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Milestones

Childcare & Preschool

Milestones Childcare & Preschool LLC

PARENT HANDBOOK

Executive Directors:

Theresa DaSilva

Kate White

Directors:

Erin Helbig

Tanya DeBoisbrand



LOCATIONS:

35 Water St Unit 2, Amesbury, MA 01913

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Program Philosophy

The Philosophy of Milestones Childcare and Preschool, LLC is to provide a safe, nurturing, and developmentally appropriate environment for all children. Encompassing the whole child philosophy, we believe that children are naturally curious and eager to learn. We strive to create a place where children are encouraged to play, explore, and question the world around them.

Program Goals

- To help children develop an appreciation for the world around them, the diversity of people, ideas, and beliefs.
 - To teach children to become creative and independent thinkers.
 - To encourage children to never stop exploring and questioning the world around them.
 - To help foster good self-esteem, self-worth, and pride in the children we serve.
 - To help children understand that they are a part of a diverse, multicultural global community and that their actions influence the quality of that community.
 - To foster the value that many kinds of intelligence – linguistic, logical/mathematical, musical, physical, spatial and personal, are valuable and important to our community and world as a whole.
 - To encourage the development of higher moral reasoning, helping children to develop into adults with an internalized code of ethics and principles.
 - To guide children to become creative, independent thinkers.
 - To nurture children to feel competent, productive, and self-reliant, as well as fostering good self-esteem and a sense of self-worth.
 - To help children to develop a sense of responsibility for their own mental and physical health.
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Non-Discrimination Statement

No child or family will be refused care, or treated unfairly regardless of race, religion, cultural heritage, national origin, marital status, disability, sexual orientation, or political beliefs.

Child Guidance Policy

Child guidance practices by staff include the following:

- Modeling appropriate behavior
- Redirecting children to positive activities
- Encouraging self-control
- Recognize/Reinforcing appropriate behavior.
- Reasonable/Positive Expectations
- Clear/Consistent Limits
- Quick interventions when children physically aggressive
- Helping children develop positive strategies for resolving conflicts.
- Discussion of behavior management techniques among staff to promote consistency.

Administration and Management

Milestones Childcare and Preschool, LLC is owned, operated, and directed by Theresa DaSilva and Kate White. Theresa and Kate oversee the administration and supervision of the staff and programs. The Department of Early Education and Care is the state agency which oversees all licensed childcare in Massachusetts and has reviewed, inspected, and licensed Milestones Childcare and Preschool, LLC.

Admissions/Enrollment Procedure

Appointments may be made by telephone or email and reaching out to one of the directors for a meeting. On the day of the personal interview, parents will bring their children to meet the Directors and Teachers. At that time, they are also given a tour of the school as well as a copy of our enrollment packet and parent handbook indicating all of our policies and regulations as well as our consent forms and contracts. To be officially registered, parents must complete an enrollment packet which includes developmental history and consent forms, and a non-refundable registration fee must be paid via Brightwheel to Milestones. An updated health form must also be completed by the child's physician to be on file the first day of school as well as a copy of the students immunizations. Once Milestones receives the completed enrollment packet, we will sign the parents and/or guardians up for a Brightwheel account where they can make their enrollment payment as well as enroll in auto-pay for

tuition.

New students will be welcomed on their first day with a special introduction during morning meeting. The teacher will also make the student a special first day “crown” and make sure the new student knows where the restrooms are, and is familiar with their surroundings. She will also pair a friend up with the new student for the first few days for the new student to adjust to the routine and schedule.

Hours of Operation

Monday- Friday: 7:00 AM – 5:30 PM

Children may enroll on a 2-day, 3-day, 4-day or 5-day weekly schedule.

Holidays Closed

New Year’s Day
President’s Day
Memorial Day
Labor Day
Veterans Day
Day after Thanksgiving
Day after Christmas
New Year’s Eve

Martin Luther King Jr. Day
Patriots Day
Independence Day
Indigenous People Day
Thanksgiving Day
Christmas Eve
Christmas Day
Juneteenth Day

*****If a Holiday falls on a Saturday or Sunday, it will be “observed”
on the following Monday or previous Friday.**

Weekly Tuition

Full Day	5 Days	4 Days	3 Days	2 Days
Infants (up to 15 months)	\$467	\$408	\$338	\$258
Toddlers	\$435	\$382	\$317	\$242
Preschool	\$408	\$355	\$296	\$237

Effective January 14, 2024

Please Note: Prices are subject to change. (2 weeks' notice will be given) Weekly tuition rates increase by a small percentage once per year.

*** Please note that, per our parent handbook, any extra days your child attends in addition to his/her regular days will be charged an additional day rate. We are not able to swap days for children when they are absent due to holidays, vacations, illness, etc. Weekly tuitions payments will still be required when children are absent due to holidays, vacations, snow days, illnesses, etc.

Fee Schedule

Upon registration there is a \$50 required registration fee due. Registration fees are non-refundable and are not deducted from tuition. Payments are due on the first day of the week that your child attends. Payments must be made before your child can attend care for that week. Payments are made weekly by ACH only via our Brightwheel App. Credit Cards are not accepted at this time.

A sibling discount of 10% will be given to families with more than one child in the program. This amount being deducted from the cheaper tuition.

Snow-days, holidays, vacations, and sick days are included in the tuition. Refunds will not be given when a child is absent, and payment is still required., including vacation times. A \$30 fee will be issued for any bounced check.

A two-week notice is required for withdrawal for any reason and parents will be charged for those weeks.

A fee of one dollar per minute will be charged for late pick-up. This amount will be added to your next tuition payment.

Weather Closings and State of Emergencies

In the case of a State of Emergency, Milestones Childcare and Preschool will be closed. In the case of loss of power or water, Milestones will be closed. Payments are still required in these cases. We try our best to remain open during snow; however, we do reserve the right to close due to snow if we deem it necessary. We try our best to follow the public school system for closures. Payments are still required in cases of weather closings.

Transportation Plan

Parents provide all transportation for their children, and a Transportation Plan for each child must be kept in his/her file. Please be courteous of driving and parking in the parking lot, as we share the lot with other businesses.

Upon enrollment parents/guardians will be asked to fill out a contact sheet listing up to three contacts with your permission to pick up your child. Written notice must be given to the teacher during the time of drop off, and proper identification must be shown before release of your child.

Emergency Health Care and Illness Exclusion Policies

A child must be kept home if he/she has a fever or has had a fever of 101 degrees during the previous 24 hours. Children may not attend school with symptoms of a possible communicable disease. These symptoms are usually runny nose with fever, coughing with fever, bloodshot eyes, sore throat, headache with fever, vomiting, diarrhea, or fever. If your child has one of these symptoms, please notify the director or your child's teacher. Children may not return to school until they have been fever and symptom free for 24 hours without the aid of a fever reducing medication.

Children who become suddenly sick while at school will be kept comfortable and isolated from the other children. If a child is vomiting, extremely lethargic, has a temperature of 100 degrees or higher, or has had diarrhea, a parent or other contact will be called to release the child. Children who are sent home from school sick will also need to stay home the following day before returning to school.

All health forms must be completed, and immunizations kept up to date. A physician's examination is required before the child starts care and must be updated yearly. If there are any extenuating circumstances, we will need a note in your child's file.

In the case of an emergency or illness (such as a seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while the assistant teacher or second teacher takes other children to another area or room. Both staff members should respond in a calm and reasonable manner. (2) Other staff will be alerted to send for assistance, be it the Program Director, social worker, or another person in the center. (3) One of the supervisory staff will contact the parent to come and pick up child or, if response time is a factor, to have the parent meet the child and accompanying staff at the emergency room of the hospital utilized in emergencies.

In the event a situation arises that is life threatening an ambulance will be called immediately. The parent will be called to meet the child and staff at the hospital. The teacher or other designated staff will go with the child in the ambulance. The child's file will be taken, including permission forms and pertinent insurance information if the center has it.

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

Plan for Mildly ill Children

Children who are mildly ill may remain in school if they are not contagious (refer to Plan for Infectious Disease) and they can participate in the daily program including outside time. If a child's condition worsens or, if it is determined that the child poses a threat to the health of the other children, or if the child cannot be cared for by the classroom staff, the Program Director will contact the child's parent(s). The parent(s) will be asked to pick up the child. The child will be cared for in a quiet area, a classroom or in the Center's office by a teacher qualified staff member or by the Program Director until the parent(s) arrive to take the child home. Any toys, blankets, or mats used by an ill child will be cleaned and disinfected before being used by other children.

Plan for Injury Prevention

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

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

B. No smoking is allowed on the premises.

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

D. A first aid kit and emergency contacts and telephone numbers for the children will be taken on all field trips.

E. An injury report for any incident which requires first aid or emergency care will be maintained in the child's file. The injury report includes the name of the child, date, time and location of accident or injury, description of injury and how it occurred, name(s) of witnesses, name(s) of person(s) who administered first aid and first aid required. Staff should use the Accident/Injury Report Form to record the above information. Staff should submit the completed form to the Program Director for review.

Once the Program Director has reviewed the Accident/Injury Report form and has signed it, it should be given to the parent. The parent should be allowed to review it, sign it, and then be given a copy. The staff member should then log the report in the Central Log of Injuries and then file the report in the Child's file. Only staff who have a current First Aid will be allowed to administer first aid no matter how minor the injury.

Plan for Meeting Individual Children's Specific Health Needs

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

Plan for Managing Infectious Disease

Staff will take extra special precautions when children who are ill are diagnosed at the Center and when children who are mildly ill remain at the Center. Children who exhibit symptoms of the following types of infectious diseases, such as gastro-intestinal, respiratory and skin or direct contact infections, may be excluded from the Center if it is determined that any of the following exist:

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

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

If a child has already been admitted to the Center and shows signs of illness (for example: a fever equal to or greater than 100.5 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc.), he/she will be offered their mat, cot, or other

comfortable spot in which to lie down. If the child manifests any of the symptoms requiring exclusion (as listed above) or it is determined that it is in the best interests of the child that he/she be taken home, his/her parent will be contacted immediately and asked to pick the child up as soon as possible.

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

The program requires, on admission, a physician's certificate that each child has been successfully immunized in accordance with the Department of Public Health's recommended schedule. No child shall be required, under 102 CMR 7.00 to have any such immunization if his parent(s) object, in writing, on the grounds that it conflicts with their religious beliefs or if the child's physician submits documentation that such a procedure is contradicted. This must be maintained in the child's file. No child will be admitted into the program without the required documentation for immunizations. (Childhood Lead screening must be done on all children; it is not considered an immunization). The program will maintain a list of the children who have documented exemptions from immunizations and these children will be excluded from attending when a vaccine preventable disease is introduced into the program. The Massachusetts Immunization Program provides free childhood vaccines. The toll-free telephone number is 1-888 658-2850.

Plan for Infection Control

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

1. Before eating or handling food;
 - a. After toileting.
 - b. After coming into contact with bodily fluids and discharges.
 - c. After handling center animals or their equipment; and
 - d. After cleaning.

The program director or lead teacher shall ensure that the specific equipment, items or surfaces are washed with soap and water and disinfected with a fresh, standard bleach solution (1/4 teaspoon per 1 qt.) using the following schedule:

1. After each use:
 - a. Sinks and faucets used for hand washing after the sink is used for rinsing a toilet training chair.
 - b. Toys mouthed by children.
 - c. Mops used for cleaning bodily fluids; and
 - d. Thermometers
2. At least daily:
 - a. Toilets and toilet seats.
 - b. Sinks and sink faucets.
 - c. Drinking fountains.
 - d. Water table and water play equipment.
 - e. Play tables.
 - f. Smooth surfaced non-porous floors.
 - g. Mop used for cleaning; and
 - h. Cloth washcloths and towels.
3. At least monthly or more frequently as needed to maintain cleanliness, when wet or soiled, and before use by another child:
 - a. Cots, mats or other approved sleeping equipment.
 - b. Sheets, blankets, or other coverings; and
 - c. Machine washable fabric toys.

All staff should wear non-latex gloves when they meet blood or body fluids. Specifically, gloves should be worn during diapering, toileting, when administering first aid for a cut, bleeding wound, or a bloody nose, or when feeding an infant breast milk. Gloves should never be reused and should be changed between children being handled. Proper disposal of infectious materials is required. Any disposable materials that contain liquid, semi-liquid, or dry, caked blood will need to be disposed of in the secured trash receptacle located in the janitor's closet and marked "Biohazardous waste." The bags should be removed and securely tied each time the receptacle is emptied. Cloth items that encounter blood or bodily fluids will be double bagged and sent home. Each staff member will be trained in the above Infection Control Procedures upon employment and before working with the children and then annually.

Meals and Snack

Milestones Childcare and Preschool, LLC requires all infants, toddlers, preschoolers and pre-k to provide their own food. This includes breast milk, formula, infant food, AM & PM snacks, breakfast, and lunch. Our staff is trained in safe heating of breastmilk, and proper storage and preparation of infant formula and food. For toddlers and preschoolers, **WE DO NOT USE MICROWAVES. PLEASE USE THERMOS!**

All students will have unlimited access to fresh drinking water. Parents are required to provide lunch and breakfast (if applicable). Please pack your child's meals in a lunch box or bag with a freezer pack to help keep food fresh.

WE DO NOT USE MICROWAVES. PLEASE USE THERMOS!

In the event a student comes to our program without a snack provided, we do have back up snacks at our program which consists of the following:

Monday – Goldfish

Tuesday – Cheerios

Wednesday – Ritz Crackers

Thursday – Animal Crackers

Friday – Vanilla Wafers

In addition, we have back up mac & cheese if a lunch is forgotten.

Leftovers will be sent home with your child to show what they have eaten. The director and teachers will ensure that the child's nutritional needs are met in accordance with the U.S.D.A standards. Parent's or Physician's orders in preparations of special diets to children are followed. A list of children with food allergies is always posted in an obvious location, and the school ensures that it is followed. If necessary, vitamin supplements will be given under the parent's direction, and with proper documentation.

Location of the Health Care Policy

Our Health Care Policy is located in all of our offices, as well as our kitchens. All of our staff are trained in these procedures annually.

Procedure For Medication Administration

We ask that if your child requires medication, you give it to the child before he/she comes to school. If the child will be staying at school long enough to need another dose an Authorization for Medication must be filled out by the parent prior to any medication being administered to them by our staff. Any prescription medication must come to us in its original, labeled container with specific instructions. This also applies to non--prescription medications. Our staff will not administer the medication in any other dose than that specified on the container, unless we receive written notice from the doctor on the label. The first dose of a medication cannot be administered at school.

Topical ointment is the only medication we will administer without a doctor's written note. An official EEC form will be maintained when medication, whether prescription or non-- prescription is administered to a child. This record will be kept in the child's file. All medications are stored out of reach of the children in the proper conditions for sanitation, preservation, security, and safety. Any unused medication will be properly disposed of or returned to the parent when no longer needed. Staff are trained and evaluated annually on medication administration procedures.

Prescription Medication

- A. Prescription medication must be brought to school in its original container and include the child's name, the name of the medication, the dosage, the number of times per and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician.
- B. The Center will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.
- C. The parent must fill out the Authorization for Medication Form before the medication can be administered.

Non-prescription Medication

- A. Non-prescription medication will be given only with written consent of the child's physician. The Center will accept a signed statement from the physician listing the medication(s), the dosage, and criteria for its administration. This statement will be valid for one year from the date that it was signed.
- B.
- C. Along with the written consent of the physician, the Center will also need written parental authorization. The parent must fill out the Authorization for Medication form, which allows the Center to administer the nonprescription medication in accordance with the written order of the physician. The statement will be valid for one year from the date it was signed.
- D. The Center will make every attempt to contact the parent prior to be child receiving the non-prescription medication unless the child needs medication urgently or when contacting the parent will delay appropriate care unreasonably.

Topical Ointments and Sprays

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

All Medications

1. The first dosage must be administered by the parent at home in case of an allergic reaction.
2. All medications must be given to the teacher directly by the parent.
3. All medications will be stored in the kitchen, out of the reach of children (in the right upper cabinet or on the refrigerator door shelf if refrigeration is necessary). All medications that are considered controlled substances must be locked and kept out of reach of children.
4. The Lead Teacher will be responsible for the administration of medication. In his/her absence, the Program Director will be responsible.
5. The Center will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to normal skin) which will include the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication. This completed record will become part of the child's file.
6. All unused medication will be returned to the parent.

Notification of Injury

Parents will be notified immediately of any injury requiring emergency treatment beyond first aid. If we cannot reach you, we will call the emergency numbers listed on your child's application. If necessary, we will call 911. Until the arrival of a parent or the child's guardian, the director will be in charge and make all decisions about the care of your child. It is to your child's benefit that you keep the school up to date on phone numbers, emergency numbers, and other pertinent information. All staff will be trained to give emergency first aid and CPR. You will be notified in writing within 24 hours if any first aid is given to your child.

- .. We want to stress the importance of being able to reach parents/guardians or emergency contacts if an issue does arise. For this reason, we do request cell phone numbers for all contacts. Please keep in mind as well, that an emergency contact is a person that does not live with or work with parents/guardians.

Procedures for Using and Maintaining First Aid Equipment

Location of first aid kit - Each classroom will have a first aid kit. Its location will be marked by a red cross contacted on the front of the container. The first aid kits are stored out of the reach of children but easily accessible in case of emergency. Portable first aid kits used on field trips will include: first aid supplies, children's emergency contacts and telephone numbers, and change for a pay telephone. Who maintains the first aid kit? - the first aid kit is kept supplied by the program director. First aid kits will be inspected monthly, but supplies will be replaced as needed. Staff should report missing items to the program director. Staff certified in first aid and in accordance with recommended procedures will use all first aid supplies and/or equipment. All staff must be first aid certified within six (6) months of employment. One staff member certified in CPR must be on the premises during all hours of operation.

Contents of first aid kit: Band-Aids, Disposable non-latex gloves, Gauze Pads, Gauze Roller, Bandage, Adhesive Tape, Instant Cold Pack, Tweezers, Thermometer, Compress, Scissors

Napping

All children enrolled at Milestones are required to “nap” or “rest quietly” during designated times during the day. Naptimes vary from room to room based on age.

Infants:

Infants will nap on their own schedule and demand. All Infants will nap in state regulation cribs. Each child will have their own crib with their own bedding. If a child shares their crib with another child who comes on alternate days, the parents are required to take home the sheets each day and replace them with clean bedding when they return. No 2 children will ever share the same bedding. All crib railings are sanitized at the end of each day. Infants are closely monitored during naptimes, with a teacher in the room always, and are checked on every 15 minutes while in their cribs.

Toddlers and Preschoolers:

All toddlers and preschoolers will nap or rest quietly on their cots/mats after lunchtime each day. Our naptime is from 12:30-2:30pm for toddlers and 12:30 -1:30 for preschool age children. Children are encouraged to sleep or rest quietly during this time. For older children who do not nap, they are encouraged to read quietly on their cots/mats. In some cases, older preschoolers may be given a quiet activity to do during the last hour

of naptime.

Outdoor Play

We have a safe, large, and fenced-in outdoor play space. All children receive outdoor time at least 2 times/day (morning and afternoon). This includes time on our fenced-in playground. For infants, we also have large strollers for walks on the grounds. In extreme temperatures below 30 degrees Fahrenheit and above 90 degrees Fahrenheit, we do not go outside. We also do not go outside during heavy rain, extremely heavy wind, or other dangerous weather conditions. In situations of light mist/drizzle, some of our older children may go outside for a short period of time.

When the temperature is above 30 degrees Fahrenheit, we will go outside, even with snow. PLEASE send your child to school with all snow gear needed in the winter. This includes Snow boots, snow pants, hat, and gloves/mittens. As always, please label EVERYTHING.

Report of Abuse and Neglect

Milestones Childcare and Preschool, LLC shall protect children from abuse and neglect while in the program's care and custody. We are mandated reporters and all staff must report suspected abuse or neglect to the EEC immediately after filing a 51A report alleging abuse or neglect of a child while in the care of the Milestones Childcare and Preschool, LLC or during a program related activity. All staff members are mandated reporters according to Massachusetts General Law C119, Section 51A. This means that if a staff member has a reasonable suspicion of abuse or neglect of a child he/she MUST file a report with the Department of Children and Families. The director and owner will cooperate in all investigations of abuse and neglect including identifying parents of children currently or previously enrolled in the program; providing consent for disclosure to the office of information from any person and/or agency the office may specify as necessary to the prompt investigation of allegations and protection of children. The following procedures will be followed:

- 1) A staff member who suspects abuse or neglect must document her observations including the child's name, date, time, child's injuries, child's behavior, and any other pertinent information. The staff member will discuss this information with the Program Director.
- 2) The Program Director or a staff member with the assistance of the Program Director

will make verbal report to DCF, to be followed by a required written report 51 within 48 hours.

- 3) If a staff member feels that an incident should be reported to DCF and the Program Director disagrees, the staff member may report to DCF directly.
- 4) All concerns of suspected abuse and neglect that are reported to DCF will be communicated to the parents by the Program Director unless such a report is contra- indicated.

The Department of Children and Families Telephone number is 617-748-2000.

Allegedly abusive or neglectful staff members will not be allowed to work directly with children until the Department of Social Services investigation is completed and for such further time as the Office requires.

It is the Center's commitment to protect all children in care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the Center's care.

Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Children and Families and the Department of Early Education and Care.

Clothing

Please be sure and mark your child's clothing so we can make sure clothing is going home with the correct child. We prefer children come to school in comfortable/play clothing and sneakers for safety purposes. We ask that you please provide 3 changes of clothes at all times on the premises when your child is in care at Milestones Childcare & Preschool LLC.

Please keep in mind overalls, jumpers, and belts can sometimes seem overwhelming for children attempting toileting on their own. Parents/guardians will be informed of specials party days or outdoor activities requiring special clothing.

We appreciate you not sending in your child with perfume or hairspray because serious allergies in some individuals may occur. We also request you do not send your children in with expensive jewelry.

When the temperature is above 30 degrees Fahrenheit, we will go outside, even with snow. PLEASE send your child to school with all snow gear needed in the winter. This includes Snow boots, snow pants, hat, and gloves/mittens. As always, please label EVERYTHING.

Behavior Management Plan

The goal of behavior management is to maximize the growth and development of children and protect the group and individuals within it.

Our behavior management techniques include setting reasonable and positive expectations, offering choices, and providing children an opportunity to verbalize their feelings. The children are encouraged to exercise self-control through understanding. This is why we offer the children a chance to catch themselves. The children may come to a teacher and ask for a break, or, if we notice that a child seems to be feeling overwhelmed, we will ask if he or she thinks it may be time for a break. The child may then, of their own accord take a "Break". This short time consists of the child voluntarily taking the time to unwind. There will be an area designated for children to go where they can sit down alone and collect themselves by doing a quiet activity, talking to a teacher, or just relaxing. When children are feeling composed, they will let their teacher know and both teacher and child will discuss the situation. The teacher will offer positive feedback for the child taking such responsible measures and thinking things out before acting.

Milestones Childcare and Preschool, LLC follows a consistent form of behavior modification. First, our teachers will explain to the child why their behavior is inappropriate and ask if the child thinks he or she needs to take a break. If that fails, then the teachers will redirect the child to another activity within the classroom. If this method also fails, then we will resort to sitting the child down alone for a short time out. The child will sit quietly at a table for one minute for each year of his/her age. At no time is corporal punishment ever used.

In rare occasions when a child is having a very tough time, they will be brought to the director's office to have a short time out and talk about what is going on with the director.

Please notify the school if changes in normal family routine may be upsetting the child. Teachers will notify you of any problems that arise.

Progress reports go home every 3 months for infants, and every 6 months for toddlers and preschoolers. If you have any concerns, please call before school begins, at naptime, or at the end of school.

Toileting and Diapering

Children may use the bathroom as often as they need. If a child would like some privacy, he/she is welcome to close the door. Only one child at a time is allowed to be in the bathroom with the door closed unless supervised by a teacher. The children are asked to use the bathroom with their own gender, although exceptions are made in the case of emergencies.

If a child has an accident, he/she will not be scolded, embarrassed, or punished. The child will be taken to the bathroom, cleaned up with soap and water on a washcloth, and given a clean change of clothes. The soiled clothes will be tied in a plastic bag and labeled with the child's name to be taken home that day. If the child does not have a clean change of clothes, we will lend them some from the dresser in the toy room.

If a child is potty training, we will in accordance with the parent's wishes assist in the training process, if it is consistent with a child's physical and emotional abilities. The child will be taken to the bathroom when he/she requests that it may be necessary, and we will suggest trying several times throughout the day when bathroom breaks occur.

Children who are still in diapers will be changed every two hours, or when it is immediately necessary. Staff are to wear plastic gloves when changing diapers. After changing a child, the teacher is to throw the soiled diaper, gloves and wipes in a lined, closed lid, diaper pail. For each child, the gloves should be thrown away and a new pair put on for the next diaper change. Parents are expected to supply diapers and wipes, labeled on the package with the child's name, these will only be used for that child. When the supply is running low, a note will be sent home in advance to replenish.

After any visit to the bathroom, whether it be changing diapers, potty training, or using the toilet, all staff and children are to wash their hands using soap and water, dry them with a disposable paper towel, shut the water off with the towel, and throw it in the garbage.

Referral Plan

If a staff person had a concern about a child, she observes the child and

documents the observation. The observation and concerns are shared with the director, who will also observe the child. The director will arrange a meeting with the parent(s)/caregiver(s) and the child's teachers to review the observations and discuss possible referrals that could benefit the child. Referrals may include, but not to be limited to: a medical check-up; a dental exam; a vision or hearing screening; social, educational or mental health services. With parental permission, outside consultants may also observe the child and make recommendations to staff and parents/caregivers. The director will provide to the parent(s)/caregiver(s) 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 center had made to accommodate the child's needs. A written record of any referrals, including the parent conferences and result, will be kept in the child's file. With parental permission, the agency will assist the parents in making the referral, follow-up with the referral and a contact the referral agency or provider for assistance in meeting the child's needs at the center. If it is determined that the child is not in need of services, the center will review the child's progress at the center every three months to determine if another referral is necessary. We are happy to host therapy sessions with your child in our program. Please make sure we have a signed consent form prior to planning for therapists to come to our site. Once a consent form is on file, the therapist can reach out to us directly at milestones.enrollment@gmail.com to confirm schedule and receive access to the door.

Some agencies we may contact for referral services include but are not limited to the following:

Early intervention

Pentucket Area
Early Intervention Program
320 Main st.
West Newbury MA
978-363-5553

Physical Therapy

Holmes Physical
Recovery
191 Elm St.
Salisbury MA
978-499-1870

Speech Therapy

Mouthworks
7 Prince Pl Suite 400
Newburyport MA
978-358-8624

Children's Therapist

Maura Abate PhD
18 center St
Newburyport MA
978-499-0509

Behavior Therapy

MSPCC
175 Cabot Street
Lowell, MA
978-937-3087

Feeding Specialist

ProgressHouse
39 High St
Amesbury MA
978-834-0088

Photos

A Photo-release form will be sent home with each family upon registration. We use

photos on our website, social media pages, and for advertising purposes. You are not required to sign our photo-release form if you do not wish for photos of your child to be taken.

Social Media Links:

Facebook: Milestones Childcare & Preschool
Private Facebook Page: "Parents & Teachers of Milestones"
Instagram: Milestones Childcare & Preschool
Website: www.milestones-childcare.com

Right to Visit

Parents/Caregivers have a right to make unannounced visits to your child's room while your child is present.

Records and Confidentiality

All information contained within a child's file is privileged and confidential. The school will not distribute or release information from a child's record to anyone not directly related to implementing the program plan for the child without written consent of the child's parent or guardian. The school will notify the family if a child's record is subpoenaed. The child's parent will, upon request, have access to a child's record at reasonable times. In no event will such access be delayed more than two business days after the initial request without the consent of the child's parent(s) or guardian(s). A permanent written log is maintained indicating which persons have received information from a child's file. The log is to contain name, signature, and position of the person releasing the information, the date, the portion of the record released, and the purpose for the release.

Termination and Suspension Policy

A child will be terminated from attending the program for the following reasons:

1. Center is not able to meet the needs of the child after reasonable accommodations.

2. Parents or guardians not following the policies of the center after sufficient notice and opportunity to comply.
3. Inappropriate behavior by the child which is a danger to self or others after reasonable attempts to correct the behavior has been made.

Parents or guardians will be asked to come in for a meeting to discuss options and create a plan for behavioral intervention that will be carried out both at home and in school. A written plan of action including referrals will be signed by both parents and staff. Copies of all decisions will be placed in the child's file. All efforts will be made to maintain enrollment if at all possible.

4. Failure to pay tuition or other fees owed after two written notices. When possible, a verbal conversation will also be shared with the responsible party.
5. Habitual lateness after closing time with two written notices sent home stating the intent to terminate.

Parents and guardians will be notified in writing of actions which are grounds for termination. All actions and communications will be documented and placed in the child's file. If termination is necessary children will be prepared for leaving in as positive a way as possible.

Emergency Procedures

In the event of an emergency that we should have to evacuate the building we bring the children to a meeting spot in the playground. We will grab both the contact list for all the children and the sign in sheet at the door to make sure that all children are accounted for. If there is a fire in the building, the fire department is immediately alerted by the activation of the alarm, and we wait with the children in our meeting spot until we are told that it is safe to re-enter the school. If there is an emergency that causes us to close the school, all parents or emergency contacts will be called to pick the children up.

In the event of an emergency at the Seabrook nuclear power plant we are alerted immediately by the Massachusetts Emergency Management agency. We are told to contact parents for pick up and we wait with the windows closed until told whether we should shelter in place or prepare for transfer to Masconomet High School. Any parents or contacts may pick the children up at school before being bussed to Boxford with us if we are told to transfer. We will bring a bag with children's paperwork, attendance records, emergency forms and any necessary medication or supplies. We will also bring cell phones and our "KI Go-Kit". KI pills will not be distributed until we are instructed to do so by the commissioner of the Mass Dept. of Public Health, and only to the children with written consent.

In the event of a "lockdown" the children will be instructed to shelter in place. The director will pull the fire alarm to immediately call for help, lock the doors, grab the attendance sheet and make sure everyone is safely secured until help arrives.

During an emergency evacuation the Lead Teacher is responsible for taking the attendance information and for leading the children out of the building. Assistant teachers and other staff will assist in the evacuation and check for stragglers. Infants and non-mobile toddlers will be placed in the evacuation crib(s) (The crib with the red band on the leg) and/or carried by staff.

The Program Director will make a visual inspection of each classroom before exiting the building. All classrooms, once evacuated, will meet by the back fence and wait for the go ahead by the Program Director before reentering the building.

The Center will maintain a daily attendance list that is current. Staffs are responsible for signing children in and out of the center by arrival and departure times. The attendance list will be kept on the top of the cubbies and be readily accessible in case of an emergency evacuation. The lead teacher will be responsible for taking the attendance list and for accounting for all of the children in the class once they are safely out of the building. Emergency evacuation drills are conducted every other month at different times of the program day as determined by the Program Director. Children and staff should practice using different evacuation routes so that the children and staff will be familiar with them. The Program Director will maintain documentation of the date, time, and effectiveness of each drill in the Fire Drill Log. This documentation will be maintained for five years.

Transfer of Records

When the child is no longer in our care, upon written request of the parents/guardians, the director shall transfer the child's record to the parents/guardians, or any other person the parents/guardians so choose.

Plan for Transitioning Children

Infant children transition into the toddler classroom at 15 months of age, when space allows. Toddlers transition into the preschool classroom at 2.9 months, when space allows. Milestones also tries to have the children spend a few days prior to their full transition in the new room to get use to the environment, teachers, and new peers. Prior progress reports will be shared with the new teachers as well as the students' files. Notification of transition of children will be given to parents with a 2-week notice. Transition of children is contingent upon and available when space allows in the transitional classroom.

Transition of Children Leaving Milestones

Upon transition of children from our program here at Milestones, the staff will provide a memory booklet with photos and memories of the students time while they attended Milestones with their friends and teachers. A special "crown" will be provided to the student and the teacher will make a card with the remaining classmates for the student who is leaving the program. Reasons for potential leave from Milestones includes aging out into the kindergarten program; providing a 2 week notice per our parent handbook; behavior issues; developmental issues; or any other reason that a child does leave Milestones.

Milestones Childcare & Preschool requires a 2 week notice for any withdrawal or schedule changes.

Amending a Child's Record

Parents/Guardians have the right to add information, comments, data or any other relevant material to their child's record. In addition, parents/guardians must right to request deletion or amendment of any information contained in the child's record.

If the parents/guardians are of the opinion that adding information is not sufficient to explain, clarify, or correct objectionable material in the child's record, the parent shall have the right to a conference with the licensees to make their objections known. The licensees shall, within one week after the conference, render to the parents/guardians a decision in writing stating the

reason or reasons for the decision. If the decision is in favor of the parents/guardians, steps shall be taken immediately to put the decision into effect.

Access to EEC

A copy of the Department of Early Education and Care licensing regulations for Group Childcare is available upon request or you may look them up online at www.eec.state.ma.us. If you have any questions about any of the regulations, or our compliance history you can also reach the offices by phone at (978) 681-9684.

Parent Input

Throughout the school year parents are encouraged to submit their ideas or thoughts regarding our program in writing to the director. All suggestions are welcome and will be acknowledged. However, it is up to the director to decide whether these suggestions are to be implemented.

Birthday Celebrations

Children may celebrate their birthday at school if parents choose. Teachers make a special birthday crown, with the child's help, and we sing "Happy Birthday" at snack time. Birthday children are also invited to pick a prize from our "Birthday Box"! If parents wish, they may send in a special birthday snack, however, please notify your child's teacher or the director ahead of time as to what you plan on bringing in so that we can assure there are no allergy's in the classroom and notify the other parents.

Keypad & Camera System

Cameras are located in classrooms and other areas of the school for security purposes. Recorded images (audio & video) will be reviewed in the event the Daycare/Preschool has a need to review the stored data. Recorded information will be stored in a secure location at the school with access by authorized staff only, internal review only. Information obtained through video monitoring will be used exclusively for safety and security, and will be in compliance with Milestones Childcare & Preschool policies. Staff and parents will not have access to the cameras, only executive directors, no exclusions. We take the privacy of our children very seriously.

Each door to our program is securely locked with a keycode system. Upon enrollment, you will also receive your door code to access the building. Please do not share this code. Each individual has their own code so we can identify who is coming and going at all times. There is an emergency exit button inside if we ever need to leave in an emergency, the door can be opened. Keypad was installed within MA safety and fire codes and standards.

On-Site Animal Policy

Milestones Childcare & Preschool may at times have classroom pets. All pets in the program, must be appropriate for the children in care, including possible allergens. Educators must closely supervise all interactions between children and animals and instruct children on safe behavior when in close proximity to animals. If any pets are kept in the program, the educator/director must ensure that animals, regardless of ownership, are free from disease and parasites and are licensed and/or vaccinated as prescribed by law. A file with the pet's immunizations will be on site, if applicable. Children will not be allowed to take part in the cleaning of the animals cages and litter boxes will be kept inaccessible to children, if a cat is on the premises. Milestones Childcare will ensure that all pets are kept in a safe and sanitary environment & manner at all times.

Off-Site Field Trips

Milestones Childcare & Preschool will occasionally take off site field trips to the library, mill yard, bike trail, or playgrounds. The director will confirm the availability and the appropriateness of off-site facilities prior to each use. Prior to any field trip, the Director will consider and implement a thoughtful plan for appropriate supervisor of children in public spaces. Milestones Childcare will require written parental consent for a child to participate in off-site activities. Milestones Childcare may obtain a general permission from the parent or guardian of each child to take the child off the premises of the childcare program for common excursions such as the library, playground, mill yard and bike path as long as the consent lists the common excursions and the means of transportation. This consent form will be valid for one year unless withdrawn in writing prior to that time.

Milestones Childcare must require written parental consent for a child to participate in special activities not listed on the common excursion consent form. The special permission must specify the date of the trip, the destination and duration of the trip and the means of transportation. Milestones will always notify parents prior to taking children off the premises. Educators will take attendance lists, emergency contact lists, first aid kits, cell phones and extra educators on the off-site field trips. Each child will wear a sticker with the name, address and telephone number of the educator or child care program whenever s/he is off the premises in the care of the program. Fees may apply for field trips.