



**abcd**

**HEAD START &  
CHILDREN'S SERVICES**

# PARENT HANDBOOK

## 2019-2020



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Boston, MA 02111  
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Dear Parents/Guardians,

Welcome to Action for Boston Community Development, Inc. (ABCD) Head Start & Children's Services! On behalf of all the staff, I am excited that you've chosen to partner with our Program for the care and education of your child. Our Program staff will help you and your child build the healthy foundation needed to be successful in school and life.

Please use this handbook often, as it will give you information about all aspects of our Program. If your questions are not answered here, ask any staff member. We are here to help you with any concern you have or to explain the information in this handbook.

Throughout the time you spend in our Program, you will have many opportunities to become involved in your center's activities. We need your participation in all areas of your center: monthly parent meetings, workshops and trainings, classroom activities, field trips, newsletters and community outreach.

Active participation of parents is what makes ABCD Head Start & Children's Services so different from all other early childhood programs. Your input is very important and will help us maintain the highest quality early education and care programs.

We look forward to working with you and your child.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Yvette Rodriguez', with a long, sweeping flourish extending to the right.

Yvette Rodriguez  
Vice President  
ABCD Head Start & Children's Services

## TABLE OF CONTENTS

ABCD Overview.....	4
ABCD Head Start & Children’s Services General Information.....	5
ABCD Early Care and Education Options.....	5
Starting the Program.....	7
• Child Care Services Parent Fee and Payment Policy.....	7
• Avoidance of Termination from the Program.....	8
Family Engagement and Staff/Parent Partnerships.....	9
• Parent Volunteers.....	9
• Family Engagement in Program Governance.....	10
• Parent/Guardian Rights and Responsibilities.....	10
• Staff/Parent Partnerships.....	11
The Role of Staff.....	13
Early Care and Education of Children: Infants, Toddlers and Preschoolers.....	15
• Guidance and Discipline.....	15
• Curriculum.....	16
• Classroom Design and Routine/Schedule.....	16
• Rest Time.....	17
• Toileting.....	17
• Tooth Brushing.....	18
• Hand Washing.....	18
Supportive Child Development Services.....	19
<b>ENROLLMENT FORMS FOR PARENT/GUARDIAN SIGNATURE.....</b>	<b>21-28</b>
<b><i>Must be completed and returned to the Center</i></b>	
• Serving Children with Special Needs.....	29
Transitions.....	29
Child Safety.....	30
Child Abuse and Neglect.....	32
Child Health and Nutrition.....	33
• Health.....	33
• Health Restrictions.....	36
• Appendix A: Well-Child Visit /Physical Exam Schedule for Children.....	38
• Appendix B: Recommended Immunization Schedule.....	39
• Nutrition.....	40
Medication Administration Policy.....	42
Hours of Operation.....	44
Child Drop Off/Pick Up Policies.....	45
2019-2020 Calendar.....	47

## ACTION FOR BOSTON COMMUNITY DEVELOPMENT, INC. OVERVIEW

### **Overview and Services**

Action for Boston Community Development, Inc. (ABCD) provides a neighborhood-based structure of innovative, practical and timely programs and services, which emphasize education and skilled job-training at all levels. From prenatal education to innovative youth centers to elderly initiatives, ABCD provides opportunities for individuals and families each year to improve their lives, creating a significant return on investment for society.

### **ABCD Programs include**

- Early Education and Care: Head Start, Early Head Start, Childcare, Child Care Choices of Boston (child care voucher resource and referral)
- Adult Education/Career Development: Education and Training, Urban College of Boston: A Two Year College, ESOL classes
- Elder Services Programs: Foster Grandparents, Senior Center Programs
- Community Development: Elder Affordable Housing, Energy Conservation
- Youth Programs: University High School, William J. Ostiguy High School, Career Explorations, SummerWorks – Summer Youth Employment, YEA! – financial and civic education summer program for 13 year olds
- Health Services: Family Planning
- Housing Services: Homelessness Prevention Program, Housing Search, Stabilization Services, Foreclosure Prevention
- Neighborhood Operations: Adopt-A-Family & Holiday Toy Programs, Tax Preparation and EITC Assistance, Fuel Assistance, Emergency Food Pantries, Immigration Services, Assistance in applying for public benefits

**For more information about ABCD call 617-348-6000 or go to:**

**[www.bostonabcd.org](http://www.bostonabcd.org)**



## ABCD HEAD START & CHILDREN'S SERVICES GENERAL INFORMATION

**Mission:** ABCD Head Start & Children's Services, a family development program, is committed to providing opportunities and services to the diverse low-income children and families of Boston and the Malden/Everett area to support them with school readiness, self-sufficiency and success in life.

**Program Description:** ABCD Head Start & Children's Services centers are family development centers that provide opportunities and services to the whole family and all the aspects important to early childhood development. Our programs serve children from birth to five years of age and pregnant women. Our goal is to work with the family to ensure each child is ready to transition into the next educational setting.

**Commitment to Quality:** Each center is licensed by the Massachusetts Department of Early Education and Care (EEC). Many centers have received National Accreditation from the National Association for the Education of Young Children (NAEYC). All centers are participating in the Quality Rating Improvement System (QRIS) through EEC.

**Admission:** ABCD Head Start & Children's Services does not discriminate against, nor give preferential treatment to, any child or family because of race, religion, cultural heritage, political beliefs, age, sex, national origin, disability, marital status, or sexual orientation.

Acceptance to the Program is based on eligibility policies developed by the Administration for Children and Families for all Head Start and Early Head Start slots and by the Massachusetts Department of Early Education and Care for all child care slots. The eligibility policies for each center include a child's age at time of enrollment, income and residency requirements.

In special circumstances acceptance is conditional based on the appropriateness of the placement for each individual child. Program staff and parents work together to identify the specific accommodations, if any, required to meet the needs of each child. Once these accommodations are identified, the program/center will determine if the accommodations required to accept the child with special needs are reasonable and/or are in the best interest of the child, program, and family. The child's health and safety is the central factor in this decision.

## ABCD EARLY CARE AND EDUCATION OPTIONS

**ABCD Head Start and Early Head Start Slots:** Early Head Start and Head Start slots serve children birth to 5 years of age. These slots are funded through the federal government and are for children who meet the age, income and residency requirements. Children will receive a minimum of 5-6 hours of preschool or infant and toddler care. Families do not pay for this part of the day.

**Early Head Start Home-Based Slots:** Infants and toddlers in home-based slots receive their Early Head Start services in their homes from a Home Visitor who visits weekly with activities, information and support. At least twice a month families in the Home-Based program have

activities and socialization groups at the Early Head Start program while their children experience time with other children.

**Pregnant Women Slots:** Women who are pregnant receive home visits, support, and information from Early Head Start component staff both in their homes and at regular monthly parent activities in the Center. After delivery, the mother may continue to receive services through the Home-Based program or a Center-Based Early Head Start slot once the baby is two months old.

**ABCD Child Care Slots:** Children aged 2 months to 5 years of age are able to access child care services through many of the ABCD child care centers. These extended day (and/or year) services are funded through the Massachusetts Department of Early Education and Care (EEC). They are generally offered for up to 10 hours per day and 12 months per year. To be eligible for these slots a family usually must meet Head Start/Early Head Start requirements as well as state requirements. In most cases the family will pay a parent fee that is based on family size and household income. Child Care slots include:

**EEC Contract Slots:** These slots are contracted to ABCD Head Start & Children's Services and are for eligible families. You must be on the EEC Centralized Waiting List and contact the ABCD child care center directly in order to access these slots. Eligibility is based on a family's service need and income as determined by EEC. Parent fees are based on family size and household income.

**DCF Supportive Slots:** To be eligible for a Supportive Slot you must have an open case with the Department of Children and Families (DCF). A referral must come from the families DCF worker directly to the child care site.

**Homeless Slots:** To be eligible for a homeless slot you must have a homeless referral approved by the Massachusetts Department of Housing and Community Development, Division of Housing Stabilization (DHCD). Parent fees are based on family size and income.

**Teen Slots:** To be eligible for a Teen Slot you must be a parent who is younger than 20 years of age, and meet state guidelines and requirements. Parent fees are based on family size and income.

**Vouchers:** ABCD Head Start & Children's Services accepts child care vouchers if there is space at the center. Vouchers are issued depending on availability and need through Resource and Referral Agencies such as Child Care Choices of Boston (CCCB) and Child Care Circuit. Parent fees are based on family size and household income.

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For more information on full day child care options in **Boston** call a local ABCD Head Start & Children's Services Program, the Central Office at 617-348-6388 or Child Care Choices of Boston (CCCB) at 617-348-6641 for information and referrals: TTY: 617-423-9215.

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For more information on full day child care options in **Malden, Everett and surrounding communities** call the Malden/Everett Head Start at 781-397-8071, the Central Office at 617-348-6388 or Child Care Circuit at 978-686-4288 for information and referrals: TTY Service: 711.

**Regulatory Agency:** Parents may contact EEC for information regarding a center's regulatory compliance history through the Department of Early Education and Care, Region 6 (Boston) and Region 3 (Malden, Everett and surrounding communities):

**Metro Boston Office:**  
*Serving Boston*

1250 Hancock Street – Suite 120-S  
Quincy, MA 02169  
Phone: (617) 472-2881  
Fax: (617) 472-2722

**Northeast Lawrence Office:**  
*Serving Malden, Everett and  
surrounding communities*

360 Merrimack Street, Building 9 – 3<sup>rd</sup> Floor  
Lawrence, MA 01843  
Phone: (978) 681-9684  
Fax: (978) 689-7618

## STARTING THE PROGRAM

**Pre-Enrollment:** Before the first day of school, families and children meet their teachers and possibly a Family Advocate at a home visit and/or at a visit to the center to explain what will happen in the program/center and plan for their child's enrollment period. At this visit, in partnership with parents, teachers collect information about child interests, health needs, developmental and social-emotional levels, and parent goals that will help guide the program staff as they work with the child and family during the year.

**Parent Orientation:** Each parent or guardian receives an on-site orientation to the center. This orientation includes a review of this Parent Handbook and program policies/procedures, and a chance to meet their child's full teaching team and other program staff. The orientation provides an overview of the philosophy of the program, policies of the program and a general schedule of what will happen over the coming program year.

**Enrollment:** Children "phase in" to their classroom by attending at least one shorter day, generally with a small group of children. This allows children to feel more comfortable before they attend a full day. For children attending Early Head Start it is suggested that parents and children phase-in together for a period of 2-3 days.

**Attendance:** When your child does not attend their center daily, he or she is missing quality educational services. If you keep your child home for any reason, you must notify either the child's teacher or your family advocate in the morning before school starts. We ask that you provide notification of planned, extended absences (such as vacations) in writing. There are minimum attendance requirements for Child Care Services.

### **Child Care Services Parent Fee and Payment Policy**

Child care services are available in many ABCD child care centers for parents whose children need care beyond the part-day Head Start or Early Head Start schedule and during school vacations and the summer when Head Start is closed.

A parent fee is required for enrollment in all child care services before and/or after the Head Start or Early Head Start day, or for full day EEC slots. All parent fees are based on household income that is linked to a sliding scale developed by the Massachusetts Department of Early Education and Care. **Parents read, sign, and must abide by the requirements outlined in their EEC Subsidy documents, including the requirement that a parent must report any change in circumstances (change of employment status, income, etc.) that may impact their eligibility or fee.**

**Initial Parent Fee:** Parents are responsible for two weekly parent fee payments before they begin their full day services. These payments are for the first week of child care and the last week of child care provided.

**Weekly Payment:** Fees must be paid in advance for the week (or month) and are required to be paid no later than the first business day of the week (or month) in which care is provided. The appropriate parent fee is paid for every day that care is available to the child. **This includes approved holidays, approved closures and child absences due to illness and/or vacation (up to a maximum of two weeks per year). When care is not available due to emergency closures parents are also required to pay parent fees for two days per event (flood, no heat, etc.).** A list of approved closures is available on page 44 & 47 and is posted at each Center.

**Non-payment of Fees:** Child care services will be terminated for non-payment of fees and/or late payments. Each center depends on the parent fees to help pay staff and provide quality services to children and families; therefore, non-payment is not acceptable. If a family fails to pay the required fees, the child may be terminated from child care services according to the following process:

**Warning of Termination Letter** – a letter will be sent to the family with an invoice for the amount past due after non-payment.

**Meeting with Center Staff** - the family will need to discuss the issue with the Center staff and either pay in full or establish a plan to pay the outstanding balance. A "Termination/Reduction of Financial Assistance for Child Care" form will be given at this meeting. This form provides the parent with a two week notice for termination of care if the fees are not paid.

**Failure to Comply with Plan** - failure to comply with the payment plan will result in termination of child care services on the date given in the notice. The child will not be terminated from Head Start/Early Head Start, however they may be transitioned to a another classroom.

### **Avoidance of Termination from the Program**

**Termination:** ABCD Child Care centers recognize that termination from a program is difficult for parents and children. In those rare circumstances when it is necessary to terminate a child's participation in the program, every effort is made to help with this transition.

**Termination from the Head Start and Early Head Start programs** may occur if program funding is reduced.



**Termination from Child Care Services** will occur due to excessive absences and/or nonpayment of fees, or if the family is no longer eligible under funding source guidelines or the funding for child care slots has been reduced. The child will not be terminated from Head Start/Early Head Start, however they may be transitioned to another classroom.

**Termination due to safety** will only occur once the program has explored all possible steps to support a child. Each program's ultimate goal is to provide every child with a successful classroom experience. If at any time a child's behavior appears to be a danger to him/her or to others, specific interventions are put into place under the supervision of the Central office. These may include, but are not limited to, referrals for additional support services, additional classroom staff, consultation with the mental health consultant and a plan between parent and staff in order to maintain the safety of the child in the classroom. Only after these strategies are tried and determined to be unsuccessful is a termination considered. In the rare event that termination due to safety occurs, the program will facilitate the transition of the child to a more appropriate placement.

**Termination due to parent/guardian behavior:** A child will be terminated when the behavior of a parent is found to be inappropriate, threatening, or endangers the safety of staff and other children. See Code of Conduct on pages 11-12.

Families are given every opportunity to work with the program to prevent termination. Termination information is given both verbally and in writing. When a termination does occur the program makes every effort to provide the child with a positive transition, including allowing the child to say goodbye to their friends and educators. Staff will also make referrals to other child care services and assist them in securing child care as needed.

## FAMILY ENGAGEMENT AND STAFF/PARENT PARTNERSHIPS

Research has shown that when parents are engaged in their children's lives and education it benefits both parent and child now and in the long term. Based on this rich body of research, we know that we need an ongoing commitment from parents and families in each of our centers. We encourage parents to participate in all aspects of the program by volunteering in the classroom or center, participating in program governance, events, workshops and celebrations, and partnering with staff to support their child's education and their family development.

ABCD Head Start & Children's Services has an "open door" policy. Parents are welcome to visit and participate in all aspects of the program. Although the classroom and center are open to parent visits at all times, it is important that the learning environment be respected and that visitors follow the directions of the teaching team and administrative staff.

### Parent Volunteers

Volunteering in the classroom and center enhances the relationship between the parent and child but it also develops a partnership between the parents and the program. This relationship allows the program staff to provide a high quality education and child development program.

The Head Start Performance Standards define a volunteer as "an unpaid person who is trained to assist in implementing ongoing program activities on a regular basis under the supervision of a staff

person in the areas such as health, education, transportation, nutrition and management." Parents can volunteer on an occasional or regular basis.

All regular parent volunteers are required to agree to ABCD conducting a background record check, and submit documentation of a physical examination and TB test (within the past 12 months). Only when all results are in and are acceptable may the parent begin volunteering.

## **Family Engagement in Program Governance**

The Head Start Performance Standards require that we establish and maintain a formal structure of shared governance with parents. This structure consists of the following groups: Policy Council, Policy Committee and Parent Committees through which parents can participate in policy making or other decisions about the program.

**Parent Committees:** Each center establishes a Parent Committee comprised exclusively of parents of children currently enrolled at the center. Every parent of a child currently enrolled in a center is a member of the Parent Committee. Through the Parent Committees, parents are able to advise staff in developing and implementing local center policies, activities and services; plan, conduct and participate in informal as well as formal programs and activities for parents and staff; and within the guidelines established by the governing body and Policy Council, participate in the recruitment and screening of prospective Head Start and Early Head Start employees and the review of current employee terminations. Each Parent Committee elects a representative and alternate to the ABCD Head Start & Children's Service Policy Council. The Policy Council representative updates the Parent Committee regarding the actions taken by the Policy Council.

**Policy Committee:** The delegate agency, John F. Kennedy Family Service Center, establishes a Policy Committee comprised of parents of children currently enrolled at the center. The Policy Committee works in conjunction with the Policy Council.

**Policy Council:** The Policy Council is comprised of elected representatives from each of the local Parent Committees and Policy Committee from all of the ABCD Head Start and Early Head Start centers and partner programs and the Policy Committee from the delegate agency. The Council elects a Chairperson, Vice-Chairperson, Secretary and Treasurer. In addition, they elect one Representative and one Alternate to represent the Policy Council on the ABCD Board of Directors and the Massachusetts Head Start Association. The Policy Council's responsibilities include: assisting management staff in decision-making related to program policies, recommending and or ratifying staff hiring or terminations, reviewing the budget, providing input on grant developments and advocating for the program.

**Health Services Advisory Committee:** The Health Services Advisory Committee (HSAC) is an advisory group that brings together staff, parents, health care providers and other partners in the community to discuss the planning, operation, and evaluation of the health and nutrition services in Head Start. The mission of this committee is to support the health and wellness of each Head Start and Early Head Start child and family. All families are welcomed and encouraged to be part of this committee.

## **Parent/Guardian Rights and Responsibilities**

**Parent Concerns/Complaints:** Concerns or complaints about the Center by parents or members of the community should be directed to the local Program Director. If the Program

Director is not able to resolve an issue immediately, the concern is brought to the attention of the Family & Community Engagement Coordinator who consults with the Vice President of ABCD Head Start & Children's Services and the Executive Committee of the Policy Council as appropriate. The situation is assessed and a course of action is decided upon by all appropriate parties within two weeks. The concern is brought to the attention of the Delegate Agency, when appropriate.

**Code of Conduct:** Courteous and respectful behavior between and among all program participants is essential for ABCD Head Start & Children's Services to achieve its mission and help assure a positive environment and promote the safety of children, families and staff.

ABCD Head Start & Children's Services will not tolerate behavior by parents that creates an unsafe environment for children, other parents, staff or volunteers. Examples of unacceptable behavior include but are not limited to:

- Threats to or harassment of staff, parents or children
- Physical or verbal abuse of a child
- Swearing or cursing
- Verbal fighting, loud shouting and displays of anger
- Physical violence
- Bringing drugs, alcohol or weapons to program sites or events
- Smoking
- Use of cell phones in the classroom
- Sharing of information about or images of children enrolled in our program or staff on social media

If a parent violates the Code of Conduct ABCD Head Start & Children's Services reserves the right to, among other things:

- Restrict access to the Center
- Terminate the child's enrollment
- Contact the Department of Children and Families (DCF)
- Contact the police

### **Staff/Parent Partnerships**

Teachers, Family Advocates, Family and Community Engagement Supervisors, Education Supervisors, Intervention Support Specialists, Nutritionists, Health Managers, Mental Health Consultants and other appropriate staff meet in partnership with families during the year to review children's activities and progress, provide support for child and family concerns, and encourage family engagement in the program.

**Home Visits:** Home visits are a vital step in linking the staff with the child and family and are strongly encouraged. While home-visits are not a condition of enrollment in the program, they provide staff and parents an opportunity to be together in an environment that is more comfortable for the child and often more convenient for parents. Home visits also help teachers and other staff to establish a home-to-school link with families, as parents and guardians engagement is crucial to their child's education and development. Teachers conduct at least two home visits per year, and other staff, such as Family Advocates may also conduct home visits per the Office of head Start Performance Standards.

**Written Communication:** Parents will be informed in writing at least seven days prior of all changes to policies and procedures throughout the year. They will also receive notification if there is a change in permanent teaching staff through the program year.

**Parent/Staff Communication:** We ask that parents commit to:

- Read all letters and complete forms that are sent home as the information is always important.
- Inform staff of a child's allergies and special health needs, including illness.
- Tell staff of any changes in the home that might affect a child: new baby, moving, divorce, death or trauma in the family, etc.
- Call program staff whenever you have any questions or concerns.
- Make sure the center has a copy of any legal documents that restrict the child's contact with others, such as restraining orders or custody papers.
- Keep telephone numbers including emergency contacts and pick-up lists up to date.
- Make plans to volunteer; your child's center needs you.
- Early Head Start parents are asked to complete a Daily Communication Sheet at the time of drop off each morning.

**Language and Translation:** Each center will make every effort to talk and communicate with you in your first language. This is done through:

- *Staff translators and interpreters* – most centers have staff who speaks the languages spoken in the local community. In some cases, the center will bring in translators who speak a language not spoken by staff. Whenever possible, we will contract American Sign Language interpreters for those who are deaf or hard of hearing.
- *Written materials* – whenever possible information and forms are translated into the primary languages spoken in the center.

**Parent/Teacher Conferences:** For pre-school aged children, the teaching team meets with each child's parents/guardians to discuss the child's progress in the program. These parent/teacher conferences occur in the fall, winter, and in the spring. For infant/toddlers, the teaching team meets with each child's parents/guardians four times per year, in the fall, winter, spring and summer. The conference is a time when parents can work with teachers to develop goals and recommend activities for the classroom and the home to support the child's learning.

**Comprehensive Family Support Services:** The goal of comprehensive family support services is to assist each family in getting the supports and services needed to ensure a successful experience for both the child and the family. Each child and family has the services of a full interdisciplinary team, which may consist of: Teacher Assistant, Teacher, Family Advocate, Education Supervisor, Family & Community Engagement Supervisor, Health Manager, Intervention Support Specialist, Mental Health Consultant, Nutritionist and/or other appropriate staff.

The team provides the support and resources needed to meet the goals that the family has set. Goals for the child and family are planned in collaboration with the family based on information from child observations, screenings, child assessments, family assessments, and other reports. The interdisciplinary team meets throughout the year to discuss child and family progress towards goals, review revise and implement plans, and discuss supports offered to the family.

In order to ensure that the family goals are being addressed during the year, the Family Advocate meets with the family to review progress towards goals and revise and implement plans. Family Advocates meet with families in their home for home visits, at the center, and/or in the

community. Family Advocates are always available to provide supports, resources and referrals that the family may need.

Family members may discuss concerns or plans with any team member on the telephone or in person by scheduling an appointment at the center or at the home.

**Referrals:** ABCD and the communities we serve have many resources for children and families. Family Advocates have a wide variety of resources and access to information for families on various topics including but not limited to housing assistance, food assistance, fuel assistance, health, mental health, education and training, employment, legal services, child care and education, senior services, substance abuse, financial wellness, literacy, English as a second language, adult education and various support groups. Family Advocates and other staff are available to connect families to resources they are interested in accessing.

**Parent Training and Education:** Each year parents are asked to complete a survey indicating topics of interest to them. Results of this survey help each center identify training and education topics that are of interest to families. ABCD Head Start & Children's Services is committed to working with parents to offer these educational opportunities throughout the year at varying times and locations. Topics may include: child development, behavior management, curriculum, the home/school relationship, child health issues, mental health, special needs, nutrition and wellness, First Aid, CPR, home safety, and other topics as suggested through the parent survey.

## THE ROLE OF STAFF

**ABCD Central Staff:** The staff at the Central office of Head Start & Children's Services oversees the delivery of services to all ABCD locations in Boston, and the Malden/Everett area. It provides fiscal management, evaluates the delivery of services and arranges for program development with other local organizations. The central management team consists of the Vice President of Head Start & Children's Services, Deputy Directors and Component Coordinators. The Central Staff shares responsibility with local Program Directors for the overall quality of the Center.

**Local Administrators:** The Program Director carries out the administration of the local ABCD Head Start & Children's Services centers. The Program Director has overall responsibility for implementing the program policies, as well as program governance, educational planning, staff hiring, and supervision. In some locations the Program Director is supported by a Program Administrator or an Assistant Director.

**Education Staff:** The education component has the following positions: Education Supervisors, Teacher, and Teacher Assistant. Several classrooms are supported by Mentor/Coaches, who provide support to teachers on best teaching practices. All Education staff meets the education and experience requirements of the Office of Head Start, EEC, and NAEYC for accredited programs. Education Supervisors have a minimum of a Bachelor Degree in Early Childhood Education or a related field. Teachers have a Bachelor or Associate Degree in Early Childhood Education. Teacher Assistants have a Child Development Associate (CDA) Credential or they are working towards their CDA or Associate Degree. They are also certified in First Aid and CPR and receive continuous training and education support to enhance their skills throughout the year.

**Family & Community Engagement Staff:** The Family & Community Engagement Staff, consisting of Family & Community Engagement Supervisors, Family Advocates and ERSEA (Eligibility, Recruitment, Selection, Enrollment, Attendance) Specialists, partner with parents and families to ensure on-going support from the program and the community. From recruitment to transition to the child's next educational experience, the Family & Community Engagement staff support parents in establishing and meeting goals for themselves and their children.

**Health and Nutrition Staff:** A Health & Nutrition Services Managers and a Health Services Assistants are assigned to each program to make sure children are safe and healthy. They routinely coordinate with parent/guardians to obtain necessary health documentation, chronic care management, identification of nutrition concerns, and ensure children are receiving all necessary health and nutrition services, education and referrals.

**Intervention Support Specialists:** Intervention Support Specialists (ISS) work closely with children and families to support social/emotional wellbeing and children with disabilities. The ISS work collaboratively with other program staff and the community, including the Lead Education Agencies, Early Intervention Programs, and other contractual partners. They are responsible for the monitoring and implementation of IFSPs and IEPs, as well as the facilitator for the integration of the disabilities and mental health supports within all component areas of the program.

**Program Support Staff:** Program support staff may include food service staff, classroom support trainees, receptionists, secretaries, data entry clerks, administrative assistants, and janitorial/custodial staff. They provide services that support the daily operation of the program.

**All staff must have background record checks and physical examinations prior to beginning work and updates as required by regulations.**

## EARLY CARE AND EDUCATION OF CHILDREN: INFANTS, TODDLERS AND PRESCHOOLERS

The goal of ABCD Head Start & Children's Services is to encourage the development of knowledge and skills that give children the best possible chance for success in school and throughout their lives. Through the provision of clean, safe, caring, and quality education classrooms and centers, children develop positive self-esteem about themselves and their community and they learn and grow to their fullest potential. Parents are always welcome in the classroom, and communication between parents and staff is encouraged on a daily basis so that children can see their family and staff working together, developing appropriate activities for children and sharing in the governance of the program.

### Guidance and Discipline

The basis of our system of guidance and discipline is respect for and acceptance of each child. The goal is to help young children develop self-regulation and control. Children receive encouragement throughout the day to make choices and to work independently. They are encouraged to practice language and social skills and especially to identify and express their feelings in positive ways.

**Infants and Toddlers:** Teaching staff use consistent, reasonable, and appropriate principles in guiding behavior for infants and toddlers. This guidance is based on an understanding of the child's individual needs, age and development. Teachers build on this understanding using a safe and secure center environment, setting up appropriate daily activities and providing stimulating routines. Teachers have a plan for using the classroom and the outdoor environment to help children learn sharing and cooperative skills. They will adapt activities and transitions to be responsive and realistic to the children in their care.

Routine child guidance practices for infants and toddlers include, but are not limited to:

- Preparing a stimulating and educational environment with a varied curriculum and plenty of age appropriate play materials
- Creating consistent routines
- Planning smooth transitions
- Modeling appropriate behaviors
- Having positive attitudes
- Understanding how individual children respond to different cues and that no single technique will work in all situations
- Being clear and consistent about behavior expectations
- Resolving issues as they occur
- Recognizing a child's feelings when discussing the child's behavior
- Addressing the behavior not the child
- Redirecting the child
- Knowing a child's temperament and what is needed to help the child cope
- Following the *Procedures for Servicing Children who Exhibit Behavioral Difficulties* when appropriate.

**Preschoolers:** During the first few weeks of school, the rules of the classroom are developed and reviewed with the children. Appropriate behavior is discussed including the ways of using equipment and materials, the daily schedule, and the use of words as opposed to physical force to express feelings. Children are always addressed in a respectful, caring manner.

A child being disruptive in one area of the classroom may be redirected to another area where more appropriate actions can occur. If a child is removed or redirected to another area, the teacher always explains the reason.

As a last resort, in order to ensure the safety of all children in the classroom, a child may be requested to sit for an appropriate length of time (may not exceed one minute for each year of the child's age), taking place within the view of a Teacher after repeated teacher requests for behavior change or immediately following physical harm to another child. If a child presents a danger to self or other children, a teacher may have to gently hold the child to ensure his/her safety.

A child who physically hurts another child is encouraged to explain his/her actions and feelings and to nurture the other child. Teachers always assist children who are hurt. Teachers also ensure that children who demonstrate inappropriate behavior know that they are not "bad" children. It is our goal to help children learn new skills to deal with their behavior.

**All children:** ABCD Head Start & Children's Services staff and any person working with Head Start or Early Head Start children will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse or humiliation. In addition, they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs. Staff and any person working with children will accept and respect each child

and family's unique identity and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion or disability, by speaking in a calm and respectful manner, learning each child's temperament, and helping each child and family feel welcomed and part of the group.

## **Curriculum**

Developmentally appropriate practices guide our work with children. It is through these practices that a teacher plans his or her daily curriculum. Classrooms use an evidence-based curriculum framework, either *The Creative Curriculum for Infants, Toddlers, and Twos*, or *The Creative Curriculum for Preschool* as the framework for designing their classroom environments. Curriculum plans are written to enhance children's skills and support school readiness goals for children ages birth through five. These plans include goals and objectives that link to the Head Start Early Learning Outcomes Framework, the Massachusetts Pre-Kindergarten Frameworks, and the Massachusetts Early Learning Guidelines for Infants and Toddlers.

Teaching teams use ongoing observations and parent input to assess all children three times a year for Head Start and four times a year for Early Head Start. These assessments are completed using the Creative Curriculum online database Teaching Strategies (TS) Gold. TS Gold objectives support the five essential "school readiness" domains for all children age birth through five and are aligned with our Head Start Early Learning Outcomes Frameworks and the Massachusetts Early Learning Guidelines for Infants and Toddlers. The assessment system is used to help teachers determine individual children's progress throughout the year and to help create individualized experiences throughout the year.

## **Classroom Design and Routine/Schedule**

<b>Infant and Toddler:</b>	<b>Preschool:</b>
<p><b>Classroom Design:</b> Each classroom design includes the following learning areas: blocks, housekeeping/dramatic play, manipulative, art, discovery area that includes a sensory tables, library, infant area and cozy area.</p> <p>Teachers provide opportunities for children to play with the materials in the learning areas either alone or with other children. Activities are designed to encourage cognitive, social, physical, and emotional development of all children.</p> <p>Materials are readily available and accessible for infants and toddlers to initiate their own activities and for teachers to engage them in play that supports the development of large and small muscles. Materials in the classroom encourage children's abilities to imitate, pretend, enjoy stories and books, dabble in art, explore water and have fun with music and movement.</p>	<p><b>Classroom Design:</b> Each classroom design includes the following learning areas: blocks, housekeeping/dramatic play, table toys, art, sensory tables, library, writing area, and math/science areas.</p> <p>Teachers provide opportunities for children to play with the materials in the learning areas either alone or with other children. Activities are designed to encourage cognitive, social, physical, and emotional development of all children.</p> <p>Materials are readily available and accessible for preschool children initiate their own activities and for teachers to engage them in play that supports their development. Materials in the classroom encourage children's abilities to imitate, pretend, enjoy stories and books, dabble in art, explore water and have fun with music and movement.</p>



<p><b>Classroom Routine/Schedule:</b> Each classroom establishes a flexible daily schedule/routine for infants and toddlers based on each child's developmental needs. Infants and young toddlers are still in the process of developing their own schedules, they eat, sleep and diaper/toilet on demand. The daily schedule/routine includes time for individual, small and large group activities, family style meals, free choice, teacher directed activities, and self-help skills such as toileting, hand washing and tooth brushing. The schedule also includes time for outdoor or indoor gross motor activities and rest time. Daily schedules and specific activities are posted in each classroom.</p>	<p><b>Classroom Routine/Schedule:</b> Each classroom establishes a daily schedule for preschoolers that includes time for individual, small and large group activities, family style meals, free choice, teacher directed activities, and self-help skills such as toileting, hand washing and tooth brushing. The schedule also includes time for outdoor or indoor gross motor activities and rest time. Daily schedules and specific activities are posted in each classroom.</p>
<p>See additional information below regarding Rest Time, Toileting, Tooth Brushing and Hand Washing. More information on Meals and Snacks can be found on page 41.</p>	

**Rest Time**

**Infants:** The naptime routine for infants is on the individual schedule of the child. Cribs are used for children under 12 months and pillows are not given to infants. Infants are always placed on their backs for sleeping in accordance with best practice to help prevent Sudden Death Syndrome (SIDS).

**Toddlers and Preschoolers:** Daily schedules include rest time that varies in length according to the needs of the child. Each child has his or her own cot or mat and designated space in the classroom. Teachers may rub children's backs to help them fall asleep. Children who do not sleep may be directed to a quiet area. A small pillow (for a toddler) and blanket from home helps a child relax. Please label each object with your child's name. Parents are responsible for seeing that these articles are washed on a regular basis. If you need assistance obtaining rest time materials contact your Family Advocate, who will assist by making a referral.

**Toileting**

Diapering and toileting are considered enriching educational experiences.

**Diapering of Infants and Toddlers:** When a teacher is diapering a child, she or he is provided with an opportunity to bond with the child and engage the child in conversation to support individual language development, social and emotional development, cognitive development and physical development. The program provides diapers while the child is enrolled in the program. Each child's diaper is changed every 2-3 hours or whenever they are soiled or wet. A changing table is used for this purpose and all proper sanitation procedures are followed at all times. Soiled clothing is double-bagged in plastic, sealed and labeled with the child's name, stored in a special area, and returned to the parent at the end of the day. Soiled disposable diapers are stored in leak-proof containers and removed from the center daily. The diaper changing area and sink is completely separate from any food preparation areas. Further information can be found in the Diapering Policy, which can be made available upon request.

**Toilet Training Toddlers:** Families and teachers work together to help children develop their toileting skills through development of a toileting plan with parents. Children are supervised (and assisted as needed) in the bathroom at all times. Children wash their hands with soap and running water after toileting. Staff members also wash their hands with soap and running water after assisting children.




**Preschoolers:** Preschool children are expected to be toilet trained; however, if they are not (toilet training is not a requirement), the program staff will develop a toilet training plan with the parent based on the child's developmental level. For the most part, boys and girls are toileted together as a routine part of their day.

Regulations state that parents must ensure that a change of clothing is available for each child at all times. If you need assistance obtaining clothing contact your Family Advocate, who will assist by making a referral. Extra center-owned clothing is available for changing purposes in addition to clothing brought from home by each child.

Soiling or wetting of clothes is handled discreetly and matter-of-factly. No child is punished, verbally abused, or humiliated for soiling, wetting or for not using the toilet.

## **Tooth brushing**

All children are taught the importance and technique of tooth brushing. Dental hygiene in conjunction with meals is promoted through the following:

-  For infants under the age of one: At least once during the program day, staff will wash their hands, wear gloves, then cover a finger with a gauze pad or soft cloth and gently wipe the infants' gums.
-  For children between one and two years of age: Once daily, after a meal, will brush children's teeth with a soft bristled toothbrush, using a small smear of toothpaste that contains fluoride.
-  For children age two and over: Once daily, after a meal, ABCD staff will assist children in brushing their teeth using a small smear of fluoride toothpaste.

**Toothbrush Care:** Each child receives a new child-sized toothbrush with soft bristles every three months or more frequently if they show signs of wear or when a child has been ill with a contagious disease. Each toothbrush is labeled with the child's name. Toothbrushes are stored in individual containers or in a rack in which toothbrushes stand upright and do not touch each other. Toothbrushes are air dried after each use.

## **Hand washing**

Proper hand washing is taught to all children, staff and volunteers, and they must wash their hands at least at the following times:

- Upon arrival into the classroom
- Before and after water play
- Before and after eating or handling food
- After coming into contact with bodily fluids or discharges (including sneezes, coughing)
- After handling pets or their equipment

- After toileting or diapering
- After outdoor play

In addition, the staff must also wash their hands:

- Before and after administering medication
- Before and after treating or bandaging a wound (nonporous gloves should be worn if there is contact with blood or blood-containing body fluids)
- Before or after handling or serving food
- After assisting a child with toilet use
- After performing cleaning tasks, handling trash or using cleaning products

## SUPPORTIVE CHILD DEVELOPMENT SERVICES

In order to help children reach their full potential physically, emotionally, mentally, and socially trained program staff assess children through developmental, social/emotional, vision, and hearing screenings within 45 days of their enrollment. Other health and nutrition related screenings are completed within 90 days of enrollment.

Child screenings and observations provide parents and staff with a quick check of each child's general health and development. Some screening results may indicate the need for further evaluation. Program staff will follow procedures for referring parents to appropriate support services for concerns related to child development, social/emotional, mental health, education, disability, physical health, and/or nutrition.

**Developmental Screening:** Upon a child's initial enrollment into the program, the teacher screens each child's (infants, toddlers, and preschoolers) overall development including large motor and small motor abilities, speech and language development, and social skills by using the *Ages and Stages Developmental Screening Tool*. The screening is completed with the child's parent.

**Social Emotional Screening:** Upon a child's initial enrollment into the program, the teacher talks with the parent to determine each child's (infants, toddlers, and preschoolers) social and emotional health using the *Ages & Stages Social/Emotional Screening Tool*. The screening is completed with the child's parent.

**Each year, with parent's written permission, children receive the following screenings from staff or from outside agency specialists:**

**Vision Screening:** Vision screening is done on all children who were not screened by their pediatrician. This screening is performed by the Health & Nutrition Services Manager or Health Services Assistant using the SPOT Vision Screener, or by optometry students from the New England College of Optometry under supervision of clinical professors from that program. Results of the screening are sent home within 24 hours, accompanied by the Health Referral Form. It is important that you bring the form with the results to your child's pediatrician for follow up care.

**Hearing Screening:** Hearing screening is performed on all children who were not screened by their pediatrician by the Health & Nutrition Services Manager or Health Services Assistant using the OAE hearing screening tool. Results of the screening are sent home within 24 hours. If a child does not pass the screening, the screening will be repeated after two weeks. If the child does not pass the second screening, the child is referred for a complete hearing examination by an audiologist. The screening results will be sent home, accompanied by the Health Referral Form. It is important that you bring the form with the results to your child's pediatrician or audiologists for follow up care.

**Height/Weight Screening:** Children (infants, toddlers and preschoolers) have their height and weight measured twice a year. The first measurement is taken between September and November. The second measurement is taken in the spring. The height and weight results are part of the child's nutrition assessment. Based on the assessment parents will receive the appropriate nutrition information.

**Screening and Observation Follow Up/Referrals:** After screenings are completed or at any time during the program year, program staff may meet with the parent to share concerns resulting from screenings and observations, usually in conjunction with one of the specialists working in the program (Health & Nutrition Services Manager, Intervention Support Specialist, or Mental Health Consultant). During this meeting, the staff gives the parent the program's recommendation for further assessment and seeks written permission from the parent to assist in making a referral.

The Health & Nutrition Services Manager coordinates all medical and/or nutritional concerns or referrals. This includes children who do not pass sensory screenings or have medical conditions that need to be monitored or children who need to receive medication at school.

**Developmental Concerns:** In the case of developmental concerns, under IDEA parents may be referred to the local public school system for additional screening and/or evaluation for preschoolers. Infants and toddlers will be referred to an Early Intervention program to be fully assessed for appropriate services. The Intervention Support Specialist helps the parent through the assessment process, maintains contact with both the parent and either the local public school system or Early Intervention, attending related meetings and monitoring the child's progress while in the program.

**Mental Health and Wellness:** The Mental Health Consultant is also a member of the interdisciplinary team. All children are screened for social-emotional concerns using the *Ages & Stages Social/Emotional Screening Tool* within 45 days of initial enrollment. Results are reviewed with parents to determine the need for additional services within the program. Parents are the most critical part of any mental health service and need to be fully engaged in the process from the beginning.

All centers have mental health staff either as permanent staff or on a consultant basis. With parent permission, referrals are made to the Mental Health Consultant where staff and parents may receive consultation and support resulting in individual plans for the child. These plans may include individual play therapy, peer play, or other services that may assist the child and family.

**All referrals and contacts made by staff are documented and maintained in the child's file.**

**ABCD Head Start & Children's Services Enrollment Forms: 2019-2020 Program Year**

PARENT(S)/GUARDIAN(S): Please read pages 21-28 very carefully. The policies, forms and releases on this page are legal documents. Please sign each statement to indicate that you understand and agree to each statement and/or policy. These forms must be returned to the center before or on the day your child begins classes.

*These permissions and authorizations expire at the end of the program year*

**PARENT(S)/GUARDIAN(S):**

Please read pages 21-28 very carefully.

Please **sign each statement** to indicate that you understand and agree to each statement and/or policy.

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Child Name (Please Print): \_\_\_\_\_ Child's Date of Birth: \_\_\_\_\_

Parent/Guardian Name (Please Print): \_\_\_\_\_

**ARRIVAL & DEPARTURE PLAN: Early Head Start, Head Start and Child Care**

I give permission for my child to be released from the center at the end of the program day to the designated person(s) listed below and in the manner noted above. If **only** the parent/legal guardian is authorized to pick up the child, indicate below "NO ONE". **If a child is covered under a restraining order, you must submit a copy of that order to the center.**

Please **CIRCLE** if the person named is to Pick Up only, Emergencies only, or is available for BOTH activities.

**1. Name** \_\_\_\_\_ Pick Up \_\_\_\_\_ Emergencies Only \_\_\_\_\_ Both \_\_\_\_\_  
 Relationship \_\_\_\_\_ Address \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

**2. Name** \_\_\_\_\_ Pick Up \_\_\_\_\_ Emergencies Only \_\_\_\_\_ Both \_\_\_\_\_  
 Relationship \_\_\_\_\_ Address \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

**3. Name** \_\_\_\_\_ Pick Up \_\_\_\_\_ Emergencies Only \_\_\_\_\_ Both \_\_\_\_\_  
 Relationship \_\_\_\_\_ Address \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

**My child will ARRIVE at the Early Head Start, Head Start or Child Care Center:**

- \_\_\_ Parent/Guardian Drop Off
- \_\_\_ Supervised walk in the company of a person 14 years or older (Head Start) or an adult (Early Head Start)
- \_\_\_ By MBTA (train/bus) in the company of a person 14 years or older (Head Start) or an adult (Early Head Start)
- \_\_\_ Private transportation arranged or hired by the parent
- \_\_\_ Private transportation arranged by the local public school system or DCF
- \_\_\_ Other (Be specific) \_\_\_\_\_

**My child will DEPART the Early Head Start, Head Start or Child Care Center:**

- \_\_\_ Parent/Guardian Pick Up
- \_\_\_ Supervised walk in the company of a person 14 years or older (Head Start) or an adult (Early Head Start)
- \_\_\_ By MBTA (train/bus) in the company of a person 14 years or older (Head Start) or an adult (Early Head Start)
- \_\_\_ Private transportation arranged or hired by the parent
- \_\_\_ Private transportation arranged by the local public school system or DCF
- \_\_\_ Other (Be specific) \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# ABCD Head Start & Children's Services Enrollment Forms: 2019-2020 Program Year

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**SCREENING PERMISSION:** I give permission to ABCD staff to conduct the following screenings as part of regular Head Start services as described on page 20 and page 29 of this handbook:

**Vision:** The Health staff check your child's vision using the SPOT Vision Screener or the screening may be completed by optometry students from the New England College of Optometry under supervision of clinical professors from that program. This is done to detect if your child has a vision problem. Head Start Performance Standards require that a vision screening be conducted within the first 45 days of child's enrollment.

**Hearing:** The Health staff checks your child's hearing using an OAE hearing screening tool to detect if your child has a hearing problem. Head Start Performance Standards require that a hearing screening be conducted within the first 45 days of child's enrollment.

**Height/Weight:** The Health staff weigh and measure each child twice a year using scales and a stadiometer to ensure appropriate growth rate. These screenings are done in a group atmosphere, and most children really enjoy the activity.

The purpose of these screenings is to provide you and the staff with a brief check of your child's health and development. Some screening results may indicate the need for further evaluation. If there is any indication that further evaluation is needed, you will be informed and included in designing a plan that best meets your child's needs. If you have questions, you should contact your program's Health & Nutrition Services Manager for questions regarding vision and hearing screenings or heights and weights. Check the box below only if you DO NOT want staff to conduct the above mentioned screenings.

No, I do not give my permission for ABCD Head Start staff to conduct vision, hearing, or height/weight screenings.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **CONSENT TO RELEASE PERSONAL INFORMATION TO MASSACHUSETTS WIC PROGRAM:**

Child Legal Name: \_\_\_\_\_

Child Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Please read this form carefully and check one of the boxes below before signing this consent.** ABCD Head Start & Children's Services provides high-quality health, oral health, mental health, and nutrition services to support each enrolled child's growth and school readiness. The purpose of this consent is to permit ABCD to share certain demographic and health information on your child listed above with authorized staff of the Massachusetts Department of Public Health who administer the Supplemental Nutrition Program for Women Infants and Children (WIC). Sharing of this information is intended to increase enrollment in WIC and Head Start and to facilitate coordination of health and nutrition services in order to improve health education and well-being of individuals who are participants in the Massachusetts WIC program and are enrolled in ABCD's Head Start/Early Head Start program.

I authorize ABCD Head Start & Children's Services to share with authorized staff of the Massachusetts Department of Public Health who administer the Massachusetts WIC program (WIC Program Staff) my name and my address and the following personal information about my child listed above: (1) name; (2) date of birth; (3) height and weight measurement values; (4) hemoglobin/hematocrit values; (5) dietary intake; and (6) lead levels.

**OR**

I authorize ABCD Head Start & Children's Services to share with WIC Program Staff the following information only: (1) my name; (2) my address; (3) my child's name; and (4) my child's date of birth.

*I have read and understand this form and my questions about it have been answered. I understand that this consent is voluntary and will be effective for one year from the date listed below, unless I notify ABCD Head Start & Children's Services sooner in writing that I am withdrawing my consent in whole or in part. I understand that withdrawal of this consent cannot apply to information that was shared before the consent was revoked. I understand that I have a right to receive a copy of this form after I have signed it.*

Parent/Guardian Printed Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ABCD Head Start & Children's Services Enrollment Forms: 2019-2020 Program Year**

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**AUTHORIZATION TO RELEASE HEALTH INFORMATION:**

Child Name (Please Print): \_\_\_\_\_ Child's Date of Birth: \_\_\_\_\_

Parent/Guardian Name (Please Print): \_\_\_\_\_

We understand that your child's health information is personal, and we will protect the privacy of that information. We need your permission before we can get your child's health information from your child's health care providers. ABCD Head Start staff will help you complete the form and answer any questions you may have. Please read the information below carefully before signing this form.

**Name of health care provider you want to share health information with ABCD Head Start:**

	Name & Address	Phone	Fax
Medical			
Dental			
Other			

**I authorize ABCD Head Start & Children's Services to release and/or obtain my child's health information as described in pages 34-35 of this handbook.**

By signing this permission form, you authorize the use or sharing of your child's protected health information as described above. You have a right to see and copy the health information described on this permission form. You also have a right to receive a copy of this form after you have signed it.

If you sign this permission, you can change your mind at any time, except if health information has already been shared based upon your authorization. To cancel this permission, please provide written notification to the Program Director at your child's Head Start Center.

**I have read this form and all of my questions about this form have been answered. By signing, I acknowledge that I have read and accept all of the above.**

**No, I do not authorize ABCD Head Start & Children's Services to release and/or obtain my child's health information. *If you do not sign this permission Head Start & Children's Services will not be able to get your child's health information directly from his/her health care providers and you will be responsible for obtaining and submitting it to the Center. This also means that ABCD Head Start & Children's Services will not share your child's health information with your child's providers and that you will be responsible for providing them with that information directly.***

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SUNBLOCK ADMINISTRATION CONSENT: I give my permission to ABCD staff to administer sun block lotion to my child. I understand this lotion will be used for outdoor activities in summer time. Check the box below only if you DO NOT want staff to administer sun block.**

**No, I do not give my permission to ABCD staff to administer sun block.**

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## ABCD Head Start & Children's Services Enrollment Forms: 2019-2020 Program Year

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**NEIGHBORHOOD AND COMMUNITY TRIPS:** The curriculum in a Head Start classroom involves using community resources such as stores, libraries, police and fire stations, parks, playgrounds, etc. Weather permitting, classes go outside daily to play, walk, or visit in the neighborhood. These activities do not involve any transportation. During these activities, children will be supervised at all times by appropriate Head Start staff. You may receive a list of the community locations that your center visits from the Program Director.

Please inform staff of any information about your child that they should know when taking them on neighborhood and community trips, such as outdoor allergies, fear of animals, etc.

**I give permission for my child to participate in neighborhood trips outside the center as described above.**

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ABCD MEDIA RELEASE FORM:** ABCD requests your written consent to use your (and/or your children's) image, likeness and voice in various print, electronic and broadcast media. You are not required to give this consent in order to participate in ABCD programs or to receive services or benefits from or through ABCD.

PLEASE CHECK ALL BOXES THAT APPLY, COMPLETE THE BLANKS AND SIGN AND DATE BELOW:

- I am 18 years of age or older and am signing this form on my own behalf:

Print Full Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

- I am the parent or legal guardian of the child or children named below, who are under 18, and I am signing this form on behalf of my child or children listed below:

Child's Name (Print Full Name): \_\_\_\_\_

- I DO CONSENT:** I hereby grant permission to Action for Boston Community Development, Inc. (ABCD) to photograph, video or record me (and, if checked above, my child/children) and to use for nonprofit purposes my (and, if checked above, my child/children's) image, likeness, and voice in media of all types, including but not limited to photographs, audio and video recordings, and print and online publications throughout the world in perpetuity without further authorization from, or payment to, me. Media may include but are not limited to: all print media (such as annual reports and publications), all electronic media (such as ABCD's website, ABCD's YouTube channel and ABCD social media [Twitter, Instagram and Facebook]), as well as on all broadcast media (such as television and radio). I expressly release ABCD, its subsidiaries, its affiliates, and their agents, employees, officers, directors, licensees, and assigns from and against any and all claims which I or my child/children may not or at any time have for invasion of privacy, defamation, or any other cause of action arising out of production, distribution, broadcast, or exhibition of my (or my child/children's) name, image, likeness or voice.
- I DO NOT CONSENT:** I do not grant permission to ABCD to photograph, video or record me or my child/children to use the name, image, likeness or voice of me or my child/children in Media of any kind.

**I have read this release before signing below, and I fully understand its contents and meaning. I understand that I am free to address any specific questions regarding this release prior to signing it by calling ABCD's General Counsel at 617-348-6587.**

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please remove this section from the book, complete and sign the forms, and return them to the school

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**PARENT HANDBOOK RECEIPT:** This ABCD Head Start and Children's Services Parent Handbook contains information about all aspects of our program. According to the Department of Early Education and Care (EEC) policies, written information must be provided to families prior to the enrollment of their child. I have received the Parent Handbook and a staff member has reviewed the information with me.

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**PARENT LEARNING AND INTEREST SURVEY:** We want to learn about you and your interests. Pick your interest area and include other interests you may have that are not listed. We will use the information to develop family activities and events and offer you information that you find most important and valuable to your family:

**Family Well Being**

*Clothing*

- Adult clothing
- Child clothing

*Housing & Homelessness*

- Affordable housing
- Furniture
- Home ownership
- Services for families experiencing homelessness
- Tenant's rights
- Utility assistance

*Health & Safety*

- Child abuse & neglect prevention
- Family dental/oral health
- Family health/wellness
- Food assistance resources
- Health & dental insurance
- Healthy eating/nutrition
- Mental health & wellness
- Safety risks & prevention
- Stress management
- Substance abuse prevention/treatment

*Family Relationships*

- Domestic violence information
- Healthy family relationships

*Financial & Economic Stability*

- Asset building & management
- Budgeting
- Child support information
- Credit & debt rehabilitation
- Financial aid for continuing education
- Public benefit information
- Saving for emergencies & goals
- Taxes

*Other*

- Legal matters: \_\_\_\_\_

**Positive Parent-Child Relationships**

- Father engagement opportunities
- First-time parent(s)
- Parenting program (Parenting Journey, Power of Parenting, Nurturing Families Program, or other)
- Positive parenting practices
- Single parenting
- Step parenting
- Talking to your child about emotions and difficult topics: \_\_\_\_\_

**Families as Lifelong Educators**

- Activities to do at home to support school readiness
- Promoting literacy at home
- Supporting social emotional development
- Positive guidance & behavior support
- Media & early childhood development

**Families as Learners**

- Computer/technology literacy & training
- Employment search assistance
- ESL (English as a second language)
- First Aid/CPR classes
- GED/HiSet
- Resume writing & interviewing skills
- Vocational & job training programs

**Family Engagement in Transitions**

- Child development information
- Kindergarten registration information
- School choice information
- School readiness information
- Transition information & activities

**Family Connections to Peers & Community**

- Community events & activities
- Family recreation/fitness ideas, events & activities
- Other support or social group: \_\_\_\_\_
- Parent & caregiver support groups
- Ways to be involved in your community

**Families as Advocates & Leaders**

- Advocating for my child and his/her education
- Citywide Policy Council membership
- Employment opportunities at Head Start
- Head Start committee opportunities (local program)
- Opportunities to advocate at the state & local level

**Other – list your interests or other topics you would like to hear more about**

- \_\_\_\_\_
- \_\_\_\_\_

**Volunteering**

- I have \_\_\_\_\_ hours a **week** to volunteer in the Head Start program.

**I am interested in the following ways to volunteer:**

- Chaperoning on field trips
- Helping in the classroom
- Helping in the program
- Recruiting parents for Head Start
- Sharing cultural recipes with Head Start food service staff
- Other: \_\_\_\_\_

**What are the best days for you to attend events at the program?**  Mon  Tues  Wed  Thur  Fri  Sat  Sun

**What are the best times?**

- Mornings (around the time I drop off my child)
- Afternoons (around the time I pick up my child)
- Evenings (around 5:30pm after work or school)

## ABCD Head Start & Children's Services Enrollment Forms: 2019-2020 Program Year

PARENT(S)/GUARDIAN(S): Please read these statements very carefully. The policies, forms and releases on this page are legal documents. Please sign each statement to indicate that you understand and agree to each statement and/or policy.

*These permissions and authorizations expire at the end of the program year*

### **CONFIDENTIALITY POLICY FOR PARENTS:** I understand that:

- All records, communications, and conversations relating to the ABCD Head Start/Early Head Start program that I have received or participated in as a parent volunteer (including as a member of the ABCD Head Start & Children's Services Policy Council, Policy Committee, Parent Committee or any other volunteer activity) must be kept strictly confidential at all times. This confidential information includes, but is not limited to, information about Head Start/Early Head Start children, families, staff, and applicants for Head Start/Early Head Start staff positions, containing agency or staff information (Head Start/Early Head Start staff). However, it does not include information that has been made available by ABCD Head Start to the general public or to Head Start/Early Head Start families.
- The unauthorized possession, use, or copying of such records, and/or the disclosure of information contained in any such records or obtained through communications or conversations to unauthorized persons, including ABCD employees who do not have authorized access to the information within the Head Start/Early Head Start Program, are strictly prohibited.
- The same prohibition applies to any information that I may acquire when serving as a member of any policy groups, serving on committees, or serving as a program volunteer at the local site level or at the ABCD Central level, including but not limited to Administrative/Executive, Personnel, Finance, Health/Nutrition, Education, Self-Assessment, or Advocacy Sub-Committees.
- I may discuss such information, regardless of its source, inside ABCD ONLY with those staff designated by the Vice President of ABCD Head Start & Children's Services, and with no one at all outside ABCD, except as required or permitted by law or regulation or as stated on the "Role of Parents" section on the Parent Handbook. I understand that violation of this confidentiality policy will result in disciplinary action, up to and including termination of policy group membership or of other applicable volunteer activities.

I agree to abide by the above policy for parent confidentiality.

**Parent/Guardian Signature:**

**Date:**

**ARRIVAL & DEPARTURE POLICY:** I agree to abide by the policies for drop off/arrival and pick up/departure as listed on pages 45-46 of this Parent Handbook.

**Parent/Guardian Signature:**

**Date:**

# THANK YOU!

## **PARENT(S)/GUARDIAN(S):**

Please read pages 21-28 very carefully.

Please **sign each statement** to indicate that you understand and agree to each statement and/or policy.

These **forms must be returned** to the Center before or on the day your child begins classes.

The policies, forms and releases on this page are legal documents.

## **Serving Children with Special Needs**

ABCD Head Start & Children's Services offers an inclusive infant, toddler and preschool experience for all children. This allows children with disabilities to play and learn beside children who may not have special educational or health needs.

Each center has access to an Intervention Support Specialist. This staff person ensures that all children with disabilities or suspected of having a disability receive the accommodations, support and services needed to be successful. These may include (but are not limited to):

- Changes or modifications in the classroom in order for the child to participate in the regular activities.
- Support services in the centers' setting: including speech and language support, mental health support, etc. and access to off-site occupational therapy.
- Reduction of the staff to child ratio in the classroom to which the child may be assigned.
- Purchase of special equipment, materials, ramps, or other aids.
- Dual placement between an ABCD center and the local public school system to provide specialized learning services. The child will spend part of the day in their local public school classroom and return to an ABCD inclusive classroom for the remainder of the day.

If the program cannot accommodate a child's special needs; the program provides the parent(s) written and verbal notification within 30 days as to the reasons and helps to find a more appropriate program for the child.

## **TRANSITIONS**

Transitions are a very important part of a child's life and they are easiest for children when they feel comfortable and safe about where they are going and who is going to take care of them there. ABCD Head Start & Children's Services believes that transitions are easiest for families when they have appropriate information and are involved in the process.

**Daily Transitions:** Daily transitions include arrival, transitions between daily activities, and departure. Teachers assist children with transitions between activities throughout the day. Teachers will regularly review safety rules with the children and identify the adults responsible for each transition between activities. Transitions are treated as learning experiences and teachers will provide children with interesting activities so they are not waiting without anything to do for long periods of time.

**Transition from Early Head Start:** Early Head Start staff will begin working with families six months prior to a child's transition to preschool to ensure a smooth transition process out of the program. Upon reaching two years and nine months, Early Head Start children may re-apply to transition into a Head Start preschool classroom. If it is determined a child needs specialized learning services, program staff will work with Early Intervention to facilitate the transition to the local public school system. If the family is interested in other pre-school child care other than Head Start staff will make appropriate referrals and assist with the transition to their next educational setting.

**Transition into Kindergarten:** ABCD Head Start & Children's Services recognizes the importance of a smooth transition into kindergarten or the next educational step. The program staff helps this process in the following ways:

- Teachers discuss transition plans with families during the first home visit of the child's last year in the program.
- Program staff discusses transition activities and complete written transition plans during the fall of the child's last program year.
- Centers host on-site Kindergarten information events. These sessions are sensitive to the language needs of the families.
- Family Advocates work with families to help them with the pre-registration process when applying for a Kindergarten seat at their local public school system. They will also assist with Kindergarten registration for other options such as Charter Schools, Parochial Schools, METCO or private schools.
- Parents are given activities and books to help children prepare for Kindergarten.
- Teachers and children talk about the Kindergarten experience. They may visit the local public school. In some instances, public school teachers visit preschool classroom.

**Leaving Before the Program Year Ends:** If for whatever reason a child needs to leave the program before the end of the school year, teachers help children say good-bye to their friends. They let the child know how special they are and how wonderful it was to have him or her in the class. Children often take artwork or photographs to help them remember their program experience.

## CHILD SAFETY

**Child Supervision:** Children's safety is the first and most important responsibility of each staff member. Children are supervised at all times in the classroom, bathrooms, playgrounds, parks, and on field trips. No child is allowed in or out of the building without an authorized adult.

**Outside Time:** Children go outdoors on a daily basis weather permitting. During the spring and summer months the program provides sun block with parent permission and it is administered to children six months of age or older prior to going outdoors. Program staff monitors weather conditions to ensure the health and safety of children when planning for outdoor play. Staff uses the Child Care Weather Watch Chart to determine when children should not play outdoors due to extreme cold or heat.

**Safe Environment:** ABCD Head Start & Children's Services provide children with a safe emotional and physical environment. Health & safety inspections are completed on a daily and monthly basis, utilizing multiple comprehensive checklist to ensure a safe and healthy learning environment. Playgrounds and other areas of active play are inspected before each use. Playgrounds are also inspected twice a year by a certified playground inspector and Health & Nutrition Services Manager. If you have any questions about the health & safety inspections, feel free to contact the Program Director.

To ensure the safety of all children in the program, children may not wear anything that is dangerous to themselves or others. Jewelry, strings, and cords can present a strangulation hazard.

Other jewelry and beads can be a choking hazard or become dangerous as a result of normal contact that occurs during play and activities. No form of jewelry or accessories is allowed in a classroom or on the playground. If a child arrives wearing any such items the parent will be asked to remove the item.

Please do not let a child bring any money, candy, jewelry or toys to school. **No toy weapons of any kind are allowed at school.**

All visitors, as well as staff and children, are expected to conduct themselves in a manner that supports a safe environment. Anyone exhibiting inappropriate or unsafe behavior may lose the right to enter the classroom, building, or even can be terminated from the program. All of the ABCD Head Start & Children's Services centers are tobacco, drug, alcohol and firearm free.

**Pedestrian Safety:** Throughout the program year staff discuss the importance of pedestrian safety for young children. Children are taught safety precautions when they are out of the center. These precautions include crossing streets safely, the meaning of streets signs, traffic lights and the "walk", "don't walk" signs.

**Vehicle Safety:** ABCD Head Start & Children's Services is very concerned about the safety of children at all times. Leaving children alone in a vehicle or failing to use proper seat belts are considered child neglect that may result in serious harm and therefore will be reported to the Department of Children and Families (DCF). All program staff are mandated reporters.

**Field Trip Emergency Procedures:** Field trips may include walking to a local park or taking a bus or MBTA transportation to a farm or a museum. Each teaching team carries a portable first aid kit including first aid supplies, emergency medical and transportation consent forms, emergency medication; parent emergency number and backup contact person's phone number. Trained staff and/or emergency personnel at the scene perform emergency first aid and CPR, if necessary.

**Emergency Evacuation:** Each center has a comprehensive Emergency Contingency Plan. All staff and volunteers are trained in emergency evacuation procedures. Evacuation plans are posted at every door and exit. In the case of an emergency, all volunteers and parents must follow the directions of the program staff. If you have questions about your center's Emergency Contingency Plan you can ask your Program Director. Please ask program staff about emergency evacuation locations. In the case of an emergency you may need to pick up your child in a location other than the center.

In case of an emergency (including inclement weather) ABCD Head Start & Children's Services uses SchoolMessenger system to alert parents and guardians. SchoolMessenger will send parent/guardian(s) an automated phone call or text message with relevant information.

**Teachers and Family Advocates need to be able to reach parents at all times. Parents must maintain updated phone numbers, including names and phone numbers of emergency contacts.**

### **Fire Emergency Prevention and Procedures:**

- Fire extinguishers are inspected regularly. They are placed where they can be reached easily but are not accessible to children.
- Exits are marked clearly and are not blocked with furniture, toys and/or other objects.
- Diagrams of exits and escape routes are posted in each room and at every exit.
- Staff and children practice fire drills once a month. Practice helps staff and children evacuate the building quickly. Fire drills happen in accordance with fire inspector requirements.
- All ABCD facilities are smoke-free environments. Smoking is not allowed in the building or on the grounds. Many children are affected by second and third hand smoke, especially if they have any respiratory problems. The program offers assistance to families who wish to stop using tobacco products. See your Family & Community Engagement Supervisor if you would like to receive information and support.
- The phone numbers of the fire department and the police department are posted by each telephone.
- The smoke alarms are tested at least quarterly.

**Emergency Care:** All education staff is certified in Pediatric first aid and Pediatric CPR. Ongoing training and annual review of health procedures are provided to all staff regularly.

In the event of an emergency, first aid is given and the child is transported to the nearest medical facility (if necessary). Parents are contacted immediately for any injury that requires emergency care. Program staff completes an Injury Report and reports all cases involving hospitalization or emergency medical treatment to the ABCD Central office and the Massachusetts Department of Early Education and Care.

For minor injuries during the school day, teachers administer first aid and complete an accident report to be signed by the parent at the end of the school day. Teachers, family advocates, or the Health & Nutrition Services Manager may call to let parents know about minor injuries during the program day.

If you have any questions about these policies, or if at any time you have concerns about your child's health and safety, please contact your center's Health & Nutrition Services Manager for assistance. Additional information can be found at each center in the Health Care Policy.

**Injury/Incident Reporting:** Children are forever active, and injuries can and do occur. Caregivers can reduce the risk of injury by ensuring a safe environment and adequate supervision of children at all times. A safe environment allows children to learn by taking risks and challenging themselves while protecting them from injury. When injuries do occur, staff will notify the parent/guardian immediately and fill out an Injury/Incident Report Form. The parent/guardian must review the form and sign it.

## **CHILD ABUSE AND NEGLECT**

Safety and well-being of children attending our program is the ABCD Head Start & Children's Services' primary goal. Our centers pride themselves on high quality, safe environments. As an agency serving young children, all staff is mandated to report any suspicious of child abuse and neglect according to state law.



The filing of an abuse or neglect report (51A) is not done with the purpose of punishing the family but with the explicit purpose of protecting the child. When the Center files a 51A on behalf of a child, every attempt is made to notify the parent before calling the Department of Children and Families (DCF) to provide support, information, and assistance through the process.

If for any reason a program staff or a parent suspects that a child is subject to abuse or neglect by a staff member, the Center initiates the following procedures:

- The suspected incident is communicated to the supervisor and/or the Program Director and a central office staff immediately.
- The employee is removed from the classroom and access to children pending results of an internal investigation.
- Within 24 hours a meeting is convened with the appropriate management team and the person logging the complaint and the Department of Early Education and Care (EEC) is notified of the allegation by the program.
- Once the internal investigation is completed the written documentation is shared with EEC & DCF.
- If the allegations are supported disciplinary action is taken.

**If you have any concerns about any staff or about your child's safety, please contact a supervisor or Program Director at the center.**

## CHILD HEALTH AND NUTRITION

### Health

Good health is an important part of each child's development. To be able to provide a safe and healthy environment for each and every child, ABCD requires parents to present documentation of their child's physical examination and various medical test results. A child's physical examination should include information on physical limitations, medical and/or nutritional concerns, allergies, and ongoing follow-up and treatment.

**Health Requirements and Documentation:** An annual check-up is required for continued program participation for preschool children and more frequently for infants and toddlers. Parents are required to present documentation of their child's up-to-date immunizations, complete physical, including physical assessment, hematocrit or hemoglobin, lead level, blood pressure, hearing, vision screenings at the frequency indicated by the Early and Periodic Screening, Diagnosis and Treatment Schedule (EPSDT) according to the child's age. TB test/risk assessment is required for all preschoolers and for infants/toddlers (over 1 year of age). Staff will remind parents of soon-to-be expired examinations. **See Appendix A on page 38 for a Well-Child Visit /Physical Exam Schedule for Children.**

If you have questions about the Childhood Immunization Schedule for your child's age group or for any other health related issues, please contact your child's pediatrician or your center's Health

Manager. **See Appendix B on page 39 for the Recommended Immunization Schedule for Persons Aged 0-18 Years.**

When the required physical examinations, immunizations, and/or medical statement have not been received from parents according to the required time schedule, program staff will collaborate with families to obtain the required documentation. Families experiencing homelessness will be allowed additional time to produce necessary medical documentation, and will not be precluded from enrollment due to medical clearance. As soon as the required documents have been brought to the center and reviewed by the Health Manager the child will be medically cleared to participate in the classroom. In addition to immunizations, each child needs:

- Hematocrit and/or hemoglobin screening: should be done between 9 – 12 months of age and every two years thereafter.
- Lead Screening: initial screening should happen between 9-12 months of age, then annually at 2, 3 and 4 years of age.
- Vision screening: should be done annually
- Hearing screening: should be done annually
- Blood pressure: should be done at every well child visit beginning at the age of 3.

**Oral Health Requirements and Documentation:** All children ages 12 months and older must have documentation of a dental examination within the past year and submit evidence within 90 days of enrollment. When necessary, documentation of dental treatment needs to be provided also. When a child does not have a source of dental care, ABCD Head Start & Children's Services, with the consent of parents, will use the Commonwealth Mobile Oral Health Services or BU School of Dental Medicine to provide onsite dental examinations and treatment for children.

**Individual Health Care Plans and Medications:** All centers must maintain as part of a child's record, an Individual Health Care Plan (IHCP) for each child with a chronic medical condition which has been diagnosed by a licensed health care provider. An IHCP ensures that a child with a chronic medical condition received health care services he or she may need while attending the program. Health & Nutrition Services Managers develop or obtain an IHCP in collaboration with the parents/guardians, educators and the child's licensed health care practitioner, who must authorize the IHCP. If your child has been prescribed medication for their condition, the parent/guardian must supply the program with the appropriate and up to date medication. All medication must be authorized by the child's medical provider and the parent/guardian. If you have any questions regarding IHCPs or Medications, please contact your program's Health & Nutrition Services Manager.

**Health Provider and Insurance Assistance:** Program staff will work with families to ensure that all children are enrolled in a health insurance plan and have a medical home. If a child does not currently have a doctor or a dentist, the Family Advocate and/or Health & Nutrition Services Manager. will help the parent obtain appropriate health and/or dental services. As part of the Program's emphasis on good health practices, the Health & Nutrition Services Manager. works with the child, the child's teacher, and the parent to meet the family's health needs. These services may include parent workshops, staff training, newsletters, home visits, consultation, or other supportive services as needed or requested by parents and staff.

**Parent/Staff Communication:** Parents should be communicating regularly with staff regarding their child's health. Parents should inform staff immediately if their child has any health or medical issues such as an animal bite, has received stitches for an injury, illness such as

Bronchitis or a fever, and if the child is receiving any medication, even if the medication is not being administered during class time. This is for the continued health and safety of the child.

**Daily Health Check:** Teachers perform a daily health check of each child at the entrance to the classroom. The teacher discusses any concerns with the parent immediately and documents concerns on Incident/Injury Report. If a teacher sees that a child is not well during the day, the teacher or other staff may conduct an initial health assessment. The teacher then informs the Health Manager, who will evaluate the child and decide to send the child home. Children rest quietly and are comforted by staff until arrangements are made with the parent to pick up the child.

**Universal Precautions:** The U.S. Centers for Disease Control designed measures, called universal precautions, to prevent the spread of blood borne infections like Human Immune-Deficiency Virus (HIV) and Hepatitis B (HBV). Universal precautions do **not** prevent the spread of airborne diseases (like measles and tuberculosis) or food borne illnesses. "Universal" does not mean that these precautions protect against all infections; it means **they should be used with everyone.**

- Crowding leads to the spread of infection. Department of Early Education and Care regulations require at least 35 square feet of floor space per child. Plan your schedule to avoid children from crowding into small areas.
- Sneeze and cough away from other people. Teach children to sneeze or cough into the inside of the elbow. When you sneeze or cough into your hands or into a tissue, wash your hands.
- Do not allow the sharing of personal items (cups, toothbrushes, combs, etc.), clothing (such as hats), or sleeping mats and pillows.

**Plan for care of mildly ill children in the center:** When a child is found to be mildly ill, the Program Director or designee will contact the child's parents. If the parents cannot be reached, the Program Director or designee will contact the emergency contact person for the child. The child will be cared for in a quiet area of the classroom until the child is picked up. If the child is contagious, the child will wait in the office under supervision.

The parent is expected to pick up the child as soon as possible and no longer than one hour after being notified. **Parents must notify their Family Advocate of changes in emergency numbers.** If job commitments or distance prohibits you from picking up your child within one hour, alternate arrangements are used. Alternate arrangements must be in place before your child enters our program and will remain in place during the child's stay at school.

**The following is a general guide for restricting and returning children to the program:**

- The Teacher/Family Advocate must contact the Health & Nutrition Services Manager, if child in their center needs to be sent home.
- The Health & Nutrition Services Manager will evaluate each individual case.
- The Health & Nutrition Services Manager should immediately notify the Health Coordinator about the cases of reportable diseases in the center. These cases will be reported to local health department or the Massachusetts Department of Public Health, according to the public health guidelines.
- The Health Manager will send a child home or for a medical evaluation according to the guidance below. Exclusions may be modified if there are outbreaks or clusters of disease.

When a confirmed case of a communicable disease is identified, all parents of potentially exposed children will be notified and given an information sheet on the disease, symptoms to look for, and center exclusion policies related to the illness. The center staff will begin all special infectious disease precautions necessary for this illness as directed by the Health Coordinator.

Whenever a child has or may have a contagious condition (such as strep, chicken pox, measles, head lice, etc.), the parent(s) should call the center immediately. This notification is crucial, as the program will prepare a letter to be sent home to notify all parents whose children may have been exposed. This letter offers guidance should a child become ill.

The Health & Nutrition Services Manager will evaluate each case of communicable and non-communicable disease and will request medical documentation from parents as needed. All information provided by parents is kept confidential.

### **Health Restrictions**

The program may require that a child be temporarily restricted from attending for his or her well-being and the well-being of other children due to a medical condition. In these instances, program staff will work with parents to facilitate a child's re-entry to the program.

***Lack Of Participation In Classroom Activities:*** Many viral and bacterial diseases begin with fatigue, weakness, lack of appetite, and other non-specific symptoms. If a child is unable to participate in regular classroom activities, he or she may be sent home until he or she feels well enough to participate in the program. The Health Manager must be contacted to evaluate the child's health condition.

***Fever:*** A child will be sent home if the temperature is 100.9°F/38.28°C or higher. Child should not return to the program until temperature is normal and the child is symptom-free for 24 hours without taking medication.

***Diarrhea:*** Diarrhea is defined by watery stools that are not associated with changes in diet. The child should be excluded from the program, if stools are looser than usual for the child and the child has two or more stools above their normal pattern in a day. Exclusion is required for all diapered children whose stool is not contained on a diaper or the child has two or more stools above normal for that child. The child can return after the stools are formed and the child is symptom-free for 24 hours without taking medication. If diarrhea persists, parents should contact child's primary health care provider.

- ***Blood In Stools*** that is not explainable by dietary change, medication or hard stools: The child needs to be referred to his/ her health care provider for evaluation.

***Vomiting Illness:*** The child should be excluded if there were 2 or more episodes of vomiting in the previous 24 hours. One episode of vomiting accompanied by a fever or severe headache requires exclusion. Parents should be referred to the child's primary care provider.

***Persistent Abdominal Pain*** (continues more than 2 hours): or intermittent pain associated with fever or other signs or symptoms. Parents should be referred to the child's primary care provider.

**Rash With Fever Or Behavioral Changes:** The child will be excluded until a health provider determines that these symptoms do not indicate a communicable disease.

**Pink Eye:** The child is excluded immediately and may return to the program with a medical note stating: 1) that the child does not have a transmittable disease or 2) If the diagnosis is positive and that the child has had 24 hours of antibiotic treatment.

**Non-Specific Skin Lesions:** The child is excluded until he/she has a medical note that provides the diagnosis and states that he/she may return to the program.

**Strep Throat/Scarlet Fever:** The child is excluded until the he or she has a medical note that provides the diagnosis, antibiotic treatment and states that the child can return to the program.

**Chickenpox:** The child is excluded until crusting begins. This is usually about 6 days after the rash appears. Cases of chickenpox are reported to the appropriate Public Health Commission. A medical note is mandatory to return to the program.

**Common Cold:** The child is excluded, only if he/she is unable to participate in the program.

**Meningitis:** The child is excluded and can return only with a medical note stating the diagnosis and stating that he/she may return. Some contacts will be excluded. Meningitis will be reported to the appropriate Public Health Commission.

**Impetigo (Skin Infection):** A child will be excluded until he or she has a medical note to return to the program.

**Scabies:** A child will be excluded until the child is treated and has a medical note to return to the program.

**Pertussis:** A child will be excluded until he or she has a medical note providing the diagnosis and stating that the child can return to the program. Pertussis will be reported to the appropriate Public Health Commission.

**Mumps:** A child will be excluded until he or she has a medical note providing the diagnosis and stating that the child can return to the program. Mumps will be reported to the appropriate Public Health Commission.

**Measles:** A child will be excluded until he or she has a medical note providing the diagnosis and stating that the child can return to the program. Measles will be reported to the appropriate Public Health Commission.

**Rubella:** A child will be excluded until he or she has a medical note providing the diagnosis and stating that the child can return to the program. Rubella will be reported to the appropriate Public Health Commission.

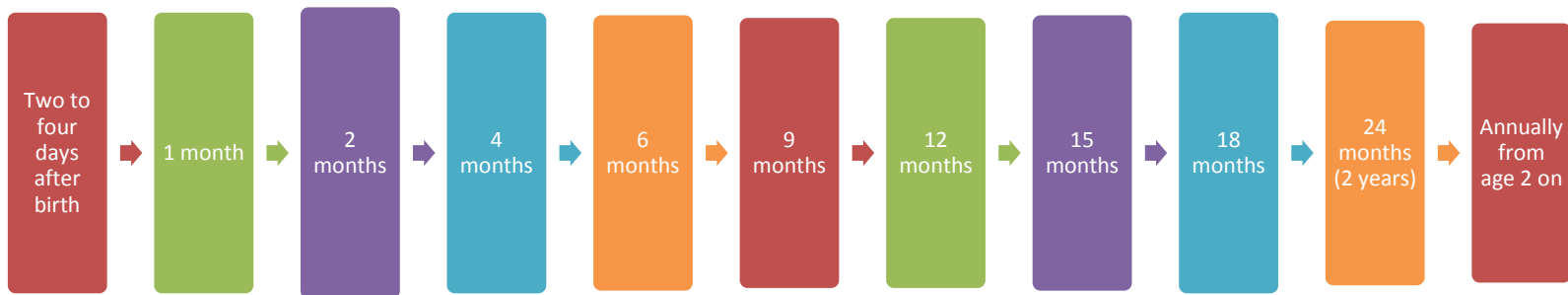
**Herpes Simplex (cold sores):** A child will be sent home if blisters cannot be covered or are not crusted over. A medical note is mandatory to return to the program.

**Hepatitis:** A child will be excluded until he or she has a medical note providing the diagnosis and stating that the child can return to the program. Hepatitis will be reported to the appropriate Public Health Commission.

**Tuberculosis:** A child with suspected or confirmed case should be excluded and immediately reported to the Massachusetts Department of Public Health. The child may return only with a medical note providing the diagnosis, treatment and stating that the child can return to the program. If child travels outside of the United States for one month or longer, prior returning to the classroom, he/she is required to have an updated TB risk assessment.

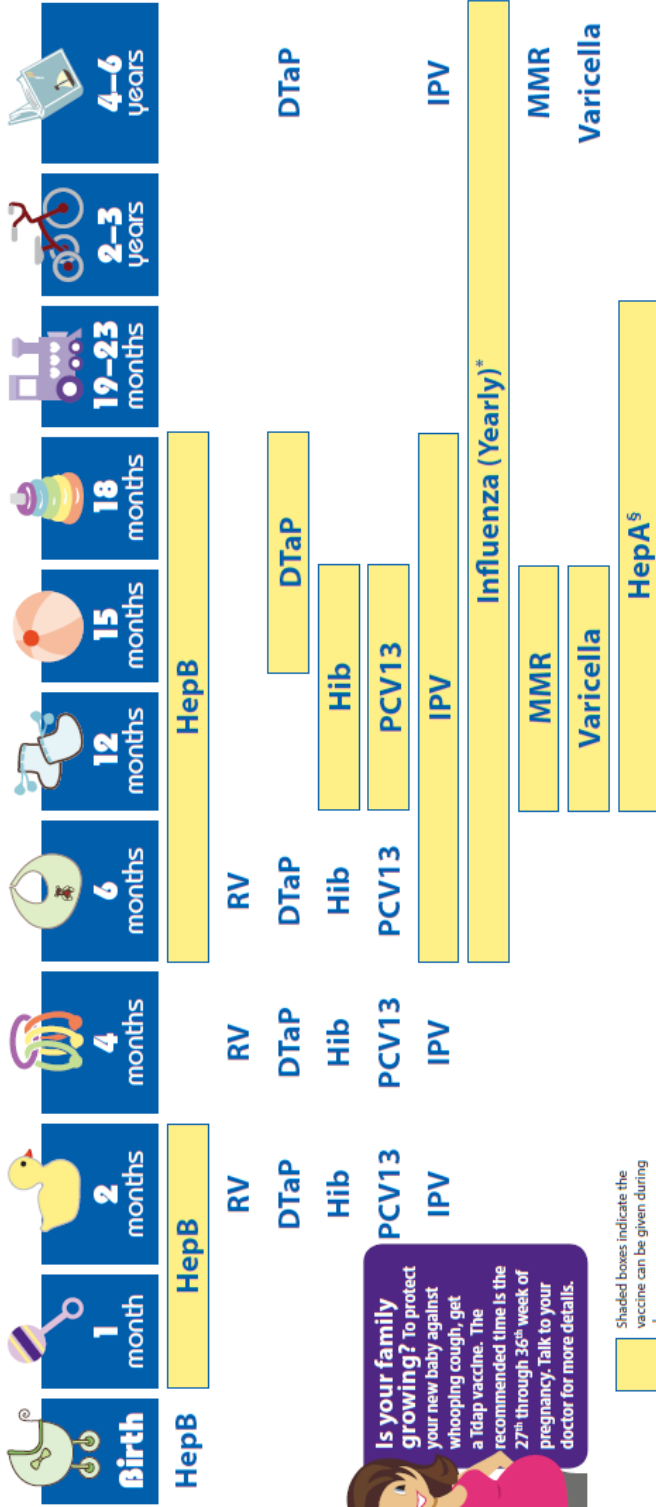
## Appendix A: Well-Child Visit/Physical Exam Schedule for Children

### WELL-CHILD VISITS SHOULD OCCUR:



# Appendix B: Recommended Immunization Schedule for Persons Aged 0-18 Years

## 2019 Recommended Immunizations for Children from Birth Through 6 Years Old



**Is your family growing? To protect your new baby against whooping cough, get a Tdap vaccine. The recommended time is the 27<sup>th</sup> through 36<sup>th</sup> week of pregnancy. Talk to your doctor for more details.**

Shaded boxes indicate the vaccine can be given during shown age range.

See back page for more information on vaccine-preventable diseases and the vaccines that prevent them.

**NOTE:** If your child misses a shot, you don't need to start over. Just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

**FOOTNOTES:**

- \* Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.
- § Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the last dose. HepA vaccination may be given to any child 12 months and older to protect against hepatitis A. Children and adolescents who did not receive the HepA vaccine and are at high risk should be vaccinated against hepatitis A.

If your child has any medical conditions that put him at risk for infection or is travelling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.

For more information, call toll-free  
**1-800-CDC-INFO (1-800-232-4636)**  
 or visit  
**www.cdc.gov/vaccines/parents**






DEDICATED TO THE HEALTH OF ALL CHILDREN™

## **Nutrition**

**Nutrition Assessment for Preschoolers:** The nutrition department provides a Nutrition Assessment on each child. This assessment is based on:

- The laboratory results (for iron and lead) that are collected from each child's physical.
- The height and weight screening that is done twice a year.
- The Nutrition and Physical Activity Questionnaire is completed with the parent within 45 days of enrollment.

Based on this assessment, parents will receive nutrition information in the mail and the opportunity to meet with the nutritionist to discuss their child's assessment.

**Nutrition Assessment for Infants and Toddlers:** The Health & Nutrition Services Manager completes a Nutrition Assessment with the parent/guardian through an interview process and will also take the height and weight of your child. At this time the current feeding schedule of the child is discussed and the Health & Nutrition Services Manager can set up the appropriate meal plan for the child. The Health & Nutrition Services Manager will provide the necessary nutrition information to the parent.

**Nutrition Assessment for Home-Based Families:** The Nutrition Questionnaire is completed in collaboration with the Health & Nutrition Services Manager, the Home Visitor and the parent. The Health & Nutrition Services Manager assesses the questionnaires and sends out nutrition information as appropriate. The Health & Nutrition Services Manager conducts nutrition education for these families during center-based activities and when necessary the Health & Nutrition Services Manager will conduct a home visit.

**Nutrition Assessment for Pregnant Women:** The Health & Nutrition Services Manager meets with pregnant women who enroll in Early Head Start. During this visit the mother's current eating schedule is assessed and the mother will receive any necessary nutrition information. The Health & Nutrition Services Manager will spend time talking to the mother about how she will feed her baby: breastfeed and/or infant formula.

**Meal Modification:** The program staff will request a *Medical Statement* be completed by the child's primary care provider when a parent/guardian indicates that their child has a food allergy/intolerance. If an allergy or other condition requiring a diet modification develops for a child during the school year a *Medical Statement* is needed for the child to continue receiving meals at school. The *Medical Statement* is not required for **religious or personal preferences** such as vegetarianism. Reasons for diet modifications include food allergies or intolerances, texture modifications for chewing or swallowing problems, or medical conditions such as diabetes or PKU.

The *Medical Statement* must be completed by a child's physician or health care provider and returned by the parent/guardian to the center before the child sits down for a meal. If a food allergy or other condition requiring a diet modification develops for a child during the school year, a *Medical Statement* is needed for the child to continue receiving meals at school. The *Medical Statement* form is not needed for religious or personal beliefs such as vegetarianism.

**USDA and CACFP:** Each ABCD Head Start & Children's Services center participates in the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) administered by the Massachusetts Department of Elementary and Secondary Education.



Meals served must meet the nutrition requirements established by CACFP. In order to participate, ABCD Head Start & Children's Services follows the CACFP guidelines which entail the completion of the CACFP Child Enrollment Form, and the Program's menus meeting CACFP Meal Pattern requirements. The Program's menus are also in keeping with the Dietary Guidelines according to the child's age. A medical statement from your doctor is necessary if your child cannot eat foods required by the CACFP.

**Meals and Snacks:** All children receive nutritious meals planned by the Health component staff, parents, and staff. The children receive breakfast, lunch, snack, and a second snack if they are in the center more than eight (8) hours. Meal time is considered an important part of each child's curriculum.

Children sit and eat in a family style setting. This allows children to identify and be introduced to new foods, new tastes, and new menus. Children can choose the amount of food they want to have on their plate and practice good table manners and new skills with their hands and fingers.

Food that is nutrient dense, high in vitamins, minerals, and fiber and low in fat, sugar, and salt is provided. Foods such as Hot dogs, bologna, soda, syrup, and candy are not served because of their poor nutritional content.

Food such as popcorn and whole grapes are not served to infants and toddlers because they are sometimes difficult to eat; therefore, posing a choking hazard.

All food is provided only by Head Start & Children's Services. These meals are prepared in licensed kitchens and the Food Service Staff is certified and trained to prepare meals for children requiring special diets for such medical conditions as food allergies, intolerances, diabetes and failure to thrive.

Infants are fed on demand when they are hungry. The infant will determine how much he or she eats. Infants have small appetites, especially when first beginning to eat solid foods. They may not be able to eat a complete meal at one time. Younger infants (under 6 months of age) feed on demand and, therefore, will be fed as necessary or every 2 to 4 hours. Older infants may need to eat more frequently than the specified feeding. Infants are never forced to finish a bottle or solid food. To comply with EEC requirements regarding bottle warming safety, centers cannot use a crock pot, bottle-warming appliance or microwave oven to warm infant bottles. If parents request to have an infant's bottle warmed before feeding, the bottle may be held under warm, running water or placed in a container of warm tap water.

Infants and toddlers are introduced to solid foods at six months or when developmentally appropriate. Only after the Health & Nutrition Services Manager has consulted with parent(s) and determines that solid



foods are being offered at home is a plan is developed.

ABCD Early Head Start serves USDA approved formula and provides iron fortified infant cereal and appropriate foods to all infants in our care. If you breastfeed your infant, the program can offer you resources needed to ensure that your child receives the breast milk.

Nursing mothers are encouraged to breastfeed. To help the nursing mother the staff will:

- Not feed the baby either breast milk or formula for 1 to 1½ hours before the mother is expected to return so that the infant is ready to nurse when she arrives.
- Offer mothers a quiet place to nurse.
- Support mothers through verbal encouragement.

Menus are given to parents each month. Since meals are based on the cultural diversity of all our families, some food may be different from what children receive at home. Parents are asked to review the menus each month and speak with their Health & Nutrition Services Manager if they have any suggestions, questions, concerns.

**Food from home:** For safety reasons, the Commonwealth of Massachusetts requires that meals for children be prepared in licensed kitchens by staff certified in food safety and sanitation. For this reason all food is provided by ABCD Head Start & Children's Services only. The Program's kitchens will prepare all food, including food for children on special diets when the *Medical Statement for Children with Diet Modifications* has been completed by the child's pediatrician or allergist. **Parents may not send any food or drink for children including party foods, favors, or gifts for celebration such as holidays, birthday parties or end of the school year celebration. Each classroom celebrates the birthdays of the month with a special activity if requested.**

## MEDICATION ADMINISTRATION POLICY

Parents and primary care providers are encouraged to arrange medication times for non-school hours whenever possible. Parents are also welcome to visit during the center hours and give medication to their children at school. If the medication must be given by the staff, a Medication Authorization form must be completed for the child signed by the physician and parent/guardian and be on file at the center in order for the program staff to administer the medication. The Medication Authorization form is valid for one calendar year and can be updated only by child's health care provider.

All medications administered to a child, including but not limited to oral and topical medications of any kind, either prescription or non-prescription, must be provided by the child's parent. ABCD Head Start & Children's Services provide sunscreen for children ages 6 months and older and will be administered to the infant/child with written parental permission.

All medications must be in the original containers and with original pharmacy labels affixed. All medications must be within one calendar year of the date it was filled. Parents should give new or updated medications to their Family Advocate or health staff. Medications should not be left in the classroom or given to the teachers. **The medication must also be accompanied by the signed Medication Authorization form and signed Individual Health Care Plan (if applicable). Both forms must be signed by the parent and child's medical provider. The** Health & Nutrition Services Manager will check the medication to ensure it complies with all requirements. **The medication or forms are not in compliance, the parent will be contacted.**

The educator must not administer any medication contrary to the directions on the original container, unless so authorized in writing by the child's licensed health care practitioner. The first dosage of all medications must be administered by the parent/guardian at home.

Head Start Performance Standards require that all medications for children staff and volunteers be labeled and stored out of reach of children and refrigerated if necessary. Emergency medications such as epinephrine auto-injectors must be immediately available for use as needed. All medication will be stored under proper conditions for sanitation, preservation, security and safety.

The staff are trained and be able to demonstrate proper techniques for administering, handling and storing medication, including the use of any necessary equipment to administer medication. All education staff, including those who do not administer medication, receives training in recognizing common side effects and adverse interactions among various medications, and potential side effects of specific medications being administered at the center.

Parents are encouraged to actively participate in their child's care. All parents, with the written permission of their child's health care practitioner are welcome to train the education staff in implementation of their child's individual health care plan.

Each time a medication is administered, the staff must document in the child's record the name of the medication, the dosage, the time and the method of administration, and who administered the medication, except for topical non-prescription medications, such as sunscreen. Spills, reactions, and refusal to take medication will be noted on this log. When a medication error occurs the child's parents will be contacted immediately. The incident will be documented in the child's record at the facility.

All unused, discontinued or outdated prescription medications shall be returned to the parent/guardian and such return shall be documented in the child's record. All medications must be administered in accordance with the consent and documentation requirements specified in the table below. The Health & Nutrition Services Manager will be available to answer questions on the Medication Administration Policy.

<b>Type of Medication</b>	<b>Written Parental Consent Required</b>	<b>Written Physician Consent Required</b>	<b>Pharmacist's Label Required</b>	<b>Logging Required</b>
Prescription	Yes, valid for one calendar year.	Yes, valid for one calendar year.	Yes	Yes, after each administration
Oral Non-Prescription	Yes, renewed weekly with dosage, times, days and purpose	Yes, valid for one calendar year.	Yes	Yes, after each administration
Unanticipated Non-Prescription for mild symptoms (e.g., Ibuprofen, Acetaminophen, Antihistamines)	Yes, valid for one calendar year.	Yes, valid for one calendar year.	Yes	Yes, after each administration
Topical, non-Prescription for treatment (when applied to open wounds or broken skin, e.g., diaper rash ointment)	Yes, valid for one calendar year.	Yes, valid for one calendar year.	Yes	Yes, after each administration
Topical Non-Prescription (not applied to open wound or broken skin, e.g., sunscreen, insect repellent)	Yes, valid for one calendar year.	No	No	No

## HOURS OF OPERATION

Each center sets its hours based on the needs of the community. All ABCD Head Start & Children's Services classrooms are open for children a minimum of 5.5 hours and many classrooms operate up to 10 hours per day, for children who have a subsidized child care slot. Each classroom posts a copy of the daily schedule.

Parents are expected to bring their children to the center when the classroom opens. Arriving late means the child loses important activities that start each day. Preschool-age children must be signed into the classroom by an appropriate person who is 14 years old or older. Infants and toddlers must be signed into the classroom by a parent or an appropriate person who is an adult.

**Emergency Notification System:** In case of an emergency (including inclement weather) ABCD Head Start & Children's Services uses SchoolMessenger system to alert parents and guardians. SchoolMessenger will send parent/guardian(s) an automated phone call or text message with relevant information. **After enrollment you will receive a text message or email from SchoolMessenger, prompting you to "opt in" to receive emergency notifications. In order to receive these emergency notifications you must "opt in" to the service.** Please inform program staff if your phone number(s) or e-mail address changes so that we have the most up to date information on file.

**Weather Policy:** In case of inclement weather a message will be posted on the phone of each individual center. Please call your individual center's Weather Emergency Line to find out if school will be in session in the event of inclement weather.

### **All ABCD Head Start & Children's Services programs and classrooms will be closed on the following days during the 2019-2020 Program Year:**

September 2, 2019 – Labor Day  
October 14, 2019- Columbus Day  
  
November 11, 2019 – Veterans' Day  
November 28 & 29, 2019 – Thanksgiving  
  
December 25, 2019 – Christmas Day  
January 1, 2020 – New Year's Day  
January 20, 2020 – Martin Luther King Day

February 17, 2020 – President's Day  
February 19, 2020 – Citywide Staff Professional Development Day  
April 20, 2020 – Patriot's Day  
April 24, 2020 – Staff Professional Development Day  
May 25, 2020 – Memorial Day  
July 4, 2020 – Independence Day  
August 20 & 21, 2020 – Staff Professional Development Days

ABCD Head Start classrooms are closed on additional days for training and program vacations. SEE PAGE 47 FOR A LIST OF CLOSURES FOR EARLY HEAD START, HEAD START, AND EXTENDED DAY CHILD CARE.

## CHILD DROP OFF/PICK UP POLICIES

All centers have specific hours for their program type and classrooms. Parents must complete the *Arrival & Departure Plan* Form stating the plans each child's arrival and departure.

- Every child must have reachable, involved adults listed on the *Individual Transportation Plan*. **Parents must notify their Family Advocate of changes in emergency contact information for themselves and/or emergency contacts.**

### **Arrival/Drop Off Policies:**

- No child may be dropped off at a community playground, parking lot, hallway or empty classroom, etc. If you arrive when the class has left the classroom, you must wait with your child until the class returns, unless other approved arrangements have been made ahead of time with the Program Director
- If your child has an appointment at the clinic, etc. and you have informed the staff previously you will not be considered late.
- Parents are required to sign in when dropping off and picking up their child from the Center. If your child will be late for school, you must notify the teacher at least ½ hour before classes begin. Consistent lateness without prior notification to the center/program will be addressed on an individual basis with parents.

### **Departure/Pick Up Policies:**

- Parents are expected to pick their child up on time every day. Parents must call the center to notify staff when they are going to be late for pick up.
- Consistent late pick up is a very serious matter. Lateness will be tracked and addressed by the Program Director in conjunction with other appropriate staff. Parents who are frequently late picking up their children will be required to meet with staff to resolve the issue with a written plan to prevent re-occurrence.
- Failure to make appropriate arrangements for getting children from the Center on time may be reported to Department of Children and Families or the local police department.
- At enrollment, photocopies of parent/guardian picture IDs will be made the first time a parent/guardian picks up their child
- A picture ID is required for pick-up when the person is not on the list or is not known by staff.
- No preschool child is released to anyone who has not been designated in writing by the parent (or by legal document if necessary) or who is under fourteen (14) years of age.
- No infant or toddler is released to anyone who has not been designated in writing by the parent (or by legal document if necessary). In all cases the person picking up the child must be an adult or the parent of the child.
- A legal document, (e.g. a restraining order, custody papers) is required to prevent a child's parent from picking up the child.
- No child is released to anyone intoxicated or otherwise impaired such that the safety of the child is in question. When there is a problem with the condition of the person picking up a child, one of the emergency contacts will be called.
- If a child is not picked up at the end of class and no message from the parent has been received, a person from the emergency contact list is called to pick up the child.

- If no emergency contact person can be reached and no message from the parent has been received the Department of Children and Families (DCF) and the local police department will be notified.
- No child is ever left unattended. Staff ensures that the child is safe and comforted throughout the transition process. For liability purposes, under no circumstances may staff take a child to his/her home.

# Welcome!



**2019-2020 SCHOOL CLOSURE DATES**

<b>Closure Date</b>	<b>Programs Closed</b>	<b>Closure Date</b>	<b>Programs Closed</b>
August 19 through 21, 2019 – Classroom Organizational Days	<b>EARLY HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)	January 27, 2020 – <b>Malden/Everett</b> Professional Day	<b>MALDEN &amp; EVERETT HEAD START CLOSED</b> (Extended Day Classroom is OPEN)
August 22 & 23, 2019 – Staff Professional Days	<b>ALL PROGRAMS CLOSED</b>	February 17, 2020 – President's Day	<b>ALL PROGRAMS CLOSED</b>
September 2, 2019 – Labor Day	<b>ALL PROGRAMS CLOSED</b>	February 19, 2020 – Citywide Staff Professional Day	<b>ALL PROGRAMS CLOSED</b>
October 14, 2019- Columbus Day	<b>ALL PROGRAMS CLOSED</b>	February 18 through February 21, 2020 – Professional Week	<b>BOSTON EARLY HEAD START &amp; HEAD START &amp; MALDEN/EVERETT CLOSED</b> (All Extended Day Classrooms are OPEN)
October 21, 2019 – <b>Boston</b> Professional Day	<b>BOSTON EARLY HEAD START &amp; HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)	March 9, 2020 – <b>Boston</b> Professional Day	<b>BOSTON HEAD START CLOSED</b> (All Regular EHS Classrooms and all Extended Day Classrooms are OPEN)
October 28, 2019 – <b>Malden/Everett</b> Professional Day	<b>MALDEN &amp; EVERETT HEAD START CLOSED</b> (Extended Day Classroom is OPEN)	March 16, 2020– <b>Malden/Everett</b> Professional Day	<b>MALDEN &amp; EVERETT HEAD START CLOSED</b> (Extended Day Classroom is OPEN)
November 11, 2019– Veterans' Day	<b>ALL PROGRAMS CLOSED</b>	April 20, 2020 – Patriot's Day	<b>ALL PROGRAMS CLOSED</b>
November 18, 2019– <b>Boston</b> Professional Day	<b>BOSTON EARLY HEAD START &amp; HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)	April 21 through April 23, 2020 – Administrative Leave	<b>BOSTON EARLY HEAD START &amp; HEAD START &amp; MALDEN/EVERETT CLOSED</b> (All Extended Day Classrooms are OPEN)
November 25, 2019– <b>Malden/Everett</b> Professional Day	<b>MALDEN &amp; EVERETT HEAD START CLOSED</b> (Extended Day Classroom is OPEN)	April 24, 2020 – Staff Professional Development Day	<b>ALL PROGRAMS CLOSED</b>
November 28 & 29, 2019 – Thanksgiving	<b>ALL PROGRAMS CLOSED</b>	May 11, 2020 – <b>Boston</b> Professional Day	<b>BOSTON HEAD START CLOSED</b> (All Regular EHS Classrooms and all Extended Day Classrooms are OPEN)
December 25, 2019 – Christmas Day	<b>ALL PROGRAMS CLOSED</b>	May 18, 2020 – <b>Malden/Everett</b> Professional Day	<b>MALDEN &amp; EVERETT HEAD START CLOSED</b> (Extended Day Classroom is OPEN)
December 26 through December 31, 2019 – Administrative Leave	<b>BOSTON &amp; MALDEN/EVERETT HEAD START CLOSED</b> (All Regular EHS Classrooms and all Extended Day Classrooms are OPEN)	May 25, 2020 – Memorial Day	<b>ALL PROGRAMS CLOSED</b>
January 1, 2020 – New Year's Day	<b>ALL PROGRAMS CLOSED</b>	June 4 & June 5, 2020 – Professional Day	<b>EARLY HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)
January 13, 2020 – <b>Boston</b> Professional Day	<b>BOSTON EARLY HEAD START &amp; HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)	July 3, 2020 – Independence Day	<b>ALL PROGRAMS CLOSED</b>
		August 17 through 19, 2020 – Classroom Organizational Days	<b>EARLY HEAD START CLOSED</b> (All Extended Day Classrooms are OPEN)
January 20, 2020 – Martin Luther King Day	<b>ALL PROGRAMS CLOSED</b>	August 20 & 21, 2020 – Staff Professional Days	<b>ALL PROGRAMS CLOSED</b>
<b>Extenuating circumstances and/or inclement weather may necessitate changes to these closure dates throughout the program year</b>			
<b>First Full Day of Head Start: 9/9/19</b> (Extended Day and Early Head Start remain open during the summer)			<b>Last Day of Head Start: 6/2/20</b>

Classroom Number: \_\_\_\_\_

Teachers' name & email information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IF YOU HAVE ANY QUESTIONS ABOUT THE  
INFORMATION CONTAINED IN THIS PARENT  
HANDBOOK PLEASE CONTACT PROGRAM STAFF**

Your Family Advocate is available to assist you with any resources or referrals you may need. They are also available to answer questions about the program and your child.

Your Family Advocate's name is: \_\_\_\_\_

They can be reached by phone at: \_\_\_\_\_

or you can email them at: \_\_\_\_\_



**HEAD START &  
CHILDREN'S SERVICES**