



**INTERNATIONAL INSTITUTE**  
OF GREATER LAWRENCE, INC.

International Child Care Center ♦ 17 Cedar Street ♦ Haverhill, MA 01830  
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# Parent Handbook



Accredited by:



**naeyc**

**NATIONAL ASSOCIATION  
FOR THE EDUCATION OF YOUNG CHILDREN**

Promoting excellence in early childhood education



**International Child Care Parent Handbook  
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## **Nondiscrimination Statement**

The Center does not discriminate in enrollment or hiring on the basis of race, religion, cultural heritage, political belief, sexual orientation, handicap or marital status.

### **Philosophy and Goals**

It is our belief that every child has the right to childcare regardless of race, religion, or ethnic background. At the International Child Care Center (ICCC) each child is seen as an individual and is treated as such during their time at the center.

One of our primary goals at ICCC is to provide a loving healthy environment in which children may grow and develop a strong sense of self. We believe that children learn best when they are confident, feel safe and loved by those caring for them, and are able to freely explore the world around them. We strive to provide children with love and security and to keep them active and healthy by providing nutritious meals and challenging activities.

We also believe that education is a key to success. We strive to provide children with a strong educational beginning so that they may successfully transition to the school system. We believe that children learn through play and base our program on this. We also recognize that children learn at different rates and in different ways so we provide diversity to accommodate this.

### **About Our Staff**

All staff at ICCC meets the requirements of the Early Education and Care (EEC). Two teachers will supervise a classroom with a maximum 18 children at all times, except infants and toddlers who will be with two teachers to 9 children. Some staff at ICCC are bilingual Spanish/English. ICCC offers staff training and development throughout the year and encourages the staff to expand their knowledge of early childhood development. Many of the staff has been with ICCC for a number of years. The Director and staff maintain a close relationship in order to ensure a quality childcare program.

### **Who We Serve**

ICCC serves the greater Haverhill area offering full day and half-day services.

The population served at ICCC ranges in age from Birth through 9 years of age. We have many different cultures represented in the center including staff members fluent in Spanish. ICCC shall not discriminate on the basis of race, religion, cultural heritage, political belief, disability, sexual orientation, or marital status.

We accept children funded through the Department of Children and Families (DCF). We also accept vouchers through the Child Care Circuit.

## **Hours of Operation**

ICCC is open from 6:30-5:30 Monday through Friday.

The center is closed for several holidays and special selected days each year. A list of closure days will be distributed each year.

## **State License**

ICCC is licensed by Early Education and Care and are fully authorized to operate a childcare center. The Early Education and Care's address is 360 Merrimack Street, building 9 third floor, Lawrence MA 01843

## **Intake Policy and Procedures**

The International Child Care Center accepts children regardless of their ethnic, religious, or cultural heritage. ICCC accepts several different types of funding including DCF contract slots, Child Care Circuit Voucher, as well as private pay slots.

International Child Care Center shall follow the set procedure for determining a child's placement within the center as follows:

Parents interested in placing their child at ICCC may make an appointment for an initial introduction to the center. The initial introduction will include a tour of the center, a brief meeting with the Director to discuss specifics of enrollment, as well as an opportunity to observe the center staff interacting with the children.

Parents interested in enrolling their child will be provided with a center handbook that describes the center's policies and procedures. Parents will be offered a chance for a second visit with the child. If space is not available, the parent will be offered the opportunity to be placed on the waiting list for future enrollment.

Upon enrollment in the center, parents will be asked to complete an enrollment package that includes a face sheet, emergency release, permission form, and a developmental history of their child. Parents of infants will be asked to fill out a form for their child stating what formula they use and how all food the infant is able to eat shall be prepared. Children may not begin enrollment unless they have a completed health history, including immunizations (unless exempt) and a lead test. Within thirty days, a current physical signed by a licensed physician must be returned to the center.

Parents may be offered assistance when completing the forms to clarify the contents. At this time parents may be informed of the funding available to them through the various agencies.

Placement of the child is dependent upon the age and developmental readiness of the child. Parents are asked to disclose any information about their child that may hinder the successful transition into the program (e.g., fear of strangers, tendency to run away, behavioral issues).

The intake of children with DCF Family Preservation will be similar to the above; however, the initial meeting will include the child's caseworker as well as the parent(s). Placement of these children will be monitored by DCF.

All staff will protect the rights of the children and families enrolled in the center. No child shall be discussed with anyone other than staff or that child's parent unless otherwise directed by the parent.

ICCC staff will not under any circumstances conduct research, experimentation or unusual treatment involving children.

### **Transportation Policy**

Transportation is available through ICCC on a limited basis for the children attending ICCC. Fees are according to the transportation guidelines and are available to you upon request.

There is a separate transportation handbook given to parents if their child is eligible for transportation.

### **Arrival and Dismissal Procedures**

Children shall be dropped off in the child's classroom or opening classroom by a responsible adult and may not leave until their child has been received by a teacher. Parents walking or driving children to the center should escort the child into the building. Children may not leave the center or their classroom until they have been released to only those indicated on the authorization and consent form. No one under the age of 18 will be permitted to release or drop-off the children. Picture ID must be shown if requested.

Children arriving on buses shall be taken off the bus by the bus driver. The bus driver will be responsible for the safe loading and unloading of children from buses at drop off and pick up times.

Children must be at ICCC by 9:00am. If your child will be late we ask that you call the center before 9:00am. Any child that arrives after this time must speak with the director before leaving their child/children.

### **Absence Policy**

Parents must call the center if their child will be absent from school for any reason. Please call (978) 372-1221 before 9 A.M. If your child is absent parents must provide ICCC with a note excusing the absence. Parents who receive subsidized childcare from Child Care Circuit or DCF must follow the absence policies of those agencies.

### **Snow Policy**

Center closings for snow emergencies will follow the DCF guidelines. If it is necessary to close during the program day, you will be notified by telephone. In the event of bad weather (i.e.

major snowstorm, hurricane, ice storm, etc.) parents are asked to call before bringing children to the center. Notice of closings or delayed openings will be left on the center answering machine. Staff will use best judgment when determining whether the center will be opened or closed due to the weather. ICCC does not follow public school closings. Transportation will be cancelled if there is no Haverhill Public Schools.

### **Emergency Transportation Procedure**

In case of a child's injury (medical or dental), the teachers are responsible for performing first aid and/or CPR if necessary. An accident report will be filled out within 24 hours. If a child needs medical assistance a teacher will notify the parent. If it is an emergency 911 will be called. Anytime the staff cannot reach the parent, the authorization form will be used and a teacher will accompany your child to the hospital. Ambulance services will be called upon if the child needs to be transported to the hospital. The child's emergency information will accompany the staff person and the child in a medical emergency. Parents will be notified immediately and the staff person will remain with the child unless the parent is present. Staff members are NOT permitted to transport children to the hospital in their personal vehicle.

### **Health Policies**

Your child must have a doctor's physical that has been done within the past year and includes lead screening (if their child is at least 9 months old). This needs to be updated yearly and a copy provided for your child's file. Upon admission, a physician's certificate that each child has been successfully immunized is required in accordance with the Massachusetts Department of Public Health. Recommended schedules against pertussis (whooping cough), diphtheria, tetanus, poliomyelitis, measles, and other such communicable diseases must be current. Children, whose parents object to such immunizations, must submit in writing, on the ground that immunizations conflict with their religious beliefs or if the child's physician submits documentation that such a procedure is contraindicated.

Please keep your child home if any of the following conditions exist:

Free from Fever for 24 hours

Diarrhea

Vomiting

Infectious rash

Signs of a fresh cold (runny nose, watery eyes, etc.)

Untreated infection (ear infection, strep throat, conjunctivitis, etc.)

Contagious conditions (lice, chicken pox, croup, etc.)

Child does not feel well enough to participate in daycare activities

If your child has an infection that requires antibiotics he/she may return to center after being on the antibiotic for at least 24 hours and being fever-free for at least 24 hours. However, your child must be able to participate in all activities, including going outside. Staffing ratios does not allow us to have a teacher leave a class to stay alone with one child due to illness or cold weather.

You must let the center know of any infectious disease your child has so that we may inform other parents. If you have any questions about the policy for the disease your child has, please call the center and ask before bringing your child in.

If your child is ill during the day you will be called to pick your child up or arrange for someone else to do so until you are available. Failure to do so is cause for termination. Your child may not attend ICCC the next day and must remain illness-free and fever-free for at least 24 hours before returning. Please remember that we need to protect the other children at the center and the teacher's who need to be here to care for them. We understand that it is difficult for you to miss work, but other parents will be in the same situation if their children catch the disease.

Medication should be given at home whenever possible. If your child requires medication while in care, you will need to fill out a medication form here. The medication must be in the original prescription container. Non-prescription medication must have a doctor's note listing your child's name, the name of the medication, the dosage to administer, the time it is to be given, and how it is to be given (i.e. by mouth, topically), and the duration. If you would like to come in and give your child medication you may do so but if we are to administer the medication all above rules must be followed. We will make every attempt to administer medication away from the rest of the children (office or kitchen).

Topical medications such as hand lotion, diaper rash ointment, insect repellent (only insect repellent containing DEET shall be allowed), sunscreen, etc will not be applied to a child without written parental consent. Parents will provide these items from home. No child under the age of two months will have insect repellent applied to him/her. In order to better protect your child from the sun we require all children to have sunscreen or sun block with a SPF of 15 or higher.

Additional Health policies are located in each classroom.

### **Head Lice**

If a teacher suspects a child may have head lice, they are sent to have their heads checked. When a child has been found to have live head lice, their parent(s) will be called to pick them up and they will be sent home from the program. Upon returning to the program, the child's head will be re-checked. If there are live head lice found the child will be sent home again. A child cannot be readmitted to the program until there is no evidence of live head lice. A child found to have nits and no live lice will not be sent home from the program. Reports on identifying lice as well as treating children with lice and treating the home environment will be sent home to all families when a child is found to have a live infestation of lice. ICCC's health care consultant has recommended the use of NIX Lice Treatment as being the most effective in treating lice infestations according to the American Academy of Pediatrics.

### **Behavior Guidance Plan**

Prescribed Actions:

**NO CHILD SHALL BE DEPRIVED OF FOOD AS A FORM OF PUNISHMENT.**

NO CHILD SHALL BE PUNISHED OR SHAMED FOR WETTING OR SOILING HIS CLOTHING OR FOR TOILET ACCIDENTS.

NO CHILD SHALL BE HUMILIATED OR VERBALLY ABUSED.

NO USE OF CORPORAL PUNISHMENT OR SEVERE OR CRUEL PUNISHMENT.

Guidance is a part of a developmentally appropriate curriculum. Our methods of guidance are based on our understanding of children as individuals and the needs of each child. Our goal is to assist the children in making healthy and safe choices.

Children will be allowed to participate in the establishment of rules, policies, and procedures. Teachers will create a list of children's suggestions during group time and will post them within the classroom.

Teachers will set reasonable and positive expectations for all children in the center. Choices will be offered which provide the children with the opportunity to verbalize their feelings and which enable children to develop self-control through understanding.

Inappropriate behavior may be handled in several ways:

1. Verbal reminders will be used whenever possible. Eye contact will be made while speaking and verbal clues will be given about the negative behavior.
2. Redirection of the child. Redirection will take the child's attentions away from the negative behavior and refocus them on a positive activity.
3. Time-out. Time-out will be used to help a child settle and move them away from the negative behavior and help them think about positive reactions to situations. Time-out will be used if redirection fails and will last no longer than five minutes.
4. If a teacher feels that she is unable to handle the child, the teacher may put the child in another adult's supervision. A full explanation of the child's behavior will be given in front of the child.
5. If all attempts at controlling the child's behavior fail, the child may be taken to the Director's office and isolated with another adult. The child will be given adequate time to collect him/herself before being taken back to their classroom. Children who display repeated violent behavior toward other children or teachers may be subject to suspension or termination if the staff is unable to control their behavior.

Suspension and /or termination of a child may occur in cases when all attempts at controlling a child's behavior fail. The procedure for suspension and termination will be as follows:

1. Parents will be notified in writing by the child's teacher of behavior issues, via incident reports and/or written notes. A copy will be kept in child's file.
2. Conferences with parents regarding children's behavior will be held at the teacher's request. If parent refuses to arrange a conference, the child may be suspended until the

parent complies with the request (not more than two weeks). Conferences will include both positive and negative aspects of the child's enrollment. Parents will be provided with documentation of the behavior and will participate in creating behavior management plans for the child. Suggestions will be made regarding possible schedule changes, referrals to other help that may be available as well as developing home/school behavior management plans. Content of conferences will be documented and kept in the child's file.

3. If behavior guidance plans fail, the child may be suspended from the program for a specified period of time (not more than two weeks). If the child's behavior persists he/she may be terminated from the program.
4. Parents will be given no less than two weeks' notice of termination. Parents may be provided with names of other centers as well as referral information.
5. Children will be prepared for termination in a manner consistent with their understanding. Issues regarding the child's termination will be kept private and will not be presented as the child's reason for leaving the center.

### **Special Needs Policy**

Intake procedures explained earlier in this handbook remain the same for a special needs child.

Upon enrollment, a meeting would be scheduled between the Director and classroom staff to explain the special needs of the child. The child's Individual Education Plan (if he or she has one) is discussed. The Director encourages the parents to meet with their child's teachers to discuss any important issues.

Parents are asked to attend all meetings involving their child's placement in the center and are encouraged to add any pertinent information to any and all assessments.

### **Child Assessments and Parent Conferences**

All children attending ICCC are observed on a daily basis. Teachers write down observations of your child's progress in all areas. Written Assessment reports from your child's teacher will be prepared three times a year (Fall, Winter and Spring) for pre-school and four times a year (Fall, Winter, Spring, and Summer) for infants and toddlers using the Creative Curriculum Assessment tools and a copy will be given to you. Parents are asked to comment on their child's progress directly on the assessment form and may schedule a time to go over your child's assessment with the teachers. Parents may also schedule a conference at any time during the year to speak with the teachers and or the director to discuss their child's progress. Results of assessments are used in determining your child's developmental level, whether or not your child may need a referral for special services, any special interests your child may have, and also aide in the planning of weekly curriculum.

### **Referral Policy**

Upon Enrollment to ICCC all parents will complete an Ages and Stages Developmental Questionnaire. ICCC will follow the recommendations on the ASQ Summary sheet to determine whether or not further screening may be necessary.

If a teacher shows concern about a child's progress in social, behavioral, emotional, or developmental areas, they will report their concerns to the Director. The staff will follow the set procedure for determining need for further evaluation.

An observation journal shall be kept concerning the actions of the child in question. Parental conferences shall be held on a regular basis regarding the child's progress in the areas of concern. Parents may be supplied with a list of local resources available to them. Parents may be asked to contact their child's pediatrician to aid in the referral process.

Referrals will be made, with parents' consent, if no significant improvement in the child has been made in the center environment. The parent will be provided with a brief summary of observations related to the referral and any efforts the center may have made to accommodate the child's needs.

If the child shows signs of delay, the parent will be informed of the availability of services through Haverhill Public Schools and their rights, including the right to appeal, under chapter 766. If the child is under the age of three, the parent will be informed of the availability of services provided by Early Intervention Programs.

International Child Care Center shall follow up the referral, with parent consent, by contacting the agency or service provider for consultation and assistance in meeting the child's needs. If it is determined that the child is not in need of services or is ineligible to receive services, the center shall review the child's progress at the center every three months to determine if another referral is necessary.

International Child Care Center shall maintain written record of any referrals, including the parent conference results.

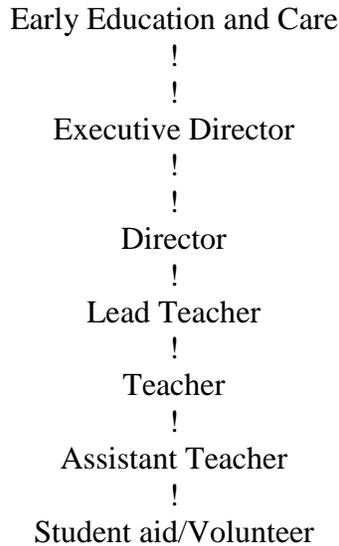
### **Communication Policy**

ICCC is a Bi-Lingual childcare facility. We welcome children of all different backgrounds and have several Bi-lingual (Spanish/English) staff members. We encourage children to speak in whatever language is most comfortable to them.

Parents are encouraged to call and talk to their child's teachers or send an e-mail directly to the teacher using the classroom e-mail address [intchildcareclassrooms@verizon.net](mailto:intchildcareclassrooms@verizon.net) . The best times to call are generally between 12:30 and 2:00. You may contact the Director at any time to discuss any issues that may arise. The Director and staff will inform you of any changes your child may be experiencing at school.

Notices will be sent home regarding special events and center happenings. All correspondence will be placed in your child's cubby or backpack and these should be checked daily for notices.

## Organizational Chart



Should a concern arise please speak with your child's teacher and the director. All efforts will be made to address your concern. If the problem is not resolved to your satisfaction, you may contact the Executive Director of The International Institute of Greater Lawrence @ (978) 687-0981

## Parental Rights

International Child Care Center is licensed by the Commonwealth of Massachusetts Early Education and Care, who writes and implements the EEC regulations.

The following are the Parental Rights as stated in the EEC regulations:

(For your information: licensee is the childcare center)

**Parent Visits:** The licensee shall permit unannounced visits by parents to the center and their child's room while their child is present at any time.

**Parent Input:** The licensee shall have a procedure for allowing parental input in the development of center policy and programs. The licensee shall provide an explanation to the parent(s) when a parent makes suggestions as to the program or policy of a center and the suggestions are not adopted by the licensee. If the parent requests a written response, the licensee shall respond to the parent in writing.

**Confidentiality and Distribution of Records:** Information contained in a child's record shall be privileged and confidential. The licensee shall not distribute or release information in a child's record to anyone not directly related to implementing the program for the child without written consent of the parent. The licensee shall notify the parent(s) if a child's record is subpoenaed.

The child's parent shall, upon request, have access to his record at reasonable times. In no event shall such access be delayed more than two business days after the initial request without the consent of the child's parent. Upon such request for access, the child's entire record, regardless of the physical location of its parts, must be made available. The licensee shall establish procedures governing access to, duplication of, and dissemination of such information, and maintain a permanent written log in each child's record indicating any persons to whom information contained in a child's record has been released. Each person disseminating or releasing information contained in a child's record, in whole or in part, shall upon each instance or dissemination or release, enter into a log the following: his name, signature, position, the date, the portions of the record which were disseminated or released, the purpose of such dissemination or release, and the signature of the person to whom the information is disseminated or released. Such log shall be available only to the child's parent and center personnel responsible for record maintenance.

**Charge for copies:** The licensee shall not charge an unreasonable fee for copies of any information contained in the child's record.

Amending the child's record:

- a. A child's parent shall have the right to add information, comments, data, or any other relevant materials to the child's record.
- b. A child's parent shall have the right to request deletion or amendment of any information contained in the child's record. Such request shall be made in accordance with the procedure below:
  1. If such parent is of the opinion that adding information is not sufficient to explain, clarify, or correct objectionable material in the child's record, he shall have the right to have a conference with the licensee to make his objections known;
  2. The licensee shall, without one week after the conference, render to such parent a decision in writing stating the reason or reasons for the decision. If his decision is in favor of the parent, he shall immediately take steps as may be necessary to put the decision into effect.

Transfer of records: Upon written request of the parent, the licensee shall transfer the child's record to the parent, or any other person the parent identifies, when the child is no longer in care.

Availability of information to the Office: Notwithstanding upon request of any employee, authorization by the Commissioner and involved in the regulatory process, the licensee shall make available to the office any information reasonably related to the requirements of these regulations. Authorized employees of the Office shall not remove identifying case material from the center's premises and shall maintain the confidentiality of individual records.

### **Open Door Policy**

ICCC has an open door policy. Parents are welcome at the center at any time and there involvement in the program is encouraged. Parents interested in volunteering time to work in a classroom are always welcome. Parents may plan special activities such as cooking a favorite meal or sharing an interesting hobby, or you may help to chaperone a field trip. Please let your

child's teachers know if you would like to participate in any part of the program. Parents with any ideas regarding the program should let the Director know.

### **Tuition**

Families may be eligible for vouchers through the Child Care Circuit. This funding is based on income and family size. Children in private slots at International Child Care Center pay according to the fee schedule available from the Director. An initial fee of the first week tuition is required upon enrollment. Two weeks' notice is required to terminate childcare. If the child is absent for two weeks without payment and no notice has been received, the child may be subject to termination.

Fees are collected on the Friday before services are rendered. There is a locked mailbox in the front hallway all fees should be placed in the box. If fees are not paid for two consecutive weeks, unless other arrangements have been made, the family will be sent a termination notice. Fees are required to be paid whether the child attends the center or not. Illness, holidays, vacations, and unforeseen closings must be paid as well.

If you make a payment by check and the check bounces there will be a fee of \$20.00 that you must pay immediately.

### **Late Pick-up Policy and Fees**

#### ICCC Closes at 5:30 P.M.

If you have an emergency and cannot pick up your child before the center closes, please call the center as soon as possible to let us know. All attempts will be made to reach those on the emergency contact list to pick up your child.

Any child that is picked up after 5:30pm the parent will be charge \$1.00 a minute for each child every minute late. The parent must pay the closing staff member.

**IF A CHILD IS LEFT FOR MORE THAN 15 MINUTES AFTER CLOSING WITHOUT NOTIFICATION FROM THE PARENTS, THE POLICE DEPARTMENT AND DEPARTMENT OF CHILDREN AND FAMILIES WILL BE CONTACTED.**

The late fee may be collected at the time of pick up, added to your next payment or if the parent has no weekly fee the payment must be made within 2 business days of receiving the late pick-up notice. All late fees must be paid to ensure your child's continued enrollment. Parents who are consistently late picking up their child may be subject to termination from the program.

### **Preschool/Kndg Daily Schedule**

6:30	Center opens
7:30-8:30	Free Play
8:30-8:45	Teacher Initiated Activity (Large Group)
8:45-9:00	Clean-Up/Hand Washing
9:00-9:30	Breakfast
9:30-9:50	Morning Circle
9:50-10:15	Small Group Activities
10:15-10:40	Free Play
10:40-10:45	Clean-Up
10:45-11:00	Literacy Time
11:00-11:30	Outdoor Play/Gross Motor
11:30-11:40	Hand Washing
11:40-12:10	Lunch
12:10-12:30	Nap Prep
12:30-2:30	Naptime/Quiet Activities
2:30-2:45	Hand Washing
2:45-3:00	Snack
3:00-3:10	Hand Washing/Clean Up
3:10-3:30	Small/Large Teacher Initiated Activity (Music)
3:30-4:00	Free Play
4:00-5:00	Departures/Outdoor Play/Gross Motor
5:30	Center Closes

### **Toddler Schedule**

6:30 - 8:30	Arrivals and Free Choice Activities in Areas
7:30 - 8:30	Sensory Activities, Water, Sand, Paint, Play dough
8:30-8:45	Good Morning Circle- Songs and Finger Plays
8:45 - 9:00	Diapering/Toileting/Hand Washing
9:00 - 9:30	Breakfast/Free Choice
9:30-9:45	Clean Up/Prepare to go Outside.
9:45 - 10:30	Outdoor time / Gross Motor Indoors
10:30-11:30	Hand Washing/ Teacher Initiated Activity/ Free Choice/ Clean Up
11:15-11:30	Diapering/Toilet Training/ Hand Washing
11:30 - 12:00	Lunch
12:00 - 12:15	Prepare for Nap Time
12:15 - 2:00	Nap Time / Quiet Activities
2:00 - 3:00	Diapering/Toileting/Hand Washing/Snack/ Free Choice
3:00 - 3:15	Clean Up/Prepare to go Outside
3:15 - 4:00	Outdoor time/ Gross Motor Indoors
4:00 - 4:45	Hand Washing/Sensory Activities (Water, Sand, Paint, Play dough)
4:30 - 4:45	Diapering/Toilet Training
4:45 - 5:30	Free choice/Departure Goodbyes

## **Naps and Quiet Time**

Infants will nap periodically throughout the day as their schedule requires. As the infant matures every attempt to adjust the child to the toddler schedule will be made. Infants sleep in a crib labeled with their name and their own blankets and sheets. Infants will be put to sleep on their backs at the bottom of the crib, with a blanket (no higher than their chest) tucked around the crib mattress.

After lunch children are given the opportunity to rest or sleep. All children are provided with their own mat/cot and blanket to rest with. Children may bring in a soft toy to rest with. Children are expected to rest on their mats/cots no less than 45 minutes. If children do not want to sleep, books and puzzles will be provided.

## **Extra Clothing**

All children should maintain a complete set of extra clothing in their cubbies. Extra clothing should include pants, underwear, shirt, and socks. Clothing should be checked frequently to make sure they are the appropriate size and weather appropriate.

We have some extra clothing at the daycare but we may not have the size for your child. In order to avoid being called to come here during the day please be sure to replace the change of clothing each time soiled cloths are sent home.

Infants are expected to have at least 2 changes of clothing which should include a onesie, shirt, pants, socks, or a onesie and a sleeper.

## **Toys from Home**

ICCC does not allow toys from home. Special occasions such as show and tell, and classroom parties are the exception to this rule, but action figure and weapon toys are not permitted at the daycare. We may from time to time add other unacceptable items from home.

## **Curriculum**

All children in the center are encouraged to participate in a variety of activities throughout the day. Our daily schedule provides a variety of activities, which may include:

- Indoor and outdoor activities
- Quiet activities
- Creative play
- Independent play
- Small and large group play
- Child and teacher initiated play

Children learn the best when they are interested in the activities presented to them. The teachers initiate activities and curriculum based on the children's ideas, interests, individual developmental progress, and culture. Each classroom is organized into interest centers that include:

- Library area
- Block area
- Art/writing area
- Manipulative area
- Dramatic play area
- Science area

Each classroom plans its own curriculum following the guidelines set forth by EEC, NAEYC, Creative Curriculum, and Mass Preschool Guidelines and Frameworks/Infant/Toddler Learning Guidelines. The result of each child's assessment is also worked into the planning of weekly curriculum.

ICCC knows and understands that families have different cultural views about childrearing practices. At enrollment we ask parents for any relevant cultural information so we can work together to implement these practices into our curriculum.

### **Diapering and Toileting**

Children do not have to be toilet trained to attend ICCC. Parents must provide diapers and diaper wipes for their child. Teachers wear disposable gloves and the diaper is disposed of in a plastic bag. Toilet training will be in accordance with the request of the parents and shall be consistent with the child's physical and emotional abilities.

Children are changed four set times throughout the day, then also as needed.

#### **Toileting procedure:**

1. The teacher will send children to the bathroom one at a time. The teacher will assist the child if needed.
2. The children will wash their hands according to the hand washing policy, (included in healthcare policy). The teacher assisting the child will also wash their hands.
3. Disposable paper towels will be used to dry hands.

If the child has an accident, the teacher will assist the child in changing in the bathroom. The teacher will wash her hands according to the hand washing guidelines. The teacher will get the extra clothes from the child's cubby. If the child has no extra clothes, the teacher will use the center's extra clothing, which must be returned to the center.

### **Field Trip**

For all field trips a permission form will be sent home to be signed by the parent. If a parent does not wish to have their child attend a field trip, the child must be kept home on that day. We are not able to have staff stay behind on field trip days.

The center staff will take a complete list of all children in attendance on the day of the trip. A permission form for each child and an emergency card with all contact numbers for each child will also be taken.

All field trips are planned with fun and education in mind. Trips may include the local apple orchards, dairy farms, children's museums, local historical landmarks, and family fun centers.

### **Unauthorized Activities**

ICCC does not allow children to participate in activities unrelated to the direct care of children without the written, informed consent of the parent or guardian. These activities include but are not limited to:

- Fund raising activities
- Publicity, including photographs and participation in the mass media

### **Special Events**

The center staff and families may plan special events for the center community to participate in. Events such as an annual Harvest Feast, holiday craft fair and family potluck dinners may be scheduled throughout the year. Parent input and suggestions for special events are encouraged. If parents are sending in special snacks and/or treats for their child to share with their class only items sealed in the original container will be served to the children.

### **Social Services Referral Plan**

If a staff person has a question or concern about a particular child, they should speak with the Director who will document this concern and decide upon further action.

The Director will speak with the parent in person or by phone within 48 hours. If appropriate, the Director will refer the parent to an agency, which suits the needs of the child.

The Director will be responsible for all decisions and documentation involved. The Director will follow up a referral to another agency by contacting the parent.

Referral Agencies:

1. Community Health and Alternative Opportunity Services Inc.  
70 River Street, Haverhill-----978-521-2339
2. HRI Counseling Center  
116 Summer Street, Haverhill -----978-373-7010
3. Northern Essex Mental Health  
60 Merrimack Street, Haverhill -----978-373-1126

4. Complete Family Dentistry  
696 A Main Street, Haverhill ----- 978-373-9669
5. Greater Lawrence Family Health Center  
350 Main Street, Haverhill ----- 978-521-4444
6. Health care consultant: Dr. Sherwood Lee--- 978-521-3230
7. Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)  
439 South Union St, Lawrence-----978-682-9222

### **Termination and Suspension**

The International Child Care Center will describe in writing the center's reason for terminating a child from the center, including the circumstances under which a child may be terminated.

Reasons for termination may include:

1. Nonpayment of tuition in conjunction with the termination notice (see tuition policy).
2. Staff's inability to accommodate a child with behavior or developmental issues.  
(Violent behavior which cannot be controlled)
3. Parents' refusal of referral services or non-compliance with policies.
4. Lack of cooperation from parents with the center's efforts to resolve differences through parent conferences and parent/staff meetings.
5. Abusive behaviors and/or verbal threats by parents toward staff or other parents.
6. If a child exhibits special needs which require special care of needs related to a serious illness that are not possible to meet at the center, the Director will meet with the parents. All efforts will be made to accommodate the child. However, if it is not possible, the Director may terminate the child.
7. If the child is absent for two weeks without payment and no notice has been received.

Parents will be given two week's notice of the termination process and given written reasons for their child's termination. In cases where the child is harmful to himself or others, the Director will make the decision when termination will be made. Parents will be provided with other referral service information.

The staff will prepare for any child's termination from the center in a manner consistent with the child's ability to understand.

A child may be suspended from the program for a set period of time, no longer than two weeks, until the appropriate course of action for that child has been determined.

Parents who wish to remove their child from the program are required to give two week's written notice. Parents who withdraw without adequate notice will be charged the fee for 2 weeks from the date they notify ICCC.

### **Prevention of Abuse and Neglect**

International Child Care Center will protect children from abuse and neglect while in the program's care and custody. The center follows the following procedures for reporting suspected incidents of child abuse and neglect:

1. All staff are mandated reporters and must report suspected child abuse or neglect. The report shall be made either to the Dept. of Children and Families or to the center director.
2. The center director will immediately report suspected abuse or neglect to DSS.
3. The center shall notify EEC immediately after filing a 51A report or learning that one has been filed, alleging abuse or neglect of a child while in the care of the program or during a related program activity.
4. The licensee shall cooperate in all investigations of abuse and neglect, including identifying parents of children currently or previously enrolled in the program; providing consent for disclosure of information to the Office, and allowing the Office to disclose information to any person and/or agency the Office may specify as necessary to the prompt investigation of allegations and protection of children. Failure to cooperate may be grounds for suspension, revocation, or refusal to issue or renew a license.
5. Any staff member accused or suspected of child abuse or neglect will not work directly with children until the DSS investigation is completed and until such further time, as EEC requires.

### **MEAL SERVICE**

Breakfast and lunch are provided through the Haverhill Public school meal program. All meals are served with milk. All families will fill out a Free and Reduced Price School Meals Family Application upon enrollment, some Families may qualify for free or reduced lunch through the food assistance program. If you do not qualify for assistance and/or decide to send in lunch for your child please send in nutritional foods (no junk food or soda), which are ready to serve. Any food that is hot should be heated and kept in a thermos; any food that is cold should be kept with a cold pack. We do not have the availability to heat children's lunches or store food in the refrigerator.

Breakfast consisting of milk, cereal, and fruit juice will be served at 9:00 A.M. Lunch will be served at 11:30 A.M. Menu's from the Haverhill Public School's are sent home weekly, and hung in the classrooms.

Parents should send in one healthy snack and 1 100% juice box or water for after noon snack at 2:30 P.M. Snacks may include: crackers and cheese, different fruits, 100% juice, jelly

sandwich, cultural foods, and other nutritional balanced foods. We are a peanut free school please do not send in anything that has peanuts.

Parents of infants will be asked about their infants feeding procedures upon enrollment in ICCC. They will be asked to fill out a form stating how they prepare their child's formula and/or infant food. If the infant is on formula parents must provide bottles, and a can of formula from home to be kept at ICCC. If the infant is being breast fed parents may come in and feed their child in a private area or parents may send bottles daily in a sealed lunch bag with the child's name on it. As the child matures and cereal and foods are introduced parents will supply these food items from home and give the teachers instructions on how they are to prepare the food and/or cereal. As finger foods are introduced parents will provide these items from home and give teachers instructions on how these are to be given to the infant. No infant under the age of six months will be given fruit juice or solid foods.

Parents of infant and toddlers will be asked to cut any food that may pose a choking hazard into pieces no bigger than half an inch.

The Haverhill School Lunch Program and International Child Care Center are dedicated to serving healthy, nutritional foods to your children. If you choose to send in food from home please make sure it falls within nutritional guidelines. We do not allow children to drink soda here and only give them cookies or cake occasionally as a special treat. If your child brings junk food with him/her we will serve them the meals we are serving for the day and send the junk food back home. Although we all enjoy junk foods occasionally, it is not fair for the other children when one child is eating it in front of them so we encourage any eating of this type of food to be done at home.

The following is an example of the types of foods that would be appropriate to send:

Jell-O, Water

100% Juice, Cheese and crackers

Fruits, Vegetables

Tuna sandwich, Bread

Chicken, Yogurt

Pudding

Thank you for helping us teach your child to be a healthy eater.

### **Animal and Pet Policy**

No classroom at ICCC will have any pet other than fish, unless the animal has documentation from a Veterinarian or an animal shelter to show that the animal is fully immunized and that the animal is suitable for contact with children. Program staff will supervise all interactions between children and animals and instruct children on safe behavior when in close proximity to animals. Any child who is allergic to a type of animal is not exposed to that animal. Reptiles will not be allowed in the classroom due to the risk for salmonella infection. Any visiting animal will have the same documentation as classroom pets.

### **Transitions**

Transitions Between Activities: Transitions must be completed in a safe, timely, predictable and unhurried manner. Activities are planned and organized in advance to avoid the children waiting. The children will be given five minutes verbal notice before transitions occur. Transitions between activities are smooth and flexible, and the children are not expected to move all together as a group.

Transitions to new classroom and/or school: Whenever possible teachers will meet with parents to discuss transitions to new classrooms and programs. They meet with the staff of the new classrooms to share pertinent information about the child. The child will spend a few hours a day in the new classroom until the child goes into their new room permanently and whenever possible a teacher from their current classroom will accompany him/her. Transitions will be slow and every attempt will be made not cause any distress to the child.

Information on kindergarten enrollment and screening is also shared with parents.

### **Evaluating the Program**

Once annually we request the parents to fill out an NAEYC parent survey. All parent input into the program is greatly appreciated. The surveys are collated and reviewed by the Director. The results of the survey are then shared with families and staff. The staff and families work together to make subsequent changes to ICCC based on the evaluation results.

### **Tooth Brushing**

Children in care at ICCC for more than four hours a day will be required to brush their teeth with water after breakfast or lunch. Teachers will assist children in practicing their tooth brushing. Tooth brushes will be stored in a sanitary tooth brush holder that will allow them to air dry. ICCC will provide the children with a toothbrush, if parents wish they may send toothpaste from home.

(To be detached and placed in child's file.)

I \_\_\_\_\_ have received the International Child Care Center's parent handbook and understand its contents.

I agree to follow the policies set forth by this handbook and direct any questions to the Director or appropriate staff member.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date