement testifying that the information is on file with the school or actual copies of the child's immunization and lead screening records.

EMERGENCY TELEPHONE NUMBERS

Fire: 911

Police: 911

Rescue/ Ambulance: 911

Poison Prevention Center: 800-682-9211

***Program Director: Paul Noland 978-368-4368**

Site Coordinator: Katherine Noland 978-368-4368

***Katherine Noland is designated as the person in charge in the Program Director's absence.**

PROCEDURES FOR EMERGENCY HEALTH CARE

1. In the case of an illness of any child or in an emergency involving a child, the teachers are instructed to notify the Site Coordinator, who will determine whether he/she needs to call the Health Care Consultant for further assistance.
2. The teachers will make the child comfortable in a quiet area separate from other children.
3. After it has been determined that a child requires medical care, the Program Director or Site Coordinator will attempt to contact the parent/guardian, or their delegate, and inform them of the child's condition.
4. A child will not be moved if broken bones, internal injuries or head injuries are suspected.
5. The Program Director or Site Coordinator will call the ambulance service, if needed.
6. The parent, Program Director or designee will accompany the child to the hospital depending on the severity of the injury. If it is not serious, the parent/guardian will take the child home.

EMERGENCY PROCEDURES IF PARENTS CANNOT BE REACHED

1. A teacher will call the child's emergency contacts to discuss any need for hospital care.
2. A teacher will call in a substitute teacher to enable a teacher to accompany the child to the hospital.
3. Whenever possible, the Program Director, Site Coordinator, or teacher will accompany the child to the hospital via ambulance.

CARING FOR CHILDREN WITH INDIVIDUAL HEALTH CARE PLANS

1. With written permission from child's health care practitioner, parents may educate staff in the implementation of their child's individual health care plan.
2. All appropriate specific measures will be taken to ensure health requirements of children with disabilities are met.

CARING FOR MILDLY ILL CHILDREN

Parents will be contacted and asked to pick up their child if he/she exhibits signs of being mildly ill. This may include a temperature above normal, vomiting, diarrhea, rash or any new onset of symptoms. The child will be kept comfortable in an area away from other children. They will be provided a blanket, pillow and water if needed.

SICKNESS EXCLUSION POLICY

Children who are, or lately have been, suffering from any communicable disease shall remain at home until they have recovered. If a child has a temperature that is above 99 degrees he/she should remain home until he/she has been **without fever for 24 hours without fever reducing medication**, or has a doctor's note confirming that he/she is no longer contagious. Children with chicken pox, measles, mumps, scarlet fever, or

whooping cough are excluded while they are contagious and should remain at home until they receive a note from their physician. **Parents should notify the Center if their child is absent due to illness.** Any child who was absent from their public school session due to illness may not attend the extended day or after school program. In the event a child arrives at the Center with a rash or other questionable communicable illness, the Kids' League reserves the right to request a doctor's note explaining the illness and its communicability. Children will be allowed to return back to the Center when they are able to fully participate in the program, have been without a fever for 24 hours, or have a doctor's note confirming that they are no longer contagious. If a child has head lice, the Kids' League follows the Westford Schools Health Department's no nit policy which states that a child must be without nits before contacting other children. The Kids' League shall follow exclusion policies for serious illnesses, contagious diseases, and reportable diseases in compliance with regulations and recommendations set by the Division of Communicable Disease Control, Department of Public Health. Procedures shall include the notification of all parents in accordance with the Department of Public Health recommendations.

MEDICATION ADMINISTRATION POLICY

In the event that a child is not sick but still needs medication to complete a prescribed medication regimen, any staff member who has been certified in proper medication administration will administer the child's medication. The Department of Early Education and Care's policies are as follows:

1. All prescription and non-prescription oral medications require **written parental consent**.
2. A **health care practitioner's authorization is required**.
3. The medication must be in the **original container** with the **original label** containing the **name of the child affixed**.
4. For topical non-prescriptions, **written parental authorization** is required.
5. Emergency medications are kept in an unlocked, easily accessible location.
6. **The first dose of a medication may not be given at The Kids' League.**
7. Each child receiving medication will have an **individual health care plan**, or IHP, that will be kept in their file.
8. The staff's ability to administer medications is evaluated annually.

SNOW DAY SCHOOL CANCELLATIONS, EARLY RELEASES and DELAYED OPENINGS BECAUSE OF SNOW

School Cancellations – In most cases, if Westford schools are **closed** for the day because of snow, the Kids' League will be **open**. But, in the event weather is **severe** or if the governor or town of Westford declares a snow emergency, KL will **not** be open. Because of this, parents should always have back-up child-care. If in doubt, follow these steps until you get a definitive answer:

1. Check our website www.kidsleaguewestford.com.
2. Call the KL number: (978) 692-6733 for a recorded message

Early Releases for Snow - If the schools declare an **early release**, the Kids' League will be **open**, and children will take their buses to Kids' League for pick-up by 6:00PM unless severe weather warrants an **early closing** in which case parents will be notified.

Delayed Openings for Snow – The Kids' League will **not** be open for Delayed Openings as the school buses do not service KL in the mornings.

FIELD TRIP PROCEDURE

Staff members are certified in CPR & First Aid and a first aid kit will always be brought with the group. Each child's emergency contact numbers will also be brought with the group. In case of an emergency, the Center's Emergency Health Care Procedures will be followed. One of the teachers who brings the children to the playground will check the play area before children go on any equipment or run around, in order to make sure that the area is safe and free from any hazards.

SAFETY REQUIREMENTS-SUPERVISION PLAN

Children will be restricted to specific areas of the playground at any one time. One staff member who is at least Group Leader qualified and certified in First Aid and CPR will be responsible for watching no more than ten children when taken off the premises. If there are two staff members, then one group of children may be in one area under the supervision of one staff member, while another group is under the supervision of the other staff member in another area. Children will always be under the direct supervision and sight of a staff member.

PROGRESS REPORTS

A written progress report will be prepared annually by February 1st on the progress of each child in the program. A conference will be offered to parents who would like to discuss the progress report with The Kids' League staff. A copy of the progress report will be kept in the child's record. The progress report will be based on observations and documentation of the child's progress in a range of activities over time and may include samples of the child's work. The progress report will address the child's growth and development within The Kids' League's statement of purpose.

TERMINATION AND SUSPENSION POLICY

1. The Kids' League will contact the child's parent(s)/guardian to set up a meeting to discuss options to **avoid** suspension or termination, if possible.
2. The parent(s) will be given written notification describing the reasons for possible suspension or termination, and stating specific changes that must occur in order to **avoid** termination.
3. The Program Director will refer parents to consult with those agencies that offer referral services, if appropriate.
4. The Kids' League will pursue options for supportive services, such as consultation and educator training, if appropriate.
5. The Kids' League, together with the parents, will develop a plan for behavioral intervention at home and in the program, if appropriate.
6. If the child is suspended, he or she will be given a probationary period of one week in order to display the prescribed changes, unless they physically hurt another child in which case they may be terminated from the program immediately.
7. If there is still a problem, the child will be terminated if the program is unable to adapt the physical environment or provide adequate staffing to meet the child's needs without causing an excessive financial burden to the program.
8. When any child is terminated from the program, whether initiated by the Center or the child's parents, the teachers will help the child transition.
7. A child may also be suspended or terminated due to his or her parents' inappropriate behavior, such as using foul or inappropriate language, or displaying inappropriate anger or rudeness in front of other children, parents or staff.

POLICY FOR REPORTING CHILD ABUSE & NEGLECT

All staff shall protect children from abuse and neglect while they are under the program's care and custody. All staff are mandated reporters and must, by law, report suspected child abuse or neglect to the Department of

Children and Families. As a mandated reporter, they shall adhere to the written procedures for the reporting of any suspected incidents of child abuse and neglect. These procedures shall include but not be limited to the following:

1. Every staff person shall report suspected child abuse or neglect. The staff person shall make the report either to the Department of Children and Families in accordance with M.G.L. c. 119 s, 51A, or to the Licensee's Program Director or designee.
2. The Licensee's Program Director or designee shall immediately report the suspected abuse or neglect to the Department Children and Families in accordance with M.G.L. c. 119, 51A. The initial report may be made by a phone call to 1-800-792-5200 followed by a written report within 48 hours.
3. The Licensee's Program Director or designee shall then notify the Department of Early Education and Care immediately after filing a 51A report or upon receiving the knowledge that a 51A report has been filed, alleging that abuse or neglect of a child has occurred while under the supervision of the Center's school-age programs or during a program-related activity.
4. The Program Director shall inform the child's parent/guardian.
5. Any staff person named in a 51A report will be suspended without pay until the Department of Children and Families has completed its investigation and as long as the Department of Early Education and Care requires.

PROCEDURES FOR MEETING POTENTIAL EMERGENCIES

It is the responsibility of the Director of the KL to plan and supervise the handling of all emergency situations in an appropriate manner keeping the children safe.

1. **Major Widespread Emergencies:** Major emergencies that are widespread will be handled by busing children to Westford Academy or Blanchard School that have emergency generators, etc. and are the emergency shelters for the Town of Westford. The children would be transported by the bus company with whom we have a contract for daily transportation of the students from the Westford elementary schools. Parents will be notified by cell phone of the emergency, the need to pick up their children, and at which site to pick them up. The KL staff will remain with the children until all the parents come to pick up their children. In addition to notification by cell phone, messages will be left on the KL's answering machine at (978)692-6733.
2. **Evacuation of the children from the program:**
 - a. **In the event of a fire, natural disaster or other event (e.g. chemical spill, bomb threat):**
The children will evacuate the building and follow the procedure for fire drills. The staff will leave the building with the children after making a careful sweep of the building for any lingering children and take with them the emergency contact information for children, emergency medical treatment consent forms, special medications needed by the children, first aid supplies, and cell phones. The staff will take a head count outside the build from the attendance list. The children and staff will walk to the far corner of the parking lot. The Director or Site Coordinator will notify the appropriate authorities (police, fire, etc.) using their cell phone. Neither the staff nor the children will return to the building until clearance is given by the authorities.
 - b. **Loss of Power, Heat or Hot Water:** When a power out occurs before the center opens for the day, the KL will be closed for the day. Parents will be notified and a message will be left on the KL website. If a power outage occurs during our normal operating hours, the decision to close the center will be based on the number of hours left in the day, season of the year, etc. If the power outage will cause a lack of heat in the winter and the building temperature would drop below 65 degrees within 2-3 hours, we will call the parents to pick up their children. Emergency lighting along with cell phones will provide some time before we need

to leave the building. In the event of the loss of hot water occurring during our open hours, the center will continue its normal operation until all children are picked up by their parents.

- c. **Loss of Cold Water:** In the event that cold water is unavailable, toilets will still be available for emergency use, but will not be able to be flushed more than once. In place of hand washing, hand sanitizer or hand wipes will be available. Bottled water is usually in stock for drinking in emergencies.
3. **In the event of a tornado or high winds:** The staff will move children to the interior section of the lower level, away from windows. Children will be instructed to crouch down on the floor and cover the back of their heads with their hands. Gas and water will be shut off in such an event.
4. **In the event of an earthquake:** If inside, the staff will instruct the children to kneel down under a desk, table, or bench. If there are not enough sturdy pieces of furniture to get under, kneel next to an interior wall, but away from windows, overhead light fixtures, and all pieces of furniture that might fall over. The children should stay under cover until the shaking stops. The children should hold on to the table leg or desk. If outside, the staff should lead the children into the open, away from buildings, fences, trees, utility wires and street lights.
5. **In the event of a severe lightning storm:** When inside, the children and staff should avoid using the telephone (except for emergencies). Use of the computer and other electrical appliances should also be suspended. When outside, the children and staff should return indoors immediately. If swimming, they should get out of the water immediately and move to a safe shelter away from water. If in a wooded area, they should seek shelter under a thick growth of small trees.
6. **Missing Child:** In the instance of a missing child, the following procedure will occur:
 - a. The Director (or Site Coordinator) will be notified immediately
 - b. The staff will be notified to lock down the building (no one enters or no one may leave.)
 - c. An entire sweep of the building, playground, and parameters surrounding the building will be conducted under the supervision of the Director.
 - d. The Director will then notify 911 and local authorities
 - e. The Director will then notify parent(s) or guardian
 - f. The Director will then notify DEEC
 - g. The procedure will be then be turned over to local authorities

SNACKS AND LUNCHES

Snacks will be provided, but parents may send a substitute or additional snack for their child. Parents are responsible for sending lunches with their children on vacations and holidays when the Kids' League is open. Refrigerator space is not available. It is recommended that ice packs be included with the children's lunches on hot days.

We recommend that your child's lunch include food from the four basic food groups. The following is a list of lunch suggestions:

- | | | |
|-----------------------------------|----------------------------------|---------|
| *fruit | *vegetable sticks | *yogurt |
| *meat or cheese sandwich | *crackers with or without cheese | *salad |
| *soup or leftovers in a container | *granola bars or fruit rolls | |

***The Center will provide a child with any suitable and available food and drink in the event that a child has forgotten his/her lunch.**

PLAN FOR REFERRAL SERVICES

The Kids' League will use the following procedures for referring parents to appropriate social, mental health, educational and medical services for their child, if the staff feels that an assessment for such services would be beneficial to the child.

Whenever any staff member is concerned about a child's development or behavior and feels that further evaluation is warranted, observations will be written and parents will be called in to a meeting with the child's teacher and the Program Director. Efforts to accommodate the child's needs will be addressed, as well as a follow-up plan. All written documentation will be placed in the child's file

The child's teacher and the Program Director will share their concerns and receive input from the parents regarding their own observations at home. The parents will be provided with a list of current referral services in the community for children who need social, mental health, spiritual, educational, or medical services.

ON-SITE FIRST AID KIT AND HEALTH CARE POLICY

The First Aid kit is located on the top shelf of the file cabinet in the Program Director's office. The Health Care Policy is located on the top shelf of the supply cabinet.

AFTER SCHOOL PROGRAM DAILY SCHEDULE

2:45-3:45: Children arrive, have free play and snack. Various building toys, puzzles, books, and games will be made available for them. Stations may also include manipulatives whereby students can learn about different topics such as magnetism or geography. Teachers will be available to help children with their homework.

4:00-5:00: Action Time/Clubs: The children play outdoors on playground or grassy area, or participate in relay races, structured sports games, or cooperative games. Then the children will return indoors for club time.

5:00-6:00: Free play/ clean up. A variety of board games, toys, story reading, and computers are available for children to enjoy.

LATE PAYMENT

If a payment is more than 10 days late, a \$5 late fee may be charged. If a payment is more than 14 days late, the child/ren may not be allowed to attend the program until payment is received.

WITHDRAWAL FROM PROGRAM

A two week written notice must be given for early withdrawal from the program. By signing the agreement on the registration form, parents are agreeing to a full-year commitment. Because of this, **in case of early withdrawal, the Kids' League will retain all deposits and any tuition already paid.**

PROGRAM CALENDAR (see Calendar online)

MONTHLY TUITION RATES (see Tuition Rates online)