



United South End Settlements

# Early Childhood Education & club48



EXPLORE!

DISCOVER!

GROW!

ENRICH!

2020 Parent &  
Guardian Handbook

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*The mission of USES is to harness the power of our diverse community to disrupt the cycle of poverty for children and their families.*

## OUR CORE VALUES:

### **COMMUNITY:**

We believe in engaging the entire community as a catalyst in our model of service that helps children and their families build strong, trusting and mutually beneficial relations.

### **DIVERSITY:**

We believe that we achieve the greatest positive impact on our children and their families when we include people from various backgrounds, skill sets, and perspectives in disrupting the cycle of poverty.

### **OPPORTUNITY:**

We believe that all people have potential and deserve access to top quality educational and economic opportunities.



# Organization History

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USES was originally founded in 1892 as the Andover House in the South End, the first settlement house in Boston to address poverty, poor housing conditions, and fierce prejudice experienced by underserved populations, including emancipated slaves, immigrants, and rural laborers.

As USES celebrated its 125<sup>th</sup> year in 2017, we reaffirmed our founding vision of an inclusive community where neighbors from all walks of life come together to support one another. At the same time, we unveiled a bold, new model to better meet the needs of the community, focusing our efforts on families with children under the age of 18.

**Our goal is to help families in the South End and the surrounding areas stabilize, achieve economic mobility, and become more resilient through access to resources, programs, and connections to a diverse social network.**

Today, our programs serve more than 300 children and their families. We provide children with early childhood education, after school programs, and Camp Hale, a summer camp in New Hampshire. We help parents and guardians identify and pursue goals important to their family through one-on-one coaching. We also provide job training, placement, and career development.

We value diversity in every setting and are committed to building diverse social networks of individuals with various backgrounds, skill sets, and perspectives who share our vision for breaking the cycle of poverty. More information on our whole family approach can be found at [WWW.USES.ORG](http://WWW.USES.ORG).

*This handbook intends to support parents and guardians whose children participate in either our Early Childhood Education or club48 programs. These programs are overseen by a Director of Early Childhood Education and Out of School Time, as well as an Assistant Director for each program. In addition, the Director of Program Administration will be a resource to you throughout the paperwork and enrollment process.*



# Organization History, Continued

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## Early Childhood Education (ECE) Program Philosophy & Description

USES's ECE program engages children and families from diverse backgrounds to prepare children to enter school by focusing on the development of social and academic skills. We are licensed to serve 64 children, ages 1 month to 5 years old each year. The program operates Monday through Friday from 8:00 am to 6:00 pm.

The ECE teaching staff implements weekly lesson plans based on the developmental needs of the children in each classroom. Participants in our Early Childhood program have weekly access to **STEAM** (science, technology, engineering, arts, and math) classes through our integrated Arts in Early Learning curriculum. Weekly art lessons also integrate themes that align with Boston Public School curriculum and outcomes, which help facilitate participants' transition into kindergarten. For the most up to date information on our philosophy, and your child's specific lesson plans, please connect with the teacher and department director.

## club48 Out Of School Time Program Philosophy & Description

USES's after-school program, club48, provides high-quality services with curricula that support school success and promote the social, cognitive, and emotional development of the students. We are licensed to serve 60 children, ages 5-12 years old each year. During school days, the program operates Monday through Friday from 2:30pm to 6:00pm. During school vacation days and the summer, the program operates from 8:00 am to 6:00 pm.

In the 10 weeks of summer, we offer a full-day summer camp separated out in two-week sessions. These weeks include regular off-site field trips, STEAM curriculum, and numerous partnerships. A full schedule and rates will be provided to enrolled families in late spring.

The program is led by an Assistant Director who works with Group Leaders in each classroom who promote school success through enrichment activities, recreational and cultural opportunities, field trips, and academic support specifically designed to enhance students' skill development in the area of perseverance, self-awareness, teamwork/relationship to others, creativity, flexibility, and problem-solving. One of our key strategies includes providing **STEAM enrichment** during the school year and then as workshop tracks during the summer.

# Licensure & Accreditation

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## DEEC Licensure

USES's Early Childhood Education and club48 out of school time programs are regulated by the Massachusetts Department of Early Education & Care as defined by the Code of Massachusetts Regulations 606 CMR 7.00. The Department of Early Education and Care Licensing Board oversees all licensed group child-care in the state of Massachusetts of which the USES President and CEO is accountable. The President and CEO of USES is responsible for hiring and oversight of all USES employees. A full organizational chart can be made available at request. A copy of the DEEC standards is available to parents/guardians in the director's office or on the web at: <https://www.mass.gov/lists/departments-of-early-education-and-care-eecc-laws-and-regulations#eecc-laws->

## Accreditation

USES's Infant, Toddler, and Preschool Programs are accredited by The National Association for the Education of Young Children (NAEYC). An NAEYC accredited program must meet all NAEYC Early Childhood Program Standards. For more information about the standards and NAEYC Accreditation, visit: <https://www.naeyc.org/accreditation/early-learning-program-accreditation>



# Enrollment in USES Programs

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## Types of Slots Offered

As part of USES's mission, we intentionally have diversity in our programs by offering 3 types of slots for all participants in ECE or club48: Full Pay, Subsidized through the Department of Early Education and Care (EEC), and Voucher. Eligibility for EEC slots is determined by documentation of income and service need (work, school or training). Proof of income is required and used to assess fees. Families seeking a voucher slot must obtain an income eligible voucher from a state voucher agency (e.g. Child Care Choices of Boston).

## Enrollment Process

Prior to each child's start date, the following must occur:

- A tour of our center
- Complete application and submit all documentation
- Participate in an intake meeting
- Two weeks of tuition paid

A list of required documents which must be submitted prior to the child's first day can be found at the front desk or by contacting the Director of Program Administration.

**All forms must be updated annually, as required by state law.** Parents **must** provide the program with any significant changes as they arise, such as address, telephone, allergies, etc.

If you know of other families who are interested in learning more about our programs, please have them submit an electronic interest form by visiting

**[WWW.USES.ORG/INTERESTFORM](http://WWW.USES.ORG/INTERESTFORM)**

**Confidentiality & Distribution of Records:** Parents/guardians shall have access to their child's records upon request. Information contained in a child's records shall be privileged and confidential. Information shall not be distributed or released without written consent of the child's parents/guardians. If the child's records are subpoenaed, the program shall notify the parents/guardians. Department of Children and Families and the Department of Early Education and Care may review children's records without parental/guardian consent. USES will not charge parents/guardians a fee for copies of any information in a child's record. Children's records are maintained for five years following termination in the program.



# Enrollment in USES Programs, Continued

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## Transitioning Your Child Into the Program

**Infants/Toddlers:** Parents and/or guardians must play an active role in helping their young children adjust to our program. Your child's first day in the program is a half day with you present, and will be arranged with the Director. This gives your child an opportunity to become familiar with the setting, to be around other children, and to meet the teachers in the security of the parents'/guardians' presence. On the second day, we ask that the child spend a half-day with us at school and be picked up between 12:00 pm and 1:00 pm. On the third day, the child may stay at school all day. It is always important to say goodbye to your children, assure them that they will be okay, and that you will be back to get them soon.

**Preschool:** On your child's first day of preschool, please arrive before 9:00 am so that they can be included in the routines of the morning. Parents can choose to stay with their child in the classroom if they want. Your child needs to be picked up between 12:00 pm – 1:00 pm. On the second day, your child can stay all day.

**club48:** club48 children will have a meeting and a tour with the Assistant Director or Director before they are officially enrolled in the program. During the tour, parents/guardians and children will be introduced to all staff and will be informed who is responsible for their bus or school pick up (if applicable). On their first day in the program, a group leader will check in with the family regarding how the day went.

*Parents with children in USES programs are always encouraged to call and see how their child is adjusting.*

## Transitioning Between Classrooms

When a child ages out of an early childhood classroom, s/he will transition to the next level. A letter will be sent two weeks in advance to the child's parent/guardian, informing them of the upcoming change and inviting them to set up an appointment to meet with the child's new teachers. The child will spend one morning (half a day) and one afternoon (half a day) in their new classes prior to moving up in order to allow a gradual adjustment to the room and new teachers.





# Enrollment in USES Programs, Continued

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## Enrollment in Multiple USES Programs

United South End Settlements welcomes families to enroll their children in multiple youth programs. We are excited that you see the benefit of participating in the various opportunities we offer. Because our programs have unique licensing requirements, we rely on being fully enrolled to operate at the highest quality and therefore, we have different fee structures. In addition, all contract and voucher slots must still comply with DEEC absence policies. We ask that you carefully read the following policies when enrolling your child in a second program for the summer or vacation weeks.

- Please notify your primary program director of any anticipated absences, travel, or intention of enrollment in another program.
- Our Program Administration team can best support planning for multiple enrollments to ensure your child does not lose a spot or become ineligible for a specific program.
- All tuition balances must be paid prior to any family member enrolling in any additional USES youth program.

Each program is required to collect and maintain a multitude of forms, permissions, and documents. Where possible, we aim to reduce redundancies in the forms you are required to fill out; however, there are instances where this cannot happen. To ensure we have the most accurate information, we will not pull your child's paperwork from one program to place in another. When registering for our summer programs or additional programs, we will ask you to confirm certain documentation, and submit additionally required paperwork prior to the start of the sessions. Our Director of Program Administration is available to help you navigate this process.



# Tuition

USES strives to keep our private pay tuition competitive while ensuring quality programming and facilities upkeep and improvements, staff retention, and enhanced curriculum and programming. Tuition is reviewed on an annual basis and tuition adjustments will be announced in June. All tuition adjustments are effective annually on July 1\*.

Fiscal Year 2020 (effective July 15, 2019 - June 30, 2020) Private Pay Rates<sup>+</sup> are as follows:

	Per Week	Per Day
Infant (Full Day):	\$625.00	\$125.00
Toddler (Full Day):	\$525.00	\$105.00
Preschool (Full Day):	\$375.00	\$75.00
club48 (Half Day, 2-6pm):	\$120.00	\$24.00
club48 (Full Day, school vacation weeks):	\$230.00	\$46.00

*Summer 2019 rates are available separately at the front desk.  
Summer 2020 rates will be coming out in Spring 2020.*

*\*DEEC and Voucher rates are determined by the State of Massachusetts. USES will be notified of those changes in rates as they occur.*

*\*Current families enrolled in ECE are on a phased schedule until January 1, 2020.*

## Fee Payment

- All fees from USES's youth programs apply to the family, and must be paid before enrolling any family member in another USES youth program (ECE, club48, or Camp Hale). This zero balance policy also applies to siblings that may be on the waitlist or ready to enroll in any of our youth programs.
- Failure to pay the balance from your primary program will result in the forfeiture of your other program slot. You may also lose your primary program slot if notice was given and the slot filled.
- Two weeks' notice must be given for withdrawing your child from club48 and the ECE Program. Failure to do so does not absolve one from the responsibility to pay the tuition for those two weeks.
- If your child is absent for any reason you are responsible for the full tuition fee as contracted. This includes sick days, parental days off from work, family vacation, snow/ inclement weather days, etc.
- In accordance with state regulations, fees apply for holidays and unexpected closures, which happen during a weekday, though USES makes every effort to remain open and fully staffed.

*CCCB/VOUCHER/EEC rates and co-payments are determined by the State of Massachusetts and family income.*

# Tuition, Continued

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**Payment Process:** Invoices will be provided prior to care and are due payable by Monday at 10:00 am for the current week. Payment can be made by check, money order, or credit card via Tuition Express. **We do not accept cash.** In the event that a check is returned for insufficient funds, a replacement payment must be made within 24 hours and is subject to all applicable bank fees. USES reserve the right to refuse payment by check at any time.

Parents whose children have subsidized slots must pay tuition weekly. Others may choose to pay weekly or monthly. Tuition is collected by the front desk receptionists or can be paid online directly through Tuition Express. Tuition may not be given to teachers or teachers' assistants. All families are encouraged to manage their tuition payments and pay directly through Tuition Express; the form is available at the front desk. Additional payments can be made at other times via check, money or credit card.

All USES staff are eligible to have tuition deducted directly from their bi-weekly paycheck. We also honor FSA payments. Please refer to the Employee handbook for additional details.

**Tuition Balances & Exiting the Program:** Those accounts with an outstanding balance will receive email reminders of the amount due. **After two weeks of nonpayment, you will receive a written Advance Notice of Termination** at which point the parent/guardian must either *connect with our Coaching Team within 3 business days to schedule a financial coaching appointment* or *pay the balance in full*. A family must be enrolled in financial coaching in order to be under a payment plan to pay off balances.

Staff with children in a USES program who exceed a two week outstanding balance will be automatically enrolled in an ongoing payroll deduction to cover the preceding balance, and tuition thereafter. Please refer to the employee handbook for additional details.

Invoices are sent electronically on a bi-weekly or monthly basis to the email address on file. By request, payment statements will be made available to each parent/guardian at the end of the year for income tax purposes.

When parents/guardians are withdrawing their child from the program for any reason, notice must be given **in writing** to the Director **at least two (2) weeks prior to the child's last day in the program**. A final tuition statement will be issued and payment is due prior to the child's last week of care. Parents failing to notify the program two weeks in advance will still be billed for the two weeks following termination. Unpaid tuition following a child's termination will be referred to a collection agency.



# Parent Communication

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Parents will be notified of all program activities, concerns, and regulations by written notices, email, text, and/or posting of such notices on the bulletin board.

## Hours & Attendance Policy

Children thrive best in their educational environments when they have consistency and are able to arrive before program activities begin. For those whose children occupy **EEC or Voucher slots**, the state regulations regarding attendance require families to provide advanced notice of absences in order for the absence to be considered “explained.” Any other absences will be considered “unexplained” – excessive unexplained absences could result in termination of your EEC or Voucher subsidy. Families in subsidized slots are only allowed 45 absences per calendar year.

**Early Childhood Education:** USES business hours are 8:00 am to 6:00 pm. All USES children must be dropped off by 10:00 am and must be accompanied to their classroom daily by a parent/guardian.

If your child is going to be absent from the program for the day, we require parents to call the front desk by 8:30am to inform his/her teacher. For vacations or periods of longer than a day, please give advance notice to the Director. If you are unable to reach the Director, please speak with the Receptionist.

**club48:** During the school year, USES must be notified of any changes in attendance by 12:00 pm so we can plan for them accordingly. If children are late to arrive at the program and we have not heard from a parent/guardian informing us of a delay or absence, we will call the parent/guardian about 30 minutes after the child’s usual arrival time to check on their whereabouts.

During the school vacations and other days when the program is open from 8:00 am to 6:00 pm, we encourage you to drop your child off prior to 9:00 am. This marks the closing period for breakfast and the start of structured activities. Arrival by this time reduces disruptions to activities and ensures that your child’s group has not left the premises. **Arrivals after 10:00 am will not be permitted to participate in the program for that day.**



# Parent Communication, Continued

## Late Pick-Up & Fee Policy

USES closes at 6:00 pm. All children must be picked up by 6:00 pm and must be off USES's premises by 6:05pm in order to respect employees' schedules and evening cleaning of the facilities. If a parent/guardian believe they will not be able to pick their child up by 6:00 pm, they are required to call and notify the front desk of their anticipated pick-up time. If a child is not picked up and in the custody of their parent by 6:00 pm with or without a phone call, a late fee of \$10 per fifteen (15) minutes will be incurred and automatically be added to the family's bill and due within one week. **A chronic problem of late pick-ups and failure to make timely payments on late fees will result in termination of child-care service.**

**The following policy is in effect in the event that parents/guardians are late in picking up their child/ren:**

1. If a child has not been picked up by 6:00 pm, a telephone call will be made to the parent/guardian.
2. If a parent/guardian cannot be reached at home/work/school, the emergency telephone numbers will be called, and if contact is made, that person will be requested to pick up the child/ren.
3. If there is no response from parent/guardian or emergency contacts, steps #1 and #2 will be repeated at 6:15 pm and again at 6:30 pm until someone is reached.
4. If contact has not been made with the parent/guardian or the emergency person by 7:00 pm, the designated staff person will call the Department of Children and Families and/or the local police. A report of the action will be placed in the child's file.



# Parent Communication, Continued

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## Progress Reports, Conferences & Family Meetings

**Early Childhood Education:** All classrooms have family-teacher conferences three (3) times per year to review assessments. Parents are encouraged to meet with teachers at other times to review the progress of the child's development and classroom experience.

**Infants & Toddlers:** Parents/guardians receive digital reports at the end of each class day through Kaymbu, which include all of the child's activities for the day. In addition, parents/guardians will receive an assessment every four (4) months on their child's progress. Parents/guardians will be encouraged to meet with the teachers to discuss progress and concerns. The parents/guardians and teachers will have an opportunity to compare observations of the child.

**Preschool:** Every four (4) months, families will receive a copy of a written progress report for their child. This report will review the child's progress and participation in the center. A copy of this report will be kept in the child's folder.

The Director, Assistant Director, Vice President of Programs, or the child's parent/guardian may request a conference at other times of the year. Reasons for requesting a conference may include, but are not limited to, concerns regarding a child's behavior or developmental progress.

**club48:** All employees are available by appointment to meet or talk with parents/guardians. The best time to reach the club48 group leaders is between 1:00pm-2:00pm or at the end of the day between 5:45 pm-6:00 pm. Progress reports are distributed one (1) time per year in compliance with the DEEC standards. The Director, or club48 Assistant Director may contact parents/guardians for conferences at other times of the year if a child's behavior or developmental needs warrant cause.

**Family Meetings:** Family meetings are held approximately four (4) times a year. The meetings will sometimes be replaced with parties, events, or trainings. Child care and dinner are provided during the meeting.

Families are important to the continuity, quality, and growth of the program. Family Participation is encouraged at committee meetings, representation on the USES Board of Directors, volunteering in the classroom, assisting on field trips, or sharing resources. Families may provide input into the program policy or procedures by offering suggestions to the Director, Assistant Director, the Vice President of Programs or President & CEO.



# Parent Communication, Continued

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**Friends of USES Kids:** The United South End Settlements Parents' Council is a group for parents and staff involved in the Youth Programs at USES, known as the Friends of USES Kids. The mission of this group is to heighten awareness about USES Youth Programs, raise funds to help improve programs and opportunities for our children, and to create a sense of community.

The Parents' Council relies on the participation of families to support its mission. From time to time, the Parents' Council may contact families to increase parent involvement and to inform them of upcoming activities and meetings. Your participation in this group is voluntary, and the leadership will post updates publicly and reach out directly. During enrollment, you can select to have your contact information shared with the leaders of this group.

**Visits:** Parents/guardians are encouraged to visit the center at any time. Teachers welcome parents/guardians in the classroom and children find it a special treat to have a parent/guardian visiting. During a visit, we ask you to be mindful of the teacher's care for all participants and overall control of the classroom. If extended one-on-one conversations are needed, we suggest a conference be scheduled. If at any point a parents'/guardians' presence in the classroom is disrupted, they will be asked to leave.

**Research, Experimentation & Observation:** No research, experimentation, or observation involving children will be conducted without the written consent of a child's parents/guardians for each occurrence.

When observations of children are recommended as a means for coordinating support for a child or family, a general parental/guardian consent form will be used. In these cases, observation shall mean that there is no interaction between the child and the observers, and no identification of the individual child. In no case shall there be physical harm of children to be carried out during research or experimentation.

The program will not involve children in any activities unrelated to their direct care, such as fundraising or publicity, without the written, informed consent of the parent/guardian.



# Parent Communication, Continued

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## Scheduled Closings & Inclement Weather

USES is closed for all federal holidays, some local holidays, and four professional development days annually. Please see the end of this handbook for the most recent calendar of holidays and professional development days.

USES's goal is to remain open during times when parents need us most. However, there are times, when it is unsafe for USES to open. This includes when there has been a State - or City of emergency, weather conditions are hazardous to the safety and health of the children and USES employees or USES is unable to operate. If USES closes, has a delayed opening, or early release, parents/guardians will be notified by email. Full-day closures or delayed openings will be communicated no later than 6:00 am the day of closing. Parents may also call the main number at 617-375-8150 to check for closings, beginning at 6:00 am.

If Boston Public Schools are closed but USES is open, all youth programs will run at a full-day or delayed-opening schedule unless USES determines it is unsafe to open for care (see above).





# Health & Safety Procedures

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Children are not permitted to walk throughout the building without direct supervision. When you sign your child out, you must accompany them to their classroom to gather their belongings and while exiting the building. Children will not be released to any person who is not listed on the approved pick up form without written permission from the parent/guardian and proper ID from the new person. Children will not be released to anyone under 16 years of age. Please refer to the Director about any arrangements that fall outside of USES drop off and/or pick up policies.

In case of an accident while in care of USES staff, USES maintains insurance coverage. Any claims should be made to the Vice President of Programs directly. Claims cannot be made for an illness that may or may not have been contracted at USES.

## Signing Your Child In/Out

**Early Childhood Education:** All children are to be transported to and from the program by their families. When families enter the room, they should check in with the classroom teacher and make sure the child gets signed in. Parents should share any important information with the teachers at this time. When children are picked up at the end of the day, families should again check in with the teacher and sign their children out. These check-ins give families and teachers the opportunity to communicate about the child and pass on information that will help each child to have a more successful experience at school.

**club48:** The program offers walking transportation from school bus stops and two surrounding elementary schools: The Hurley and the Blackstone. Parents whose children receive bus transportation or will be dropped off at the program are responsible for communicating the transportation plan to the Assistant Director. During a bus pick-up, USES staff will wait at the designated bus stop for up to 20 minutes before calling a parent/guardian to check-in on the child's status and then return to the program. If your child will not be at the program, please contact us by 12:00 pm or as soon as possible so we can plan our student pick-ups accordingly. **In order to prevent disruption with homework and other activities, club48's after school program is unable to assist with any pick-ups that occur after 4:00pm. Pick-ups also must be within the boundaries of Mass. Ave. and West Dedham St. between Washington St. and Tremont St.**

When children enter club48, they are responsible for checking in with their Group Leader. Group Leaders mark the child present and note the time of the child's arrival. Parents are responsible for signing their children out at the end of the day.



# Health & Safety Procedures, Continued

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## Parking

In order to maximize street safety and minimize parking problems, we ask that all families and visitors adhere to the following parking protocols:

- The driveway is reserved for staff parking. Please do not block.
- Park so that traffic may pass through Rutland Street. Make every effort to avoid double parking – by doing so, you make it very difficult for Emergency Vehicles to pass.
- Adhere to the 10-minute parking limit when parking in front of the building on Rutland Street.

## Behavior Management Policy

We recognize our staff's responsibility to create an environment that provides structure, allows choice, and accepts a child's need for time to reflect. By supporting each child's individual development, staff members create attainable classroom expectations, and children begin learning how to regulate their own behaviors.

**The following are guidelines that address appropriate behavior expected of all children and adults in our programs:**

1. Assure the safety of all children and adults for themselves and others.
2. Prohibit the destruction of non-disposable material and equipment.
3. Promote individual acceptance of responsibility for one's own actions.
4. Treat all people as equal and worthy of respect.

**The following are guidelines that are expected by the Department of Early Education & Care:**

1. Corporal punishment shall NOT be used, including spanking
2. NO child shall be subjected to cruel or severe punishment, humiliation, or verbal abuse.
3. NO child shall be denied food as a form of punishment. NO child shall be forced or coerced to eat against their will.
4. NO child shall be punished or humiliated for soiling, wetting, or not using the toilet.
5. Time outdoors shall **not** be withheld from a child as a form of punishment.

All staff, volunteers, substitute staff, and parents/guardians must be familiar with the policy statements above. Parents should address any concerns regarding behavior with their classroom teacher. If the teacher is unable to present a solution, the director will be consulted. In a situation where the behavior still remains a concern, the VP of Programs will then be contacted.

For a complete, updated list of our behavior management policies, please contact your program director.

# Health & Safety Procedures, Continued

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## Biting Policy

All incidents of biting are documented via an incident report. As educators, we understand that there are several reasons why children may bite (teething, frustration, etc.). However, to ensure the safety of all children, biting is not permitted at United South End Settlements. Parent/guardians of both the “biter” and “bite-ee” will be notified the same day that the incident occurs. Teachers will closely monitor the biter and provide positive reinforcement and redirection to prevent another situation from occurring. Every effort will be made to help children resolve biting issues. Termination is a last resort and would only occur in extreme situations.

## Referral Policy

Program staff may refer students for additional services including social, mental health, and educational or medical services – including but not limited to dental check-up, vision, or hearing screening. USES will refer families to the South End Community Health Center, 1601 Washington Street Boston, MA 02118, and (617) 425-2000. The Director will work with the teacher, the SECHC and the family to find the appropriate resources.

## Termination & Suspension Policy

Behavior management is something we take very seriously at USES and our goal is to keep children in our care. Therefore, we make every attempt to work with children, their families, and specialists to ensure that we are meeting a child’s needs. In cases where a child’s behavior is dangerous to the child or to others, or if a child’s behavior requires an excessive amount of teacher time (taking more than 20 minutes), that child may be suspended from the program. Any time a child is suspended and before any child is terminated, the program will work with the child’s family to try and meet their needs by following the referral policy outlined above. If the referral policy has been followed but USES is still unable to meet the needs of the child, or if the child’s family is not following through with the referral, the child will be terminated from the program with no less than two weeks’ notice.

### Other reasons for termination include:

- Non-payment for services
- Failure to bring in required documentation
- Excessive absenteeism
- Parent/guardian not willing to cooperate with program policies
- Parent/guardian behavior presents a danger to others in the program

# Health & Safety Procedures, Continued

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## Missing Child Policy & Procedure

Every member of the staff is responsible for ensuring the safety of the children and knowing their whereabouts. The program staff is responsible for minimizing the risk of missing children and acting appropriately in the event that a child is identified as missing.

### Steps taken to minimize the risk of missing a child:

1. The attendance roster is regularly checked throughout the day and children are signed in and out of the program by parents/guardians. In the event that the parent/guardian fails to physically sign in or out, it is the teacher's responsibility to do so.
2. Parents/guardians must be made aware of the need for supervision of children at all times especially at arrival and pick up.
3. It is the responsibility of the child's teachers to be aware of how many children are present at any time and a headcount is taken at every transition.
4. Teachers must know the names of the children who are present so they are aware of whom to expect and can therefore highlight any unexplained absence.
5. Steps must be taken to ensure that children know the boundaries of where they can and cannot go at all times of the day.
6. Gates, doors, and closets are kept closed and, where appropriate, secured. For outdoor activities, a member of the staff will remain outside until all children have gone inside to ensure that no child has been left outside unsupervised.

### If a child is identified as missing:

1. The missing child should be identified and the last known sighting recorded.
2. A member of the staff present will ask the children calmly if they have seen the missing child.
3. Without leaving children unsupervised, the staff member will immediately contact a program administrator, Vice President of Programs, or a member of senior management. As soon as safely possible without delaying the search, the Vice President of Programs or designee will inform the President & CEO.
4. *If the incident takes place on-site:* An immediate systematic search of the appropriate area/s will be coordinated by the program administrator under advisement of the Vice President of Programs or senior manager. This will include anywhere a child might hide: as well as contacting the parents/guardians to obtain any information of anywhere else the child may make his/her way to, e.g. relatives, grandparents, and friends. Prompt notification of the police will take place once the Vice President of Programs is satisfied that the property has been thoroughly searched.
5. *If the incident takes place off-site:* Prompt notification of the police will be made so that they may establish a perimeter. Until the police take over, the staff will begin a systematic search including engaging representatives of the venue and checking the pre-arranged rendezvous point. Senior management will decide if additional staffing resources can/should be provided to assist.
6. If the search has involved law enforcement or results in hospitalization of the child when found, the program administrator will notify the Department of Early Education and Care verbally within 24 hours and in writing within 48 hours.

# Health & Safety Procedures, Continued

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## Guidelines For Reporting Child Abuse & Neglect

**General Requirements:** Massachusetts Law requires providers of medical, educational, child care or social services to immediately report perceived instances of child abuse or neglect to the Department for Children and Families, (DCF). All USES Program staff who **have reasonable cause** to believe that a child under the age of 18 is suffering serious physical or emotional injury resulting from abuse **must immediately report such condition to DCF**. Reporting procedures can be found here: <https://www.mass.gov/files/documents/2017/08/28/can-mandated-reporters-guide.pdf>

## Notification of Injury

Parents/guardians will be informed in writing of any first aid administered to their child within 24 hours of the incident. In case of an injury requiring serious treatment, all efforts will be made to reach the parent/guardian immediately. If the parent cannot be reached, emergency contacts that the parent/guardian has authorized will be contacted. Parents/guardians are responsible for ensuring that this contact information is up to date and accurate. Employees will follow the emergency procedures found in the Health Care Policy.

## Sickness Policy

Any child sent home from school with a fever of over 100, diarrhea, vomiting, or other illness that is contagious may not return to the program until they have been symptom free or on antibiotics for 24 hours. In the case of a contagious disease, the child may not return to the program without proper treatment and a note from the doctor indicating such. The Program Director will inform all families in writing when a case of a contagious disease occurs at the school. Policy for contagious diseases will be reviewed by the Director and the Health Care Consultant.

**Administration of Medication:** Medication (including “Tylenol” and topical non-prescription medication) is not to be given to a child without the written consent of the child’s parent/guardian, as well as the “written prescription” of a doctor. The written prescription should indicate the following information:

1. Child’s name
2. Date prescription filled
3. Contents and dosage
4. Directions for administration
5. Doctor’s name and signature
6. Expiration date

Teachers are responsible for completing a medication chart for every child receiving any medication. The following information should be completed:

# Health & Safety Procedures, Continued

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## Sickness Policy, Continued

### Administration of Medication, Continued:

1. Medication
2. Dosage
3. Time given
4. Signature of person giving medication

Non-prescription medication that does not have an exact time to be given will only be administered to the child after the parent/guardian has been contacted.

## Allergies & Individual Health Care Plan

Allergies will be identified on the application form and posted conspicuously in each classroom. Any participants with allergies or chronic illness (including asthma) must have an Individualized Health Care Plan and the proper medications on site before they may begin in the program. Parents are responsible for maintaining the medication supply and replacing medications before they expire. All children in the program must have lead poisoning screening results included on their physical examination form.

## Hand Washing Procedure

Hand washing is the first line of defense against the spread of infections. Strict hand washing is practiced by children and staff including, but not limited to, the following times:

- Before eating or handling food
- After going to the bathroom or assisting in toileting (and between each child assisted)
- After coming into contact with body fluids and discharges
- After handling center animals or their equipment
- After cleaning

As recommended by the Center for Disease Control, all children and staff shall wash hands in the following manner:

1. Use liquid soap and running water
2. Rub hands vigorously for 15 – 30 seconds
3. Wash all surfaces (backs of hands, wrists, between fingers, under nails...)
4. Rinse under running water
5. Dry hands with disposable paper towels so that clean hands are not dirtied
6. Turn water off with paper towel

# Health & Safety Procedures, Continued

## ECE Toileting Policy

1. No child shall be punished, verbally abused, or humiliated for soiling, wetting, or not using the toilet.
2. Infants' and toddlers' diapers will be changed every two hours or whenever necessary.
3. Children shall wash their hands with liquid soap and running water after toileting and before snacks and meals or handling food. Employees shall also wash their hands with soap and running water after assisting children with toileting or toileting themselves. Disposable towels shall be used to dry hands
4. For children not fully toilet trained that are enrolled in the program, training will occur in accordance with requests of parents/guardians and consistent with the physical and emotional abilities of the child.
5. Soiled clothing shall be either doubled bagged in a sealed labeled plastic bag and stored apart from other items in the laundry area or laundered separately in the washing machine.
6. A change of clothing shall be available for each child. Extra USES-owned clothing shall be available for changing purposes. USES-owned clothing must be laundered after being worn.
7. Adult supervision of toileting area is maintained whenever area is in use.
8. Children are encouraged but not forced to use the toilet in the morning, before nap and before going outside.
9. Children are free to use the toilet throughout their day based on their own patterns.

*Please note that parents/guardians are expected to provide diapers and wipes for their children.*



# Nutrition & Outside Food

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**USES is a nut-free program.** Staff, families & children are not permitted to eat products containing nuts anywhere in the building.

USES partners with local food vendors to serve hot and cold meals for all participants in the youth programs. For early childhood classrooms, and club48 vacation programs, this includes a full breakfast, full lunch, and afternoon snack. We are able to accommodate most dietary restrictions or preferences, and when that is not an option, families are always welcome to bring in their own nut-free meals.

**Infants:** Parents may either provide food for their infants or may request that it be provided by USES. Parents need to give the teachers clear instructions of when and how much their baby should be fed. Parents should also tell the teachers how to prepare the bottles. All bottles and containers must be clearly labeled with the child's name. New foods must be introduced at home first. Parents and teachers need to communicate with each other so only one new food is introduced in a week. Teachers will provide /guardians with daily digital communication through the Kaymbu app on the time and amount of food their baby ate. Teachers will wear gloves when feeding babies breast milk..

**Toddlers & Preschool:** Breakfast and snack are prepared in the kitchen at 48 Rutland Street. Lunch is delivered daily by City Fresh Foods Catering. Teachers serve breakfast, lunch, and an afternoon snack.

Menus for the meals are posted in each classroom. For families that choose not to partake in these meals, we offer the following suggestions:

- Food should be appealing to the child while meeting the BON guidelines found here...
- Food should be stored in a sanitary manner
- Food should be easy for the child to handle (e.g. cut sandwiches, sliced vegetables, etc.)
- All food that needs to be served hot should be heated at home and brought to the program in a thermos.

Suggested lunch items include:

- muffins
- fresh fruit
- tuna salad/chicken salad
- carrot sticks
- yogurt
- cucumber slices
- cold meats

Items that will not be accepted into the programs for meal times include:

- candy
- chips
- soda
- cookies
- fast food kid meals



# USDA Nondiscrimination Statement

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

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

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

- 1. Mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- 2. Fax:**  
(202) 690-7442
- 3. Email:**  
[program.intake@usda.gov](mailto:program.intake@usda.gov)

## Conclusion

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**Thank you for being a part of the USES family  
and reviewing this important handbook!**

We require that families sign off on receiving this handbook on an annual basis, which you will receive in a separate format. If you have suggestions or ideas for how USES can continue to be a welcoming place for all participants, we welcome your thoughts to our Directors and staff.

# List of USES Program Closure Dates

## Holidays Observed and Professional Development Days for 2019/2020

September 2, 2019	<i>Monday</i>	Labor Day
September 20, 2019	<i>Friday</i>	Professional Development Day
October 14, 2019	<i>Monday</i>	Columbus Day/Indigenous People's Day
November 11, 2019	<i>Monday</i>	Veteran's Day
November 28, 2019	<i>Thursday</i>	Thanksgiving
November 29, 2019	<i>Friday</i>	Day after Thanksgiving
December 24, 2019	<i>Tuesday</i>	Christmas Eve - close at 2:00 p.m.
December 25, 2019	<i>Wednesday</i>	Christmas
December 31, 2019	<i>Tuesday</i>	New Year's Eve - close at 2:00 p.m.
January 1, 2020	<i>Wednesday</i>	New Year's Day
January 20, 2020	<i>Monday</i>	Martin Luther King Day
February 17, 2020	<i>Monday</i>	President's Day
March 6, 2020	<i>Friday</i>	Professional Development Day
April 20, 2020	<i>Monday</i>	Patriot's Day
May 25, 2020	<i>Monday</i>	Memorial Day
June 4, 2020	<i>Thursday</i>	Professional Development Day
June 5, 2020	<i>Friday</i>	Professional Development Day

