

Haverhill Recreation  
10 Welcome Street Haverhill MA  
978-374-2388 ext 28

City of Haverhill - Summer Day Program Location  
Haverhill High  
137 Monument Street  
(978) 372-9803 Program Phone  
Hours of operation: 7:30 a.m. - 4:30 p.m.  
Monday through Friday  
From 6/29/09 to 8/7/09

## Parent's Manual

### MISSION STATEMENT AND PURPOSE 7.06(1)

The mission of the summer Day Program is to serve the children and families of Haverhill through , social and recreational programs in a safe and supportive environment on a sliding fee scale.

### CHARACTERISTICS OF THE MEMBERS 7.06(1)

The Summer Day Program serves children ages 6 through 13 years of age (School Age)

### NON-DISCRIMINATION POLICY 7.06(1)

The Summer Day Program maintains a non-discrimination policy concerning staff and children without regard to race, cultural heritage, national origin, marital status, religion, political beliefs, disability, or sexual orientation.

### PAYMENT POLICY 7.06(7) AND 7.21(6)

Payment is due **one week** in advance of service for families that pay weekly, and **one month** in advance of services for families that pay monthly. **Payment is due on the last day that your child is scheduled for the week or month. Services may be terminated if payments are not current. Payment may be made on the City of Haverhill website: [ci.haverhill.ma.us](http://ci.haverhill.ma.us)** click on departments, then Parks & Recreation.

### RETURNED CHECKS.

If a check is returned for insufficient funds, reimbursement of this payment MUST be made in cash. An additional charge of \$25.00 will be charged to cover the cost of the bank charge. After two checks are returned for insufficient funds, cash, bank checks or money orders will be the only forms of payment accepted.

### WITHDRAWAL FROM PROGRAM

Parents or legal guardians are asked to give two weeks advance notice of withdrawal. If no notice is given, parents will be charged their full fee for those two weeks.

### PICK-UP POLICY 7.12

Parents or legal guardians must pick up their children at The Haverhill High School **before** their scheduled pick-up time, or **before** 4:30 p.m. for all campers. Parents will be assessed a late fee when they arrive after their scheduled time to pick-up their children. The Program Directors reserve the right to waive this late fee when they arrive after their scheduled time. When a parent or legal guardian expects to arrive late, The Summer Day Program staff should be called immediately. **Parents or legal guardians are asked to notify the staff before leaving with their child each day, and are required to sign their child out in the dismissal log provided.**

**IF A PARENT, GUARDIAN OR RELATIVE SEEMS TO BE INTOXICATED AT TIME OF PICK-UP, THE Summer Day Program RESERVES THE RIGHT NOT TO ALLOW THE CHILD TO LEAVE WITH THAT PERSON. AN ALTERNATE PERSON ON EMERGENCY LIST WILL BE CALLED FOR THE SAFETY OF THE CHILD INVOLVED.**

#### LATE FEE 7.06(8)

A late fee will be charged to cover the additional expense of providing extended care for a child. Any person picking up a child after their scheduled pick-up time or 4:30 p.m. will be assessed a fee of **\$10.00 (per child) for the first 15 minutes**, and for every minute thereafter, the fee will rise by **\$1.00 (per child)**. In the case of extreme lateness, The Summer Day Program, after making every attempt to locate the parent or legal guardians and emergency contacts, will contact the Haverhill Police Department.

#### ATTENDANCE POLICY 7.06(9)

Parents must notify The Summer Day Program if their child will not be in attendance.

#### HOLIDAY CLOSING SCHEDULE:

N/A

#### MEALS / SNACKS 7.01(12)

Children who attend can be provided with their own lunches, snacks and drinks on a daily basis. Cafeteria lunch will be also provided at a small cost or no cost.

#### EMERGENCY TRANSPORTATION 7.09(3)

In the event of a medical emergency requiring transportation to the closest hospital (either on a field trip or at The Bradford Elementary school) The Summer Day Program will call 9-1-1 or contact an ambulance company. The Summer Day Program will make every attempt to reach the parent or legal guardian. If the parent or legal guardian cannot be contacted, The Summer Day Program will contact the person(s) listed on the Emergency Contact form. In the case of an emergency on a field trip, an ambulance will be called to transport the child and a staff member (who will have the child's release form) to a medical facility for treatment. The bus will remain with the group. Staff is not responsible for transporting children.

**Transportation** There is no transportation to or from the program participants may be dropped off no earlier than 7:30 AM and no later than 4:30 pm

#### FIELD TRIPS 7.12(1)C

When The Summer Day Program provides field trips, the children are transported by a bus from a contracted bus company. Behavior policy applies while campers are on the bus.

#### PARENT INVOLVEMENT / COMMUNICATION 7.04(3)

Parent or legal guardian involvement is essential in providing a program that is meaningful to both the parent and the child. The Summer Day Program will work closely with the parents or legal guardians to accommodate each child's needs whenever possible. Parents or legal guardians are welcome to visit their child's program in operation at any time (Please make sure that you sign in at the office). If there is parental concern, it should be brought to the attention of the Program Director Mike Rowinski. If parents or legal guardians feel their concerns have not been adequately heard or need further attention, they may contact the Director of Human Services (978) 374-2388 ext. 28.

#### CUSTODY, VISITATION, SUPPORT, CARE AND RELATED ISSUES:

The Summer Day Program recognizes that parents or legal guardians of enrolled children may be subject to court orders, stipulations or other agreements, which govern custody, visitation, support, care and related

issues. The Summer Day Program promotes the parent-child relationship, to nurture development, to minimize potential conflicts and problems, and to promote an environment best suited for the provision of high quality childcare, enrichment, and education. To promote these interests The Summer Day Program has adopted the following policies:

*Unless The Summer Day Program is provided with a certified copy of an order from the court of jurisdiction which expressly states otherwise, either natural or adoptive parent or legal guardian may visit the child enrolled or children on an unrestricted basis during the normal hours of operation during the day.. It shall be the parent or legal guardian's responsibility to provide Summer Day Program with the certified copy of the order. In the event that the certified copy of the order expressly states that either a natural or adoptive parent or legal guardian shall not have any contact with the child or children, and in the event that such person attempts to have contact with the child or children, The Summer Day Program will then attempt to notify the custodial parent or legal guardian.*

*Unless otherwise notified, Summer Day Program shall assume that natural parents, adoptive parents or legal guardians of the enrolled child or children shall have equal access to the records kept by the Summer Day Program regarding the enrolled child or children, subject to state law governing disclosure of such records.*

*In the event a parent seeks to have an administrator or staff member of Summer Day Program at a deposition or in court during normal business hours, a subpoena shall be required in accordance with local law. Neither administrators nor staff of The Summer Day Program shall be permitted, during working hours, to take time from their regular duties to provide testimony, affidavits or otherwise act as witness on behalf of a natural parent, adoptive parent or legal guardian involving such matters as the custody, care, support, visitation or control of the enrolled child or children without the service of a subpoena.*

#### SUSPECTED CHILD ABUSE OR NEGLECT 7.05(3)

The Summer Day Program shall protect the children from abuse and neglect while in the Summer Day Program care and custody. No child shall be subjected to spanking or other corporal punishment; cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment; deprived of meals or snacks; force feeding; or disciplined for soiling, wetting, or not using the toilet; forced to remain in soiled clothing or forcing a child to remain on the toilet, or using any other unusual or excessive practices for toileting.

#### ***The Department of Social Services defines Child Abuse and Neglect as follows:***

**Child Abuse:** Non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat of harm to a child's well-being.

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

It is the responsibility of all employees of Summer Day Program care to immediately report any incident or suspected case of child abuse or neglect to either The Department of Social Services pursuant to M.G.L.c.119, s. 51A, or to the Director of Human Services (Vincent Ouellette), or Program Director Mike Rowinski

The Director of Human Services, Program Director or designee shall report any suspected or alleged incident immediately by telephone and then in writing within forty-eight (48) hours to The Department of Social Services Intake Department as mandated by M.G.L.c.119, s.51A and shall cooperate fully in the investigation of any incident.

The Summer Day Program shall cooperate in all investigations of abuse and neglect, including identifying parents of children currently or previously enrolled in The Program; providing consent for disclosure of information to DSS, and allowing DSS to disclose information to any person and/or agency DSS may specify as necessary to the prompt investigation of allegations and protection of children.

Any employee of the Summer Day Program suspected of any incident of child abuse or neglect shall be immediately removed from the direct care of children until The Department of Social Services' investigation is completed and for such further time as DSS requires. The employee may be suspended from the staff of

The Program until any investigation is completed.

Any staff member who is subject of a substantiated 51A report may not continue to provide day care services, and that staff member will be immediately and permanently removed from the staff of The Program.

#### INJURY PREVENTION PLAN 7.05(4)

- A. The Summer Day Program shall monitor the environment daily to immediately remove or repair any hazard which may cause injury.
- B. The Summer Day Program shall not permit smoking in areas used by children during hours that children are in attendance.
- C. The Summer day Program shall keep all toxic substances, poisonous plants, medications, sharp objects, matches, and other hazardous objects in a secured place and out of the reach of children.
- D. The Summer Day Program shall develop procedures for injury prevention and management of medical emergencies during field trips. The Summer Day Program shall ensure that a first-aid kit and the list of emergency numbers for the children are available on any field trip.
- E. An injury report for any incident which requires first-aid or emergency care shall be maintained in the child's file.
  - 1. An injury report shall include, but not be limited to: name of child, date, time and location of accident or injury, description of injury and how it occurred, name (s) of witness(es), name (s) of person (s) who administered first-aid or medical care required.
  - 2. The Summer Day Program staff shall maintain a central log or file for injuries, which occur during program hours and shall periodically monitor the safety record to identify problem areas.
- F. The Summer Day Program staff shall maintain a record of any unusual or serious incidents such as behavioral incidents, accidents property destruction or emergencies. These reports shall be reviewed by the Program Directors.

#### FIRST-AID AND HEALTH CARE POLICY 7.04 AND 7.08 (4) (a)

Each child is required to have proof of a yearly physical examination and age-appropriate immunizations kept on file. Only those individuals appropriately trained and certified may administer first-aid. When first-aid is administered, an accident / injury report is filled out, signed and submitted to the Program Directors. The Program Staff will inform the child's parent or legal guardian within twenty-four hours of the incident when first-aid has been administered.

#### MEDICATION POLICY 7.05(2)

The Summer Day Program Staff it is not allowed to give or provide any kind of medications to any , children on medication should take those at home.

\* A child 12 years old or older may be permitted to administer his / her own medication, under the supervision of a staff member, only with a written consent from parents and child's pediatrician.

#### ALLERGIES, FOOD ALLERGIES OR HEALTH RESTRICTIONS 7.05(1)

If a child's health record indicates allergies, food allergies or health restrictions, the child's name, allergy, food allergy or health restriction with symptoms and procedures will be posted on a designated board, and kept in the first aid kit. Staff will be informed of any changes. If the child has an allergy attack, the Staff will follow the procedures outlined.

#### INFECTIOUS DISEASES AND EXCLUSION POLICY 7.05(6)

The Summer Day Program operates for well children and staff only. Children who are mildly ill (e.g. minor cold symptoms) may remain at The Summer Day Program only with the Director Directors approval. Children should be fully able to participate in all activities, including outdoor play. Parents should provide appropriate changes of clothing so children do not become either chilled or overheated.

To minimize the spreading of infectious diseases, children with symptoms of a communicable disease will remain with a staff member until the parent or designated representative arrives for the child. The Staff makes every effort to reach parents when a child is ill, but after 30 minutes staff will contact the emergency contacts indicated by the parents.

Children will be monitored daily by staff. If a child is determined not to be well enough to participate in the

daily routine, parents will be notified. Parents are asked to notify staff if their child is ill and to tell of any specific diagnosis.

*THE Summer Day Program CARE WILL NOT SERVE CHILDREN WITH:*

- \* a fever of 101 F or above, axillary
- \* a fever of 100 F - 100.9 F, axillary, if combined w/ another sign of illness
- \* a skin rash that has not been identified by a phone call or in writing from a Physician who has seen the rash
- \* **diarrhea and / or vomiting 2 or more times in one day**
- \* evidence of head lice or other parasites
- \* severe and repetitive coughing
- \* rapid or difficult breathing
- \* yellow skin or eyes
- \* conjunctivitis (any eye irritations that cause oozing or dripping)
- \* stiff neck
- \* infected skin patches
- \* pain of which the child complains and interferes with normal activity
- \* evidence of infection
- \* excessive fatigue
- \* a moist or open cold sore
- \* unusually dark urine and / or gray or white stool
- \* sore throat or difficulty swallowing

*CHILDREN MAY BE RE-ADMITTED ONLY:*

**A.** with a physician's statement that the child is FREE from communicable disease, and that returning poses no risk to the child or others. If a child is diagnosed with strep throat, or any other illness requiring medications, the child shall not return to The Summer Day Program for at least 24 hours after beginning the medication.

**B. visibly FREE from communicable diseases, FEVER FREE without the benefit of fever - reducing medications for 24 hours.**

**C. FREE of vomiting and diarrhea for 24 hours while on a normal diet.**

**D.** if a child has had head lice or nits, he / she will NOT be re-admitted for 24 Hours and MUST be checked by a staff member. If head lice or nits are found, he / she will not be re-admitted for another 24 hours, or until there is no evidence of head lice or nits. **The Summer Day Program has a NO NITS policy.**

INFECTION CONTROL 7.06(6)(A)

The Summer Day Program shall ensure that staff and children wash their hands with liquid soap and running water using friction. Hands shall be dried with disposable paper towels. Staff and children shall wash their hands at least at the following times:

- \* before eating or handling food
- \* after toileting
- \* after coming in contact with body fluids or discharges
- \* after handling animals or their equipment
- \* after cleaning

The Summer Day Program shall ensure that the specified equipment or surfaces are washed with soap and water and disinfectant. The disinfectant solution shall either be a self-made solution consisting of ¼ cup bleach to each gallon of water or 1 tablespoon of bleach to a quart of water. The solution shall be prepared daily, labeled and placed in a bottle that is sealed. The solution shall be stored in a secure place and out of reach of the children.

PLAN FOR THE CARE OF MILDLY ILL CHILDREN 7.24(3)

Parents or legal guardians are required to inform The Summer Day Program of any allergies (including food, medicines and materials) and medical conditions (including rest and play) that their child(ren) may have. At time of enrollment, parents or legal guardians are required to make a notation of these allergies and / or medical conditions. The Allergy and Medical Condition Form 7.06(10) c form is posted and kept in the first aid kits.

If a child is determined not well enough to participate in normal group routine during any course of the day, the child will wait in a rest area with a staff member until parent or legal guardian arrives. Staff will attend to the child's needs and comfort until pick-up.

#### CONFIDENTIALITY OF RECORDS 7.04(8)

All information contained in the child's record is privileged and confidential and cannot be released without parental written consent. Authorized representatives from The Department of Social Services have the right and responsibility to review all records at reasonable intervals.

#### UNAUTHORIZED ACTIVITIES 7.04(13)

The Summer Day Program shall not allow children to participate in any activities unrelated to the direct care of children without written, informed consent of the parent(s) or legal guardian. "Activities" shall mean, but not limited to:

- (a) Fundraising
- (b) Publicity, including photographs and participation in the mass media

#### PARKING LOT GUIDELINES:

1. Please enter and exit the parking lot to the left of the school only, for drop-off and pick-up use the main entrance please do not drive around the building.
2. Please drive slowly when near school zone for children's safety.

#### CONTINGENCY PLANS FOR FIRE, NATURAL DISASTER, LOSS OF POWER, HEAT OR WATER 7.42 (2) (C)

In case of fire, natural disaster, loss of power, heat or water, program staff will evacuate the children from the building, and escort them to Bradford Elementary parking lot (located in far corner of fenced in area). Program staff will notify the parents of the situation and where their children may be picked up.

#### PROGRAM RESPONSIBILITIES

Reporting Abuse or Neglect: All center staff members are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Social Services (DSS) or to the licensee's program administrator. The licensee must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

Notification of Injury: A Staff must notify the parent or legal guardian immediately of any injury which requires emergency care. The licensee must also notify you, in writing, within 24 hours, if any first aid is administered to your child.

#### BEHAVIOR MANAGEMENT AND CHILD GUIDANCE POLICY 7.10(1)

The Summer Day Program has developed rules, policies and procedures for the behavior management and guidance of children that will provide children with support, teach children how to build self-control, and keep children safe.

These goals and policies were developed using the Department of Early Education and Care's Regulations that include: no child shall be subject to abuse, unusual, severe, or corporal punishment including: any type of physical hitting inflicted in any manner upon the body; punishments which subject a child to verbal abuse, ridicule, or humiliation; denial of food, rest or bathroom facilities; punishment for soiling, wetting or not using the toilet, or punishment related to eating or not eating food.

A supportive hold may be used in emergency cases where the child has put his / her own safety, the safety of other children or staff in jeopardy; or the child demonstrates sustained behavior that is highly disruptive and / or upsetting to other children necessitating removing the child.

Summer Day Program Staff uses the child guidance goals and techniques that encourage competent, pro-social behavior. These techniques include: encouraging children to be safe with themselves and others; setting limits; developing self-control and good coping skills; learning to appropriately express feelings; learning how to balance their needs and wants with those of others; learning new problem-solving skills that include non-violent conflict resolution; learning how to use equipment, materials and other resources in caring, appropriate ways; and soliciting cooperation. Children will have a choice in their plan for the day. If children do not want to do what their group is doing, they will have another choice (choices vary).

Children exhibiting negative behavior will be diverted to another activity but remain within the Staff's immediate and direct supervision until the child regains self-control and re-joins the group. Staff will remove anything within the child's immediate reach that is a potential danger to the child and others if necessary. If the behavior continues, a parent or legal guardian may be called to pick up the child.

Certain types of serious misbehavior will be documented for parents or legal guardians with a written Incident Report. Reportable behaviors include: hitting, kicking, or other physical aggression that could injure or terrify other children; physical aggression toward staff; repeated bullying, whether physical or verbal; or other conduct that seriously threatens the safety or welfare of other children or is highly disruptive to the program.

The guidelines that Summer Day Program Staff use shall reflect measures that are consistent, reasonable, and appropriate to a child's understanding and needs. Staff shall encourage children to work out situations, and provide children an opportunity to verbalize their feelings and resolve problems peacefully. Children will be encouraged to explain their problems or concerns before getting upset or misbehaving. If the children exhibit negative behavior, they will be interrupted, and re-directed toward an acceptable substitute activity. Positive behavior in children will be acknowledged and brought to the attention of the group, other Staff, and their parents. Children will have many opportunities to exhibit positive behavior due to the variety of activities that are offered and their level of involvement in certain activities. Children will participate in the establishment of rules, policies and procedures where appropriate and feasible.

#### SUSPENSION OF CHILD CARE POLICY 7.10(1)

Summer Day Program has established a suspension of childcare policy for its program. As part of the Behavior Management and Guidance Policy, a child is given many opportunities to discuss and resolve problems that he / she is experiencing. If a child's behavior becomes inappropriate (inappropriate language toward staff or children, hitting, kicking or punching others), he / she will be re-directed to another activity, and given the opportunity to re-join the group when he / she regains self-control. If the inappropriate behavior continues when the child re-joins the group, the behavior is documented in a written incident report and discussed with parent or legal guardian at time of pick-up. The parent or legal guardian will be asked to sign and date the report and a copy of the report will be given to the parent or legal guardian within 24 hours. If a child receives three Incident Reports, he / she will be suspended for 1 day with a 24 hour notice and a parent meeting will be requested.

During this meeting with the parent or legal guardian, child and the Director of Summer Day Program, suggestions and guidelines to deal with the behavior will be discussed. There will be joint problem solving between staff and parents. After the meeting, the child will be placed on a behavioral contract. This contract will be presented, explained and signed by the Director of School Age Programs, child and parent or legal guardian. The Director, Education and Social Services will be informed of the situation. This contract will state that if the child continues to act inappropriately or continues to demonstrate behavior that is disruptive and / or upsetting to other children, childcare will be terminated. The Summer Day Program will carefully explain that although we want to care for the child and work with him / her, the termination of care will take place if inappropriate behavior continues.

While Summer Day Program maintains an environment that promotes communication between Staff and parents or legal guardians, **there are certain behaviors that only require one incident report before suspending and / or terminating a child from the program.** The intent is to maintain integrity and safety of the Program. These behaviors include:

- \* Hitting, biting, or physically assaulting another child or a staff member
- \* Damaging property (I.e. punching a hole in the wall, throwing a piece of furniture, etc.)
- \* Verbally assaulting or using inappropriate language towards another child or a staff member

## TERMINATION OF CHILD CARE POLICY 7.05 (8)

### Trial Enrollment

The first week of care will be considered a **trial enrollment**. Summer Day Program reserves the right to determine if Summer Day Program is able to meet the specific needs of each individual child.

### Initiated by the Parent or Legal Guardians

Parents or Legal Guardians are asked to give two weeks advance notice if their child will no longer attend Wood School Day Care. If no advance notice of withdrawal is given, parents are responsible for full payment for the two weeks.

### Initiated by The Summer Day Program

Failure to maintain regular payments or non-payment of fees will result in termination of child care for children enrolled in all slots. If a child is enrolled in an income eligible or voucher slot, child care services may be terminated for the following reasons :

- \* **Lack of continuing need**
- \* **Lack of financial eligibility**
- \* **Absence (3 consecutive days without notifying Wood School Day Care or 11 or more absences within a 30 day period)**
- \* **Failure to submit required documentation at reassessment**
- \* **Failure to comply with Program policies**
- \* **Parents' failure to cooperate with the contracted or voucher child care provider's program or the Child Care Resource and Referral Agency.**
- \* **Habitual lateness at time of drop-off or pick-up.**

### Abusive Behavior by Parent or Legal Guardian

A child may be terminated from Summer Day Program if the parent or legal guardian exhibits abusive behavior towards the Staff or other children. Abusive behavior is defined as: using inappropriate language towards Staff or other children, yelling at Staff or other children, or making threats of bodily harm. Wood School Day Care reserves the right to terminate family services if it feels that the parents' behavior threatens the safety or well-being of employees or other children enrolled in Summer Day Program.

*\* Please be sure that you have thoroughly read this entire Parent's Manual before signing and returning the next page. If you have any questions about any of the information listed, please call the office @ 978-372-9803.*



Summer Day Program  
Parent's Manual

(revised April 2008)

Parent / Guardian endorsement

Please sign below confirming that you have received a copy of the attached **Parent's Manual** (revised April 2008) and that you have read the information. By signing below, you are confirming that you and your child(ren) understand the material in the Parent's Manual . **If you are uncertain of any of the information contained in the Parent's Manual, The Program Directors will be available to review the material with you and them.**

Note that information in this manual, may change and every effort will be made to inform you of said changes.

\_\_\_\_\_  
Parent / Legal Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Child's Name