

“We open doors to connect & enrich our community.”

# The Roudenbush Community Center Parent Handbook

## **School Age Program**

The Roudenbush Community Center  
65 Main Street. Westford, MA 01886

### **Program Administrator**

Jennifer Normandie  
(978) 496-1707 Ext. 107

## **Part Day Preschool**

Old Nabnasset School  
170 Plain Rd. Westford, MA 01886

### **Senior Director of Childcare**

April Lanciani  
(978) 692- 5544 Ext.300

## **Full-Day Child Care**

The Frost Building  
73 Main Street. Westford, MA 01886

### **Program Director**

Kori Marshall  
(978) 692- 0848 Ext.273

### **Assistant Director**

Teresa Thayer  
(978) 692- 0848 Ext. 274



The Roudenbush Community Center

[www.roudenbush.org](http://www.roudenbush.org)

*This Parent handbook was last updated December 2023*

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Dear Parents & Guardians,

We welcome you to the Children's Center at Roudenbush. Our goal is to provide a warm and nurturing environment where your children feel safe, secure, and comfortable. Here at the center, we offer a developmentally appropriate curriculum, on-going enrichment and prioritize education through play. Striving to give you a model program that is responsive to the changing needs of our families, the Children's Center at Roudenbush is frequently integrating new and exciting activities and events to further support your child's growth.

Operating at three different locations across Westford Massachusetts, Main Street, The Nabnasset School and The Frost building, The Children's Center is required to hold licensure through the Massachusetts Department of Early Education and Care (EEC). For more information, please contact EEC for our compliance history:

Department of Early Education and Care  
324R Clark Street, Worcester MA, 01601  
PH: 508-798-5180

On behalf of the entire Roudenbush staff, we thank you for choosing the Children's Center and we look forward to being part of your family's educational journey. For any questions regarding the Parent Handbook or the Children's Center programs, we welcome you to contact us.

Wishing You Health & Happiness,

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The History of the Roudenbush Community Center

**The Roudenbush Community Center**

65 Main Street Westford, MA 01886



The Roudenbush Community Center opened its doors in the fall of 1975. Our headquarters, 65 Main Street, is a historical building within the town of Westford Massachusetts. As the second building to house Westford Academy, it progressed to welcoming the local middle and elementary school. As the town expanded, out growing the space for public schooling, 65 Main Street was converted to a space to support a local branch of the YWCA.

By 1975, the town voted on transforming the building into a local community center and at that point, the Roudenbush Community Center was formed. Several years later, in 1995 The Roudenbush Community Center, Inc. (TRCCI) was officially incorporated as a non-profit fiscal agent for the RCC.

Over the years, our programs have expanded to the Nabnasset building (The Nab) and the Frost building, with a focus on prioritizing childcare and educational services to the greater Westford Community. The Roudenbush Community Center is a self-supporting organization and is a standalone entity separate from the town of Westford. All revenue earned throughout the center supports our classes, programs, staff, and facilities.

## Statement of Purpose

The goal of the Roudenbush Children’s Center is to provide a model program that is responsive to the changing needs of children, parents, staff, and the community. The Children’s Center programming at Roudenbush will not discriminate in providing services to children and families based on race, disability, religion, cultural heritage, political beliefs, national origin, sexual orientation or marital status.

We offer a safe, healthy and nurturing environment where the developmental needs of children are addressed. Our Centers provide experiences that stimulate growth, to supplement and enrich family life while maintaining support and resources for families and the community. For staff, we strive to provide an atmosphere that will attract and retain well- trained personnel by encouraging professional development and a sense of teamwork. We encourage cooperation and open communication among staff as well as with other members of the childcare community.

## Philosophy of Childcare Programs- Learning Through Play

Your child was born with a natural curiosity, which makes them want to touch, taste, see, smell, and hear everything. Since play is the natural way that every child learns, it is one of the most effective methods of teaching. Through play, your child’s curiosity is stimulated. They are encouraged to explore, imitate, manipulate, and master the surrounding environment. The center prides itself on providing your child with a safe and caring environment, giving your child the opportunity to participate in a variety of age- and developmentally appropriate activities. Included in our programs is the opportunity for children to learn about different cultures by participating in a variety of traditional celebrations and holidays. Through these experiences, positive self-image is reinforced and a foundation for strong cognition and social skill building is formed. In our early childhood programs, our curriculum is based on themes that incorporate language, math, science, social studies, fine/gross motor skills, art, music, and cooking.

In our School Age programming, the curriculum is flexible and structured to meet the needs of the children who have spent most of their day in an organized school setting. The daily schedule consists of alternating periods of individual, group (both small and large), structured and non-structured time, including both indoor and outdoor activities. When appropriate, The Children’s Center programs take held

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trips or bring in special enrichment programs to complement activities. The curriculum may vary based on the individual needs of the children in each room or that week's specific theme.

## Services Available

Parents and children of our center can utilize any of the programs offered at the Roudenbush Community Center. A list of community resources is available to parents through our community center. Please visit [www.roudenbush.org](http://www.roudenbush.org) for up-to-date information.

## Enrollment Policy

Enrollment for Fall and Summer programming is done every Winter. Notification of dates for registration is posted in the centers. We accept registration year-round, but acceptance is based upon availability of space. We require children to attend a minimum of 2 days a week for those in full day childcare, and school age. Days and hours are flexible within certain arrival and departure times. The part day programs run according to the school year, therefore all children attending those programs must register for the full school year.

## Registration

Each year, parents must complete a registration packet and pay a non-refundable registration fee of \$100 and a non-refundable one month's advance deposit to apply for admission. Acceptance is on a first-come, first-served basis, based upon the availability of space. Summer programming follows the Westford school year calendar. The Children's Centers keep an ongoing wait list and use this list to fill vacant slots within the Department of Early Education and Care (EEC) guidelines. In addition, we prioritize the program's philosophy of planning to support the needs of each child. Per EEC regulations, the following forms are required and must be completed and submitted to the center no later than your child's start date. *In-house families are required to update all forms annually.*

**Registration Packet:** *Please be sure all sections are completed, and all forms are signed and dated. All forms must be updated annually and maintained in the child's record.*

- Summer Registration Form
- Fall Registration Tuition Contract
- Emergency Release-First Aid and Emergency Medical Care Consent
  - Transportation Plan and Child Release Consent Form
- Child's Information Form
- Field Trip / Photo Permission Form / Parent Handbook Acknowledgement Form
- Automatic Direct Payment Form (Optional)
- Release of Information- *For School Age Program Participants only*

**Medical Documentation:** Please be sure all required information is present and all forms are signed by physician/authorized person and dated.

- Record of a physical examination within 1 year (must be updated annually)
- Up-to-date immunization record



- Age-appropriate proof of lead (Pb) screening- 1st record of lead MUST be between the ages of 9-12 months and then every birthday after through age 3 (unless you live in a high-risk community)
- Individual Health Care Plan (IHCP) if child has a chronic illness or condition.

## Center Hours & Fees

**Hours of Operation & Holiday Schedule:** The full day childcare center at Frost operates 52 weeks a year from 7:00AM to 6:00PM, Monday through Friday. The school age program operates 52 weeks per year with after school care, full day care on vacation weeks, snow days and during the summer.

The centers are closed, and regular tuition is charged for the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents Day
- Patriots Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving- Thursday & Friday
- Christmas Day

### **PLEASE NOTE:**

- TRCCI may choose to close the day before or after a major holiday in which case advance notice will be given.
- The full-day childcare center at Frost will be **CLOSED** the last Friday of the contracted school year as well as the following Monday and Tuesday in August in preparation for the new school year (per Tuition Contract) as well as Veteran's Day, for Professional Development.
- The part-day preschool programs follow the Westford Public School year calendar, and therefore may be closed on days which are not listed above (e.g., Veterans Day). You will receive a school calendar before the start of the school year.

## Snow Day Policy

### **Full Day Childcare, and School Age:**

- If Westford public schools are closed the Roudenbush Children's Center will open at 8:30 AM.
- If Westford public schools have delayed opening, we will open at our regularly scheduled time (7:00 AM).

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- In most cases, if Westford Public schools are closed because of snow, The Roudenbush Children's Center at Frost and School- Age will be open.
- In the event the weather is severe, or if the governor or Town of Westford declares a snow emergency, Roudenbush will not open.
  - *Because of this, parents should always have back-up childcare.*
  - *Please visit our website at [www.roudenbush.org](http://www.roudenbush.org) to see closing or delay announcements posted.*

#### **Part Day Preschool:**

- If Westford public schools are closed, all AM & PM preschool classes will be closed.
- If there is a two-hour delay, we will cancel AM classes and open at 11:30am.
- If Westford public schools has an early release, Roudenbush will cancel all PM classes.

#### **Fee Schedule:**

- Annual Registration Fee (non-refundable) of \$100 per family
- Late Payment Fee of \$35
- Late pick up fee at all centers of \$1.00 per minute
- Field Trips (see page 12)
- Finder's Fee- School Age and Kindergarten parents will be charged a \$25 finder's fee for failure to notify the appropriate center of their child's absence and the fee will increase to \$35 for each additional occurrence.
  - *Please note: If in an extenuating circumstance the School Age program does not have notification of a child's absence from the program and the team cannot reach parents, emergency contacts, bus company or the school, the Westford Police Department will be contact to report a missing child.*
- Returned Payments- Any form of payment (check or auto withdrawal) returned by the bank three (3) times within a twelve (12) month period will require payment by cash or certified check for all future payments.
  - *A service charge of \$35.00 for all returned transactions will be applied to your account. A finance charge of 1.5% per month will be applied to the account until paid in full.*

**Late Fee Policy:** Although the centers close at 6:00 PM we recognize that due to emergency situations, pick-up may not be possible before 6:00 PM.

- If you pick your child up after our closing time of 6:00 PM, you will need to sign a form that will be filled in by the staff working that evening. This form will be sent to the Roudenbush finance office, and a late fee will be charged to your account to be paid with your monthly statement.
- For every minute you are late to pick up your child after 6 PM, you will be charged \$1.00 per child.
- After three (3) occurrences, this late fee increases to \$5.00 per minute per child.
- This policy also applies to the part day preschool programs.



## Tuition & Contracts

### Tuition and Refund Policy:

- Tuition for all programs is billed one (1) month in advance.
- Invoices are issued on the 1st of every month and payment is due by the 15th of the month for the following month's tuition.

*Please write your account number on checks, money orders, or bank checks made payable to TRCCI.*

### Contract Termination Policy:

#### Nonpayment:

- Billing is on the 1st of each month and tuition payments are due by the 15th. If your family is experiencing financial difficulties, please contact the Finance Office to work out an affordable payment plan.
- If no contact has been made and payment has not been received within 30 days your child will be withdrawn from the program per tuition contract.
- Failure to provide health forms or other paperwork required to maintain enrollment (see page 3)

**Changes to the Program:** If the center can accommodate changes in schedule, it will require a 30-day advance written notice and must be submitted to the director of your child's program.

*Part-Day Preschool is a full-year contract based on the Westford public school year calendar.*

- At that time, all recurring invoices will be adjusted to the new monthly rate for the remaining payments. Additional days added to the child's schedule will be treated as "extra days" and billed accordingly.
- Once invoices are sent out, we cannot make revisions for that month.
- Payment must be made in full for the amount invoiced and future invoices will be adjusted to the corrected amounts.

**Adding Additional Days:** If you sign up for additional days during your child's week, we are saving that spot for you, and you will be required to pay whether or not your child attends.

**Withdrawal From Program:** A 30-day advance written notice must be given for early withdrawal from the program. By signing the tuition contract parents are agreeing to a full year commitment.

**Tuition Refunds:** There will be NO tuition refunds based on illness, holidays, inclement weather closings, vacations (except for the below **Vacation Policy**) or other legitimate conditions beyond the control of the Children's Centers or The Roudenbush Community Center, Inc. (TRCCI). Variations in attendance from the regular schedule will be billed accordingly.





**Vacation Policy:** Clients who have contracted for 12 months are allowed one week of vacation tuition-free after the contracted year in the months of July and August where tuition is waived if the child is not in care the whole week. A thirty (30) day written notice of vacation must be submitted to ensure proper billing.

## Discipline & Behavior Policy

At the centers we have some basic rules for the health and safety of children. The Children's Centers practice consistency in discipline based on an understanding of the child's individual needs and development level.

Discipline is directed toward maximizing social growth as well as protecting others in the group. Group discussions are used to introduce behavioral standards. Children learn what is expected of them by talking about which behaviors are appropriate and which are inappropriate. Rules are often established jointly by the teacher and the group with the objective of creating a safe and happy environment.

Discipline practices include praise and positive reinforcement as well as reminders about the rules. In the classroom setting, a short separation from the group or sitting with the teacher talking is the center's method of discipline.

### The following practices are strictly prohibited:

- Spanking or other corporal punishment of children
- Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect or abusive treatment including any type of physical hitting in any manner upon the body, shaking, threats or derogatory remarks.
- Depriving children of outdoor time, meals or snacks, force feeding children or otherwise making them eat against their will or in any way using food consequentially.
- Disciplining a child for soiling, wetting, or not using the toilet, forcing a child to remain in soiled clothing or to remain on the toilet or using any other unusual or excessive practices for toileting.
- Confining a child to a swing, highchair, crib, playpen or any other piece of equipment for an extended period time in lieu of supervision
- Excessive time-out: Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.

When conflicts develop over the rights and property of others, our goal is to work with each child and resolve the conflict through effective communication. If conflicts continue, parents may be asked for ideas or solutions.

**Biting:** Biting is an unfortunate but natural stage in the development of most young children. Although parents may not observe this behavior at home, children who participate in a social environment with other children may, on some occasions, bite another child or are bitten by another child. While this is a behavioral concern, biting does not, under normal circumstances, represent a health threat.



The Center's policy on biting is to help children outgrow this behavior by learning skills to appropriately manage emotions and difficult social interactions. Our approach to biting is consistent with our policy to support behavior management.

- We examine the environment and the activity schedule to see how they may be contributing to the behavior, and we make any adjustments that we feel may help the child to modify the behavior.
- We help parents to understand the behavior so they can be prepared to respond in a constructive way.

Unless biting by a child is unusually chronic and acute, it does not constitute cause for the center to suggest that a child should receive additional intervention outside the center or alternative childcare services. We may, on rare occasions, decide to assign children to different groups as a remedial strategy.

### **Plan for Referral Services- Suspension & Behavioral Termination:**

It is the goal of the program to avoid termination and suspension of a child. Teachers will inform the Director and/or Assistant Director of any concerns, behavioral or developmental, regarding children in their care.

#### **Preliminary Steps- Raising Awareness:**

The teachers and/or Director will review the child's record and document their concerns. They will then arrange a meeting with the parents. In response to the meeting, a collaborative Service Plan will be implemented to further support the child that can be used both in school and at home to manage the specific behavior. A Service Plan is a fluid document based on collaboration between the parents, educational institutions and TRCCI staff, designed to support and enhance the child's experience as part of the Roudenbush Community Centers programming. No changes to the plan will take place without the consent of the child's parents or legal guardians.

If parents are unable to meet with staff to collaborate on a Service Plan within a requested period, we may ask that your child be suspended from programming until said meeting has taken place and a Service Plan is established.

The Roudenbush Community Center and the Children Centers at Roudenbush prioritize staff training and development, ensuring that staff are properly trained and understand how to navigate various behavioral barriers. Training is provided over the course of the year or as needed depending on the circumstances.

**Referrals:** If a referral is recommended, the teachers (with help from the Director and/or Assistant Director) will supply the parents with a list of community resources to further support the development of their child.



Teachers will provide a written report to the parents, including reasoning for recommending a referral. This report will include documentation of the observations made, interventions attempted and notes to support all parental meetings.

*Please Note: The Children's Center at Roudenbush are only permitted to communicate with external providers if a formal Consent Form, or a Release of Information has been signed. This document is specifically tailored for the center Director and allows the opportunity to work closely to consult with the Public Schools, Early Intervention programs, or other resources identified.*

Once these documents are signed and parental permission has been granted, staff will follow up with the identified agencies to assist in meeting the needs of the child at the center. The Childrens Center will maintain a written record of all referrals as well as parent conferences.

If after following the above steps and/or being confronted with a behavioral concern which threatens the safety of staff or other children at our center, or we feel we cannot meet the needs of the child, we reserve the right to remove the child from our program.

### **Institutional Abuse – Criminal Activity**

As required by EEC, no form of corporal punishment or restraint will be permitted at Roudenbush Children's Centers, this includes:

- Substantiated instances by a staff member of slapping, spanking, shaking, pinching or other physical modes of punishment will be cause for dismissal of such a staff member.
- The use of sarcasm, mocking, embarrassment, scapegoat, or other forms of verbal abuse, if substantiated, will be cause for dismissal of such a staff member.

When a staff member is suspected of abuse, the Children's Center Director will follow the below procedures:

- Immediately, upon the Director's notification of the alleged incident of abuse, the Director will remove the staff member from contact with the children at Roudenbush Children's Centers until a full investigation has been completed.
- The Director will then proceed to file a 51A to the Department of Children and Families (DCF) and then notify EEC.
  - During this time, the staff member will be presumed innocent and will continue to receive full salary and benefits.
  - If institutional abuse by a staff member is confirmed by the Department of Children and Families, TRCCI will move forward with immediate termination and removal from TRBCC property.

If a staff member at Roudenbush is suspected of a criminal action, the Director will follow the below procedures:

- The Director will meet with the staff member(s) to discuss the situation.
- If parents are involved, then the Director, staff member and parents will meet.
- The staff member will be presumed innocent during this time.



- Pay will continue, but direct contact with the children may be limited.

As mandated reporters for the state of Massachusetts, we are legally required to report instances of known or suspected child abuse or neglect. Child abuse and neglect must be reported to the following state agency:

Department of Children and Families  
2 Omni Way  
Chelmsford, Massachusetts  
(978) 275-6800

The Roudenbush Childrens Center staff are trained annually and upon hire through the EEC or the state of Massachusetts on what constitutes abuse and neglect.

## Parent Communication

**Parental Concerns:** If a parent has a complaint or problem, it is the policy of the center that all concerns be directed to the teachers involved. If the response is unsatisfactory, the parents, the teachers and the Children's Center Director will meet to find a resolution.

### Morning and Afternoon Arrivals & Departures:

#### Part-Day Preschool

- It is necessary that you escort your child to and from their classroom.
- Please be on time when picking up your child; occasionally small children become very anxious when Mom/Dad is late.
- If you arrive early, please wait outside of the classroom.

#### Full Day Childcare, and School Age:

- The center opens at 7:00 AM. Please do not enter the building prior to that time because teachers are preparing their classrooms.
- When you bring your child, please be sure to walk him/her into their classroom.
- You must sign in upon entering the classroom.
- Make sure the teachers know that your child has arrived. Arrival time provides a good opportunity to share important information concerning your child with the teachers.
- The children's centers close at 6:00 PM. All parents and children are expected to have exited the building by that time. Therefore, parents are expected to arrive prior to 6:00 PM to pick up their children. Please see Fees (Page 5) if you arrive late to pick up.



**Roudenbush Community Center Programs – Child Transfers:** The Roudenbush Children’s Center at Frost may utilize any of the programs offered at The Roudenbush Community Center between the hours of 9:00 AM to 11:00 AM, and 2:00 PM to 4:30 PM.

- Two (2) or more children must be enrolled for us to transfer.
- The Roudenbush Children’s Center at Frost will drop off and pick up children attending activities at the Roudenbush Community Center if it is during the hours and days of the child’s regular attendance.
- Once you have registered your child for a Roudenbush program, a Child Transfer Form must be signed by the child’s parent/guardian and classroom teacher for the child to be escorted over to the Roudenbush Community Center.

**Pick-Up Policy:** Staff welcome daily conversations, however, please keep in mind that your child’s teacher must continue to monitor the rest of the class while talking with you. If you feel that you have something important to discuss, we recommend an appointment be made with your child’s teachers.

If you are going to be late and cannot make proper arrangements with the center for a late pick-up, it is your responsibility to contact your emergency pick-up person to arrange for a timely pick-up of your child. Other than parents, only individuals with prior written authorization will be allowed to pick up a child from the center. Anyone who is unfamiliar to staff (including authorized individuals) will be asked to present identification before a child is released to them. *Children are allowed to leave the facility only when accompanied by an authorized adult.*

**Our procedures to ensure the security of the children are as follows:**

1. Check the pick-up authorization form in the child’s file. A child may be released to a person who is not on the authorized list only if the parent has provided a verifiably dated and signed note authorizing a specific person to pick up the child at a specified time.
2. Before releasing a child to someone other than a parent, staff will check the driver’s license or other identification to make sure it matches the authorization form or special authorizing note.
3. Under no circumstances will a child be released to a person who is not on the list or for whom the parent has not written an authorization note even if the child and staff member are familiar with the person.
4. No employee will force a child to leave the center with someone unfamiliar to the child.
5. Occasionally, childcare centers are put into a difficult position by parents who are involved in a custody dispute. *In the absence of a court order, the center cannot deny a parent access to his or her child. Even with a court order, our ability to deny access is limited to notifying promptly the custodial parent and the proper police authority should unsanctioned contact be attempted or occur at the center.* Difficulties of this type must be discussed with the Director so that we can clarify our procedures and limitations.
  - a. Staff members will be instructed not to place themselves in jeopardy to mediate a family dispute or to attempt to enforce a court order.



- b. If a parent chooses to leave a child in the center's care with a court order in force, the custodial parent will be required to sign a waiver acknowledging the center's inability to physically obstruct a hostile effort to take the child from the center.

**Court Orders, Custody Agreements & Restraining Orders:** In the event that there is any of the above, it is the parent's responsibility to notify the center. The parent **MUST** bring a legible photocopy of the court order in its entirety. Legally, without said documentation, we must release the child to any parent that is picking up. We cannot take word of mouth or written notes from parents stating any of the above.

**The First Week of Separation:** Children who are new to the program may require a period of adjustment to help them feel comfortable in their new surroundings. We suggest you discuss with the teachers in your room how best to help your child. Please feel free to discuss your child's adjustment each day when you arrive, take the time to see that your child gets settled in comfortably as well as start to establish some arrival and departure routines.

For example, sign in together, put belongings away and be sure to say good-bye before you leave. It is very helpful to your child if you maintain a predictable pick-up schedule. The teachers will assist parents with separation concerns. Staff know that each child and parent are unique and will adjust differently to new situations.

**Family Involvement:** The Roudenbush Community Center has an "open door" policy. Parents are welcome to visit the program unannounced at any time while their child is present. Input from and communication with parents is encouraged. Alternative communication methods will be offered to families whose primary language is not English.

**Progress Reports:** Progress reports are assessments supporting EEC regulations that speak to cognition and developmental ability of your child based off their age and classroom. The Childrens Center completes assessments for infants every 6 weeks to 15 months of age. Children who are currently on a 504 plan or IEP will be evaluated every three months from program enrollment, while toddlers and preschoolers will be evaluated every six months. School Age progress reports are done annually at the midpoint of the child's program year. Parents are provided a copy of the Progress Report, and an additional copy is kept in the child's file. Teacher conferences are scheduled accordingly. *Please note, parents may also request a conference appointment at any time.*

**Plan for Transitions:** When your child is ready to transition to the next classroom, the teachers in both classrooms will collaborate and share information to develop an appropriate transition plan with parental permission.

- Transition times will depend on the child and how they are adjusting to the new room. If you are moving from one Roudenbush program to another, staff will prepare your child in a way that he/she can understand.
- All records will be forwarded to the new Roudenbush program.



- Teachers will address the transition of classrooms with the child that promotes growth and excitement.

*Please Note: Staff are willing to share any information pertaining to your child with any external program but require written consent from the parent/guardian.*

## Clothing & Hygiene

We ask that families dress their child in seasonally appropriate attire and follow the below recommendations to ensure your child is comfortable in the classroom and throughout their day.

- Activities can be messy, please dress your child in clothing that they will not have to worry about keeping clean.
- Please label all clothing items using the child's Full Name. This includes shirts, pants boots, jackets, hats, mittens, rain gear, etc.
- At least two changes of clothes, including underwear and socks, should be kept at the center at all times.
- Each child will have a specially designated space to hold personal belongings.
- The children are expected to always wear shoes (excluding infants).
- When a child wears heavy boots to school in place of shoes, other shoes or hard-soled slippers must be sent for use indoors.
- Please no flip-flops or open-backed shoes.

**Cold Weather:** Children will be taken outside to the playground (at the discretion of the teachers) daily. We encourage parents to routinely send snow pants, boots, hats & mittens in a bag so that your child will always be prepared. Please note, dresses and tights are inappropriate for outside play during the winter months.

**Diapers:** Parents are responsible for providing diapers, diaper wipes and bibs for their children. Please check with the infant/toddler staff regularly about your child's supply. Parents who supply cloth diapers are responsible for cloth diaper clean up and laundering at home. The center will double-bag soiled diapers for daily removal.

**Toileting:** All children will be supervised when going to the bathroom. If your child should have an accident, he/she will be changed into clean clothing per EEC regulations.

**Brushing Teeth:** (Not an active practice due to COVID 19) The EEC regulations state that whenever a child is in care for more than 4 hours or whenever they consume a meal in care, children are required to brush their teeth. Staff will support in brushing teeth daily after lunch. Parents must provide an appropriate size toothbrush and we will provide the toothpaste. The toothbrushes will be discarded every 3 months, and you will be asked to provide a new one.



## Rest Time & Naps

### Infants:

- To reduce the risk of SIDS (sudden infant death syndrome), each class follows a safe sleep policy at Roudenbush.

**Safe Sleep for Infants:** All staff members are trained in Safe Sleep procedures including SIDS risk reduction practices and renew their training every two years. The following protocols are used to ensure safe sleep practices for all infants in our care:

- All infants will be placed on their backs for sleeping, unless a child's health care provider orders otherwise in writing.
- Infants will be napped in an individual crib.
- Swaddling is prohibited. Sleep sacks may be used.
- SIDS risk reduction information will be provided to all families prior to enrollment.
- We require a physician's note for non-back sleepers that explains the medical reason why the infant should not use the back sleeping position, how the child should be placed to sleep and a time frame that the instructions are to be followed.
- If an infant falls asleep in a swing, bouncy chair, etc., the infant will be transferred into their crib by a teacher.
- Parents must provide a crib-size sheet only. All educators working with infants have taken the SIDS training as stated in the EEC Infant Sleep Safe Policy.

### Toddlers and Preschoolers:

- All children will be provided with a mat to rest on.
- Parents must provide a crib- size sheet if the child is in care for over 5 hours, which will be sent home to be cleaned weekly or as needed.
- If a child chooses not to sleep or wakes early, a quiet activity or toy will be given to them to do for the remainder of rest time.

**Toys From Home:** Except for a "soft" quiet rest time toy, children are discouraged from bringing personal toys from home. The centers are not responsible for the loss or damage of personal items.

## The Childrens Center Nutrition Policy- Lunch & Snacks

The Children Centers of Roudenbush promote a healthy attitude toward food. All staff participates in U.S.D.A. Nutrition Training workshops including information on food choking hazards. Staff provide morning and afternoon snacks with 2 % milk (whole milk is provided for young toddlers). Our monthly or weekly snack plan is posted. You must provide a lunchbox lunch with a drink. Due to the lack of refrigerator space, you must supply cold packs inside of your child's lunchbox to keep it cold until lunchtime.





### Lunch Box Suggestions

- Be aware of foods that may be a choking hazard (rounded, small slippery foods- firm, pliable foods- light, dry foods- chewy, sticky foods- stringy or tough foods, etc.). *To avoid any instance of choking, we encourage you to cut your child's lunch items into small pieces when appropriate.*
- For the greatest nutritional benefits, build your child's lunch around the four basic food groups. We suggest that desserts be kept at a minimum to promote healthier eating habits. Some good examples are as follows:
  1. **Dairy Meat & Fish**
    - Milk, cheese, cottage cheese, yogurt, pudding, custard, poultry, hard-boiled eggs, lean meats, tuna
  2. **Vegetables, Fruit, Bread & Cereal**
    - Tomatoes, broccoli florets, carrots, celery sticks, apples, bananas, oranges, dried fruit, fruit juice, crackers, whole grain bread or crackers, unsweetened cereal
  3. **TRCCI Is a Nut-Free Environment**
    - Foods containing nuts in any form are not allowed.

### Birthdays & Special Occasions

Children enjoy sharing birthdays and celebrations with their friends. Due to the rising number of children with allergies, we do not allow homemade food items. Parents are welcome to send in non-food items such as decorated plates, napkins, cups or stickers. Please coordinate with the teachers in your child's room.

### Transportation & Safety

- We provide bus transportation for school age to our centers from the Westford Public Schools. We **do not** provide transportation in any form (car, van, bus, taxi) to or from a child's home.
- Parents are responsible for their children prior to their arrival. We are responsible for children from the time parents leave them with our teachers.
- Please impress upon your child and the Westford school system staff the importance of catching the Roudenbush bus. Both the school and the parents will be contacted if a child does not arrive on the bus as scheduled.
- Please remember to call our center and let us know if you picked your child up from school or if you dropped your child off at school if they usually take the bus.
- Only a parent or a person designated by the parent on the child's enrollment forms may take a child from the center. No child is released to another person without written consent by the parent or legal guardian.

**Bus Policy:** The buses that transport the children from the centers to and from the Westford Public Schools are subcontracted to the Dee Bus Company and financed by the Roudenbush Children's Center independent of the Town of Westford and the Westford Public School system.



Children are expected to conduct themselves in an appropriate manner at all times. For the safety of all, inappropriate behavior will not be tolerated. We have instituted a “3 strikes” policy as follows:

- The first bus incident: Parents will receive notification verbally and in writing.
- The second bus incident: Parents will be notified and asked to meet with the site Director and/or the Executive Director of the Roudenbush Community Center.
- The third infraction: The child will not be permitted to ride the center’s bus and transport to/from public school will be the responsibility of the parent.

The Children’s Centers have a contract with the Dee Bus Company of Westford. The bus is insured and has a two-way radio with the bus company. Emergency numbers, a first aid kit and a cell phone are always taken when children are off site. Buses equipped with seatbelts are also available. If the bus breaks down while coming or going from a field trip, a call will be made by the bus driver to Dee Bus Company to send another bus.

**Field Trips:** It is our belief that excursions into the community provide a child with a variety of experiences. Parents are required to sign (in their enrollment forms) permission for their child to take walking trips throughout the neighborhood. We offer several field trips by bus transportation.

- The Children Centers will request a fee for these trips, which includes bus transportation and entrance into the activity.
- Trips using a Bus for transportation, or an additional fee will require a separate signed permission slip for your child to attend. The permission slip will be distributed to you by the teachers in your child’s room.
- Staff require that all children participate in these field trips unless there are more than 15 children who do not want to attend. If your child does not participate in a scheduled field trip on a day that they normally attend, your child must wait until their classroom returns from the field trip before they can attend regular classroom activities for the remainder of the day. *Parents, please be aware that we will not be refunding money for field trips.*
- If your child is scheduled for a trip, they have reserved a spot and if they are unable to attend, reservation costs and bus fees must still be met. This also applies to special events held at the center.

**Field Trip First Aid:** All staff are certified in first aid procedures and are trained to care for minor accidents. Parents will be notified on the return from the trip of any injury. In the event of serious injury, parents will be called immediately, and staff will follow emergency response procedures. The administration will also be notified. In case of an injury or illness requiring emergency transportation, a staff member will administer first aid and a second staff member will call 911 from the cell phone and alert the administration to travel to the hospital and wait for the parents.



**Off-Site Facility Usage – Water Activities:** The Roudenbush Childrens Center has a written policy to support visiting a beach or a water park. Staff are trained in water safety at the beginning of each summer. First aid kit and cell phones are brought to the beach / water park.

### Volunteers and Student Interns

Prior to volunteering or interning, a background check is required according to EEC standards. All volunteers/interns will undergo an orientation of the center with the Director and/or teacher. The dates, hours of volunteering or interning, and responsibilities will be noted in the volunteer/intern's file. Volunteers / Interns will be always under the direct visual supervision of a qualified teacher. In addition, they will never be left alone with a child or group of children, be allowed to change a child's diaper or soiled clothing. A volunteer must be over 16 years of age and have been assigned to the program for at least three months.

### Healthcare Policy

The Children's Centers health care policy follows the Department of Early Education and Care (EEC). Each child is required to have a recent health record on file at our center for day care children, and for the school age children a health record needs to be on file at their school.

- If a child has any sign of illness, parents are asked to keep the child at home. The Children's Center reserves the right to send a sick child home. If a child becomes ill during the day, they will be isolated from the other children and encouraged to rest quietly. Parents will be asked to make arrangements to pick up their child as soon as possible.
- Children in all programs will play outdoors daily, weather permitting. Parents are responsible for sending children in adequate clothing and footwear to maintain good health during outdoor play in all suitable weather conditions, including normal winter temperatures. Please do not ask us to keep a child inside because of a cold or other illness.
- If a child has been sent home with head lice, parents are required to have their child's head checked by a school nurse or other health care professional before re-entry into the program.
- Parents are asked to notify the center if their child contracts a contagious disease such as strep, impetigo, viral infections, lice, etc. The Children Center will alert other families using de-identified information to respect confidentiality.
- If your child has been absent with a fever, the child must remain home for 24 hours after the fever ends, without the use of fever-reducing medicine.

*Please Note: Children **cannot** attend the center while awaiting the results of a throat culture. If they do the rapid test and it comes out negative, you still must keep your child home and wait for the results of the 24–48-hour test to come back. If the test indicates strep, the child must remain at home for at least 24 hours after the beginning of antibiotics.*

### Allergies

Any allergies or special health conditions should be brought to the teacher's attention as soon as possible. Allergies are listed on the initial child intake form. A confidential allergy list is posted in each classroom. Individual Health Care Plan (IHCP) must be completed by the parent.

Please use the following guidelines in deciding to keep your child at home when they are ill.

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- Severe cold with sneezing and nose drainage
- Pronounced or persistent coughing
- If the child seems sick without obvious symptoms

**Your child must be kept home if they have any of the following:**

- Temperature of 100.4 degrees or higher within the last 24 hours.
  - *To return to school, children must be fever free for a full 24-hour period without the use of fever-reducing medicine.*
- Conjunctivitis (pink eye)
- Rashes must be diagnosed by a physician, and we require a note from the physician stating rash is not contagious.
- Bronchitis
- Impetigo of the skin
- Diarrhea or vomiting – To return to school, children must be symptom free for 24 hours.
- Diarrhea of two or more instances close together may be assumed to be contagious unless determined by a doctor not to be so.
- Head lice

**Covid Policy:** TRCCI and all childcare centers will follow the most current CDC and EEC guidelines and protocols for positive COVID cases.

**Administering Medication:** If a child is no longer ill, but requires prescription medication to complete a prescribed dosage, the head teacher, teacher, Assistant Director or Director will administer it.

The Department of Early Education and Care directives is as follows:

1. All staff who administer medication are required to take EEC Medication Administration Training.
2. No prescription or non-prescription medication shall be administered to a child without written parental authorization that indicates the medication is for their child.
3. All prescription and non-prescription medication shall be administered only with a written order from a physician, which may include the label on the medication. Over-the-counter medications (Tylenol, Dimetapp, etc.) will only be administered or stored by the center with a written physician's order. If an over-the-counter medication is ordered, we require specific instructions as to dosage, schedule and term.
4. For topical non-prescriptions, written parental authorization is required.
5. Medication is hand-delivered by the parent in its original prescription bottle. Non-prescription medication must be in its original manufacturer's packaging. Medication is stored in the staff refrigerator or administrative medical cabinet. All unused medication including those medications which have been finished will be returned to the parent.
6. Emergency medication such as an epinephrine auto injector must be immediately available at all times.



7. No educator will administer the first dose of a medication except if it is an emergency medication.
8. All medication times are documented in the EEC Medical Permission Form. This form becomes part of the permanent file when completed.

**CPR & First Aid:** All staff members are certified in CPR and emergency first aid procedures. If a child requires first aid, a teacher will administer first aid.

- Parents are given a written injury report form informing them of the injury. The form is logged into an injury report log and then filed in the child's folder.
- If a child requires further medical attention, 911 will be called. We will notify the parent/guardian immediately.
- If they cannot be reached, the emergency contact person will be notified.
- If the child needs to be taken to the hospital by ambulance, one qualified staff person will accompany the child to the hospital.
  - The qualified staff person will also take the center's child file folder with them to the hospital.

**Screenings:** If you or your child's teacher feels there are any concerns regarding your child's development in the areas of speech, language, muscle coordination or vision, your child may receive free screenings (must be a Westford resident) through the Westford public school system, or for children under 3, early intervention.

## Emergency Response Procedures

### Evacuation Plans & Fire Drills

An evacuation plan is posted in each classroom. These plans were formed in conjunction with the fire department and the building inspector. In case of fire or other emergency, staff and children will follow the plans posted in each classroom.

**Fire Drills:** Fire drills are an important exercise that is performed every month in every class, coordinated by the site Director. Completing fire drills is a state requirement and documentation to support drills is submitted annually upon renewal for EEC licensure.

- During a drill and in a real-life emergency, the teacher will take the classroom first aid kit, contact forms and the attendance sheet.
- Once outside of the building, the school gathers at its designated space where teachers take attendance to assure all children have been evacuated.
- The Director will bring a cellphone in the event to contact the Fire Department and parents.

### Major Widespread Emergencies:

The Executive Director of Roudenbush will work with Directors and Assistant Directors based on information provided by local authorities to determine whether to evacuate or shelter in place in the event of a natural disaster. The Childrens Center Evacuation Plans are as follows:

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**The Frost Center @ 73 Main Street, Westford:**

Staff and children would evacuate the buildings and follow the procedure for fire drills. Staff would take a head count outside of the building from their attendance list. Staff and children would walk across the sidewalk to the Roudenbush Community Center located at 65 Main Street, Westford. Staff would take their emergency bag with cell phones and their emergency cards. Parents would then be notified about the emergency and to pick their child up at the Roudenbush Community Center building. The Director or Assistant Director will notify the appropriate authorities (police, fire, poison center, etc.) by cell phone. Staff and children would not return to the building until clearance was given by appropriate authorities.

**The Nab Center:**

The plan is the same as stated above but children will walk to the Nabnasset sub-fire station located at 14 Oak Hill Road, Westford.

**65 Main Street (School Age & Headquarters):**

The plan is the same as stated above with the exception that the children walk to the Frost Center (73 Main Street) as priority or The Westford Police Station at 53 Main Street as second priority.

**Outages and Extreme Weather**

**Power Outage:** School is closed if there is no power. If a power outage occurs during school hours, National Grid will be notified, and an approximate duration of outage will be determined. If needed parents will be notified by phone or email to pick up their child.

**Loss of Heat:** School is closed if there is no heat. If this occurs during school hours, parents will be notified by phone or email to pick up their children.

**Loss of Water:** School is closed if there is no running water. If this occurs during school hours, parents will be notified by phone to pick up their children.

**In the Case of a Tornado or High Winds**

The children and staff retreat downstairs to the basement, crouch down on the floor and cover the back of their heads and necks with their hands. If there were no suitable structure nearby, they would lie flat and use their hands to cover their head and neck.

**In the Case of a Flash Flood**

The children and staff would go upstairs to the highest floor to avoid the water. Staff are instructed not to walk through flowing water more than ankle deep with the children.

**In Case of Lightning**

While inside, the children and staff would avoid using electronics. When outside, the children and staff would return to the Center or go to another safe shelter immediately. If engaging in water play, they would remove themselves from the water.



### **In Case of Wildfire**

The director and staff would follow the instructions of local officials. Follow plans according to local officials and arrange for parents to pick them up.

### **In Case of a Major Snow/Ice Storm**

If Westford schools are closed and there are hazardous weather conditions, please check our website at [www.roudenbush.org](http://www.roudenbush.org) for delayed openings or closures.

## **Missing Child Policy**

If a child is not accounted for at any time, the staff member responsible for the child should search the premises for them. If the child is not located, the program Director should be notified that the child is missing. The staff member responsible for the child will call 911. The program Director will notify the guardians of the child that the child is missing from the facility. The program Director will always stay on the facility premises to be the contact person for the police department, as well as the missing child's guardians. Per EEC regulations, all State entities will be notified, and are charged to follow the proper procedures.

**On behalf of The Roudenbush Childcare Centers, we thank you for choosing our program to be part of your lives and child's development. We are excited to get to know you and your families and be part of memories that will last a lifetime.**

