

Parent Handbook

Monomoy Community Services, Inc

Updated 9/2018



WELCOME TO

MONOMOY COMMUNITY SERVICES

Monomoy Community Services has been a provider of Family Support Services for the Chatham community for more than 40 years. Currently, our services include counseling referral for residents of all ages, educational workshops and support groups, and a wide spectrum of youth programs.

Youth and family services have been a priority focus of our programming and we continue to expand and redesign the work we do in order to meet the changing needs of Chatham residents.

Whether this is the first time your family has participated in one of our programs or a “return engagement,” we hope you will find our staff, their work and the resulting programs to be a reflection of our agency’s commitment to providing family services of the highest quality.

We would like to take this opportunity to welcome you and your family to our center. We have prepared this handbook so that you will know what to expect from us during the year and what we expect from you. Please review this handbook and refer to it during the year for any operational questions you might have. In addition, a copy of our health care policy is available for review in our office.

We believe that children and their families are the most important part of any youth center experience. Therefore, we do our best to design programs that meet the needs of you and your children. We hope you will find this handbook useful and informative. Enjoy your experience with us.

Sincerely,

The Monomoy Staff

Monomoy Community Services

STATEMENT OF PURPOSE

*Monomoy Community Services, Inc. believes children are active learners. They learn best through exploration and interaction with adults, other children and materials.*

The purpose of Monomoy’s programs is to provide a supportive, caring environment, where creativity, imagination and the healthy development of self-esteem and cooperation flourish.

*It is our hope to maintain a socio/educational center which will provide continuity between the school/learning experience and the home environment, helping to enhance the skills acquired in both.*

*Currently, this early childhood “environment” includes Toddler, School-age, and Adolescent programs for children ages birth to 14 years. Programs are available, through a written registration process with priority given to Chatham families.*

Non- Discrimination Statement

Monomoy Community Services, Inc and all licensed childcare programming opportunities provided by Monomoy shall not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation, physical or cognitive challenges, disability, nor shall a child be ineligible for enrollment solely on the basis of his/her toilet training status.

**STAFFING AND ORGANIZATIONAL INFORMATION**

Monomoy Community Services is a provider licensed school-age after school, vacation, and summer programs. The facility is licensed for a maximum of 52 children per day.

Current staff and organizational administration include, Board of Directors, Executive Director, Business Manager, Lead Teachers, Teachers, Assistant teachers, Childcare Interns and Volunteers.

**THE BOARD OF DIRECTORS** is responsible for:

1. Overseeing the actions, decisions, and performance of the Executive Director.
2. Setting organizational policy.
3. Approving agency budget and financial revisions.
4. Serving as an information source and advocate for the organization throughout the community.
5. Addressing all grievances requiring executive review and/or action.

**THE EXECUTIVE DIRECTOR** is responsible for:

1. Supervising the design and implementation of programming.
2. Uniform regard for and adherence to agency philosophy.
3. Overseeing all daily operations.
4. Development of policies and procedures for the program.
5. Supervision and evaluation of the program and staff.
6. Decisions regarding scholarship requests, tuition assistance review, internal and external program grievances.
7. Recruitment, selection, supervision, and formal evaluation of all agency personnel.
8. Creation and implementation of board approved annual budget.
9. Attention to physical building/equipment maintenance.
10. Communication to program families, funding sources, community-at-large.
11. Addressing & reviewing feasibility of potential program design and/or expansion.

**THE BUSINESS/OFFICE MANAGER** is responsible for:

1. Building & equipment maintenance.
2. Grant statistical requirements.
3. Inquiries regarding daily, agency-wide operational procedures.
4. Collecting and recording all pertinent billing information.
5. Purchasing.
6. Creation of accurate, timely financial reports.
7. Assist with a fundraising projects

**LEAD TEACHERS** are responsible for:

1. Developing and implementing daily program and activity design.
2. The safety, well-being and supervision of the children.
3. Direct teaching and instruction of children.
4. Providing direct service interaction for participants.
5. Completing all daily operational responsibilities.
6. Directing inquiries from parents to appropriate staff or administrator.

**TEACHERS & ASSISTANT TEACHERS** are responsible for:

1. Assisting Lead Teachers in all operational responsibilities.
2. Direct teaching and instruction of children

**INTERNS &** **VOLUNTEERS** are responsible for:

1. Assisting agency staff with assigned projects.
2. Sharing skills, talents, or specialized programs.
3. Respecting and following agency procedures.

**LICENSING AGENT:**

Massachusetts Department of Early Education and Care

1 Washington Street, Suite 20  
Taunton, MA 02780  
**Phone:** (508) 828-5025  
**Fax:** (508) 828-5235

\* Parents may contact EEC for information regarding the program’s regulatory compliance history.

Please address your questions and concerns to the appropriate staff member.

**Monomoy Childcare Program Organizational Chart**

**Board of Directors MA Dept of Early Education & Care**

**(Policy Authority) (Licensing Authority)**

**Executive Director**

(Program and Operational Authority)

**Program Manager Business Manager Office Manager**

**Lead Teachers,**

**Teaching Assistants**

**Volunteers/Interns**

**Program Description**

What does a typical Monomoy after school day look like?

**Monday- Friday 2:15 -5:30PM**

Monomoy participants enjoy an afternoon of outdoor sports activities, arts and crafts, games, stories, a nutritious snack, and a short homework/quiet block (for grades 2-4).

The program is held at The Monomoy Youth Center, 166 Depot Rd. Each day, Monomoy staff walk students from Chatham Elementary School to the Monomoy facility (across the street). Most days begin with time on either the Chatham Elementary school playground or the Town Playground located adjacent to the Monomoy facility. Parent pick-up is at Monomoy, unless otherwise noted.

This year, participants are grouped in programs, for grades (K-2) and (Gr 3-4). The whole program uses common outdoor recreation space, but are housed on different floors within the Monomoy building. The average staff/child ratio is 1/13 or less.

In addition to daily activities at the Monomoy building, throughout the school year, there are special events, field trips, and outings including beaches, national seashore and wildlife trails, local eateries, libraries, shops and local points of interest. Monomoy has 2, 12-passenger vans to assist with field trip transportation.

During the school year, snack is the responsibility of the family please pack a nutritious, portable, shelf stable snack each day for your child.. Snack should be sent in a chilled insulated container to insure it will be edible by the afternoon. Any participant food allergies are taken into account for all snacks served. Water and, occasionally, juice or hot chocolate are drinks provided.

Our summer camp is part of the HUD/Project Bread Food 4Kids free lunch program and all camp participants may register to receive free daily lunches and snacks. Parents are welcome to send their children with their own lunches and snack.

A homework or reading block of approximately 20-30 minutes is included in most Monomoy days. Storytelling and book sharing is part of the program for younger children with no school assigned homework.

Monomoy is also pleased to offer participants collaborative programming with, but not limited to Eldredge Public Library, Harwich Public Library, Chatham Recreation and St Christopher’s Church.

After School Childcare**:**

Monday- Friday 2:15-5:30PM Grades K-4

The program is held at The Monomoy Youth Center, 166 Depot Rd and Chatham Elementary school. The K-4 program uses common outdoor recreation space but grade levels are housed on different floors within the Monomoy building. The average staff/child ratio is 1/12.

In addition to daily activities at the Monomoy building, there are special events, field trips, and outings including beaches, national seashore and wildlife trails, local eateries, libraries, shops and local points of interest. Monomoy has 2, 12-passenger vans to assist with field trip transportation for field trips.

A homework or reading block of approximately 30 minutes is included in most Monomoy days. Storytelling and daily book sharing is part of the program for younger children with no school assigned homework. Snack is provided.

**Daily Program Fee $15.00/day.** No Occasional Care or partial hours are available.

In-Service Day and Vacation Care**:**

Monomoy offers childcare for most school vacation and in-service half and whole days. Separate sign-ups are required. Sign-ups for these days is held during the month prior to the care. A notice for each extra signup is sent home through the school.

\*There is a one-time, $40 registration fee per family.

\*The After school program will run on only the days that Chatham Elementary School is open and in session.

The After School program begins on the first full day of school, for all families registered with Monomoy Community Services. Registration includes: registration form and payment. Families seeking financial assistance must have a complete registration AND application form. No child may attend Monomoy programming until all required documentation and payment has been received.

REGISTRATION GUIDELINES

These general registration guidelines apply to all programs held at Monomoy Community Services, but please make certain you request specific information regarding the particular program in which you are interested.

**1.** COMPLETE REGISTRATION FORM**.** No child will be admitted to any program until all registration information is on file with our office. If any information on the registration form changes, you are responsible notifying the office of these changes. In addition, documentation of all required immunizations must be on file at the elementary school prior to your child’s participation in any programming at the Center.

**2.** SELECT SCHEDULED DAYS. Select the days you would like your child to attend programming based on available openings. Requests for changes in days of attendance are made only if sufficient availability exists. Requests for change of days should be made to the Office**. There is a $10.00 fee for each subsequent change.** If you do need emergency child care, it is possible to schedule an extra day if space is available. **The cost is $20 due on that day.**

**3.** PAY REGISTRATION FEES**. There is a yearly $40.00 non-refundable registration fee for all Monomoy programs.**  Families may elect not to pay a registration fee if they plan only to use scattered event/programs, but may pay higher single event fees as a result.

4. ARRANGE ANY PICK-UP/DROP-OFF PARTICULARS. Parents are responsible for timely pick-up of their children. All children must have an alternative pick-up person indicated on their registration in the event of an emergency when the parent can’t be contacted. Parent/guardians are responsible for notifying Chatham Elementary School as to a child’s participation in Monomoy programs.

**5.** MAINTAIN A MONTHLY PAYMENT SCHEDULE**.**

* Bills are sent out monthly and payments are due on the first of each month for that month. This is a prepayment system.
* MA Voucher families will be required to pay weekly for services.
* We have totaled your child care expenses for the year and divided them into 9 equal monthly payments. Your final payment is due May 1st.
* Special holiday, vacation and in-service days **have not been calculated into your monthly bil**l. A separate sign-up is required and all accounts must be current to register for all of these exception dates. You will be provided with a schedule of Monomoy exception dates.

**6.** KEEP ROUTINE CONTACT WITH THE BUSINESS OFFICE**.** It is our practice to keep all business matters out of the hands of the staff working directly with your child. If you have a billing, registration or scholarship concern, please contact the office staff or the Executive Director during office hours, Daily: 9:00am - 3:00pm.

\*A copy of the current fee schedule is available from Monomoy office personnel.

IN-SERVICE/VACATION DAY SIGN-UP PROCEDURE

Monomoy offers childcare on many Chatham School District in-service, teacher conference, and vacation days for children in grades K-4. These days will include a schedule of interesting, age appropriate activities which may include field trips involving transportation, provided by the Monomoy vans. **These special days require a separate sign-up and payment to attend, and have not been calculated into your monthly bill.**

Limited space is available. For those families that adhere to registration deadlines, priority will be given to Monomoy participants on a first-come, first-served basis.

Monomoy will notify parents of an upcoming special sign-up day by sending notice home via email, a flyer home first through the after school program, and then through the elementary school. The flyer will specify when sign-ups begin, and when payment is due.

In order to secure a slot for your child, you will need a completed registration on file, a current account, and prepayment in full for the day(s) requested***. You may call to sign up, but your slot is not secured unless we receive payment by the date specified on the vacation flyer.***

With the exception of teacher conference days, which run from school dismissal until 5:30, our in-service/vacation day programs run from 8:30-5:30. We do not offer half day slots on in-services days.

Please pack a healthy non-perishable lunch and drink and snacks for your child. Please make sure your child is dressed appropriately for outdoor, active play, year round.

\*We reserve the right to cancel in-service/vacation day programs for insufficient sign-ups.

BILLING POLICIES

PAYMENT

A billing record and payment contract are created for each participating family. Please refer to your billing form for specific monthly program charges. Once enrolled, all families are required to pay a one-time, non-refundable registration fee of $40.00. Payments should be received by our office by the first of every month. Families are then expected to keep ONE MONTH in advance with their payments. You will receive a monthly statement detailing charges and payments transacted for the previous month.

ABSENTEEISM/SNOW DAYS

There shall be no credit for weather emergency days. There shall be no credit for days families cancel due to child or parent illness or emergency.

LATE AND NON-PAYMENT

If, by the 10th of the month, required payment has not been received and parents have failed to contact the Office, the family will be contacted by phone or in writing notifying them of the exact date services for their child will be terminated. Once a family’s participation has been terminated, the child will not be allowed to return to programming until the balance due is paid in full. Once termination has occurred, a program slot is no longer guaranteed and return to the program depends on available space.

LATE CHARGES

If you arrive at the Center to pick up your child after the closing time you will be required to pay a late fee equal to or less than $50 depending on the time and details of the late pickup. Repeated late pick up may result in termination from the program.

SCHOLARSHIP REQUESTS

At the beginning of the school year and again prior to the start of the summer programs, families may apply for financial assistance for their childcare expenses. The application requires the completion of a financial assistance form, verification of gross, annual household income, and submission of a statement of need. Scholarship funds are awarded only if funding is available. Tuition assistance determinations are made based on annual gross household income, number of dependents using child care, parent employment status, emergency or extenuating family circumstances and existing account status and payment history (when applicable). Exceptional expenses are not factored into the evaluation. **YOU ARE RESPONSIBLE FOR FULL MONTHLY PAYMENT UNTIL A SCHOLARSHIP IS ESTABLISHED.** Fall scholarships do not begin until October 1. Applications are accepted mid September and for summer in mid May. Priority for assistance is given to Chatham residents.

GENERAL PROCEDURES AND INFORMATION

PROGRAM HOURS/DAYS

Monomoy Community Services follows the Chatham Elementary School calendar, unless otherwise noted. When school is in FULL DAY session, Monomoy childcare will be held. All programs other than after school childcare are subject to change and cancellation.

In addition to the school calendar, Monomoy School-age services will be held during many school vacation periods and half days, if sufficient pre-registration occurs. Please refer to our schedule of Program Exception Dates for the current school year.

### SNOW DAYS

On Chatham snow/rain emergency days, no after or before care programs will be held. Monomoy community services programs will be cancelled if the radio or internet announces that Monomoy Regional schools cancelled. Also, if you receive a recorded snow day call from Monomoy Regional Schools, Monomoy will also be cancelled. There is no credit for days cancelled due to weather emergencies, however, the Monomoy program will run until the last full day of the school year, even if additional days have been added to the original calendar due to excessive snow days. There is no charge for the added days.

CONTACT NUMBER

Monomoy needs to be able to contact parents or an emergency contact at any/all times your child is in programs. Make sure you have accurate and sufficient phone numbers and contacts to cover each day your child participates in the program. Update any phone or employment changes immediately. Failure to provide Monomoy with emergency accessible contacts can result in termination from the program.

PROGRAM PICK UP AND DROP OFF

All Monomoy programs meet on a regular basis, with consistently scheduled hours. Please be prompt in your pick up of your child. If an emergency should arise, please call the Center and let them know that you will be late.

In the event that someone unexpected must pick up your child from programming, please contact the office so that we may notify the staff and your child of the change in plans. For the safety of your child, we may ask for identification from the newly designated pick-up adult.

Please call the office if your child will not be attending on a regularly scheduled day.

If for any reason you need to pick your child up earlier than the regularly scheduled time, please contact the office. Please be aware that early pick-up is not always possible, as the children are sometimes away from the building.

If the group is away from the building, a sign with their location will be posted on the front of the Monomoy building.

Please be sure all those picking up or dropping off your child know to escort them into and out of the building and to sign in and out.

OFFICE HOURS

Except in the case of an emergency or staff illness, office hours are held:

Monday - Friday: 9:00AM - 3:00PM

OFFICE PHONE: 945-1501, 945-1117 FAX 945-3737

WEBSITE: [www.monomoy.org](http://www.monomoy.org)

All billing questions and sign-ups should be made during this time. Please do not discuss billing concerns with the program staff, as they are not responsible for areas of agency operation other than programming and the well-being of your child. No program staff are able to register your child for any event or extra day of service.

ILLNESS

Unlike the local schools equipped with a health office and nursing staff, Monomoy is severely restricted in its ability to deal with children's illness. Please keep your child at home for at least an additional 24 hours when he/she:

* Has been sent home from school for illness.
* Did not attend the regular school day.
* Has been given fever reducing medication in the last 24 hours.
* Is sick with a communicable disease (conjunctivitis) or infestation (i.e. head lice) should produce a Dr’s non-contagion note for reentry into the program or a head check approved by Monomoy Director.
* Has diarrhea or vomiting, fever or complaining of illness.
* Persistent cough that disrupts his/her speech and/or behavior.
* Has a fever of above 99 degrees.

Your child may not return until he/she meets mandated health policy requirements, consistent with those listed in Monomoy Regional School Handbook. In addition, please do not send your child back to the Monomoy program if he/she is not able to play outside.

A general notification of the discovery of a communicable disease (i.e. conjunctivitis) or body infestation (i.e. lice) at the center will be communicated through email. In addition, wherever possible a copy of medical info about the communicable disease will also be sent for parent FYI.

Children determined to have communicable infections, diseases or infestations will be able to return to Monomoy programming once they have provided medical clearance or special services determination that the infection or infestation has been eliminated. In some cases this may require temporary exclusion from programming. Exclusions will be determined by the Director.

Please notify our office as soon as possible if your child will be absent. We will, in turn, notify you by phone if your child becomes ill at the Center, or arrives ill from the end of the school day. If we call with health concerns, you or your authorized emergency contact will be expected to come immediately and take your child home from the Center.

MEDICATION

Parents must provide written notice of a child's need for medication during the program hours. Written notice must include:

1. Note from child's pediatrician indicating need for medication during program hours.

2. Note explaining:

- dosage and means of administering dosage.

- time at which dosage should be administered.

- requirements for storage of medication.

- a brief summary of condition medication is required for, as well as, possible results should the child not receive medication at proper interval.

3. All prescription medications and over-the-counter medications must be in the original manufacturer's packaging. Must be in the containers in which they were originally dispensed and with their original labels affixed

4. Medication must be transported to and from the Center by an adult.

5. Monomoy Staff may not administer any medication contrary to the directions on the original container, unless so authorized in writing by the child's licensed health care practitioner.

6. Any medications without clear instructions on the container must be administered in accordance with a written physician or pharmacist's descriptive order.

7. Emergency medications such as epinephrine auto-injectors must be immediately available for use as needed.

8. Each time medication is administered, Monomoy will document in the child's record the name of the medication, the dosage, the time and the method of administration, and who administered the medication.

Medication Disposal.

When possible, all unused, discontinued or outdated prescription medications shall be returned to the parent or destroyed the Monomoy Program administrator in accordance with policies of the licensee and the Department of Public Health, Drug Control Program, and such return shall be documented in the child's record.

SNACKS

If your child attends a program that requires a lunch and/or snack, please make certain your child's lunch is low in sugar, includes fruits and vegetables & a non-caffeinated beverage.

CLOTHING

Children should be dressed in comfortable, weather appropriate indoor clothing that allow them to move freely and without restriction. Although smocks are provided, children should arrive dressed in play clothes and should not be expected to stay clean. Brand new party clothes are best kept at home for special events.

Even when the weather changes for the worse we still consider outdoor play essential to the health and well-being of your child. Children will be required to bring outerwear every day. This includes: Hat, mittens, snow pants, and outdoor, waterproof boots. In the event your child arrives without this clothing, you will be contacted to bring the required items to the Center immediately. Should a child continue to arrive at Monomoy without weather appropriate clothing, we are required by law to report the neglect to the MA Department of Social Services.

TOYS:

We ask that you keep your child’s toys, electronics and stuffed animals at home. There are plenty of interesting and developmentally appropriate toys at the Center which can be shared by all. Under no circumstances should toy guns or weapons be brought to the Center. Occasionally special days will be announced when children may bring their own toys with which to share and play.

# PERSONAL CELL PHONE USE:

# Use of personal cell phones is not necessary during Monomoy program hours. While program participants may carry cell phones from home in their backpacks, they may not use them for games or calls during program hours.

Email:

Notices of all important Monomoy information are sent to the email address(es) provided by one or more parents. Please be sure to keep a current and mail friendly email address on file at Monomoy. Whenever possible copies of forms and info will also be available through the office or at pick-up, upon request.

# TRANSPORTATION PLAN

Monomoy is not responsible for any vehicular transportation to or from programs.

## Afterschool Program

1. At the end of the school day, elementary participants will be met by program staff at a prearranged location at Chatham Elementary School and will be escorted to Monomoy.

2. Transportation for any child arriving at an MCS program from a location other than Chatham Elementary school building will be the responsibility of the child’s parent or guardian.

3. MCS is not responsible for transporting children to the Monomoy program from Chatham Elementary School or Monomoy Regional Middle School afterschool clubs.

4. A designated parent or guardian will be expected to pick up their child at the program’s completion. No transportation will be provided by MCS employees.

## Walkers

Those children who will be expected to walk to or home from Monomoy programming, must have written permission from a parent/guardian, and may be no younger than 10 years of age.

## Emergency Transport

In the event of an emergency, when emergency transportation of a participant is necessary, the local emergency medical service (fire department) will be notified immediately to provide ambulance transport to the appropriate medical facility.

Immediately following emergency transport set-up, a Monomoy staff member would call to notify parent/guardian or designated contact person (in the event parent/guardian is unavailable).

In the event that an injury or emergency is such that it does not warrant emergency transport, or if the child is to be seen by medical personnel strictly as a precautionary measure, the parent/guardian will be contacted and will be responsible for transporting the child to the appropriate medical service.

## Field Trip Transport

Transportation during field trips shall be provided by Monomoy vans with Monomoy staff providing appropriate supervision in addition to the driver in each van. Booster seats shall be employed for all children within State and Federal age, weight and height requirements for use of booster.

No child shall be permitted to participate in a Monomoy Field Trip without prior written consent from a parent or guardian.

Monomoy shall maintain basic First Aid supplies in each van, copies of all participant registration and emergency contact info and sufficient cell phone availability in the event of an emergency.

Behavior Management and Support Policy

Monomoy Community Services believes that many discipline problems may be avoided through careful planning and preparation. Part of our overall program curriculum involves teaching problem solving skills to be used during child to child conflicts. Teacher will point out natural or logical consequences and arrange discussion among the children, as well as among the supervising adults. Teachers anticipate challenges, offer a variety of activities in the classroom, and give reminders.

Other discipline techniques that are used at Monomoy, which we feel foster positive learning experiences and self-esteem, are:

*Distracting a child to a positive model.*

*Injecting humor when appropriate.*

*Offering age appropriate choices for children.*

*Giving praise, compliments, or offering encouragement when suitable.*

*Ignoring provocation or inappropriate behavior in certain situations.*

*Overlooking small annoyances when appropriate.*

*Provide renewal time for children.*

Monomoy staff will define the rules, clarify messages, and follow through for consistency with discipline.

General Guiding Expectations for all participants include:

*Show respect for all program participants, Monomoy staff, and volunteers.*

*Offensive language and rude behavior are not acceptable.*

*When we are in public, you are representing Monomoy. You are expected to be an excellent representative.*

*Any additional rules and procedures for special trips or programs have been made for a purpose. Be sure to pay attention to them.*

*All equipment, supplies should be treated as prized possessions.*

*Physical violence requires immediate removal from the situation and loss of program privileges.*

Monomoy strives to provide a positive placement for each child by offering warm, nurturing caregivers and varied programming. Given the limited number of childcare resources available to local families, Monomoy will make every effort possible within the supervisory, spatial, and financial limitations of the organization to meet the childcare needs of enrolled families. However, from time to time, we are not able to provide the most appropriate placement for every child and may deny or discontinue enrollment for a child.

Monomoy maintains supervisory staff/student ratios that meet or exceed all MA EEC requirements and strives to provide each child enrolled with individualized attention and opportunities to work, play and learn with his/her peers and teachers in small group settings.

It is Monomoy’s intention in the case of every program participant to avoid suspension and termination whenever possible. To avoid possible suspension of termination Monomoy will:

* Provide an opportunity to meet with parents/guardians to discuss options other than suspension or termination
* Offer resource and referral information to parents for evaluation, diagnostic or therapeutic services.
* Aid parents/guardians in pursuing options for supportive services to the program, including consultation and educator training.
* Help to develop a school/home/childcare team plan for behavioral intervention at home and in the school and after school program.

However, some students require supervision that exceeds the standards and resources our organization is able to provide. Some participants demonstrate behavior that requires significant one-to-one supervision, a service not within the scope of our school-age childcare program.

Therefore, the Director reserves the right to withdraw any child whose needs are not being sufficiently met or whose behavior jeopardizes his/her own health, safety and/or welfare, or that of the other program participants.

Most behavior incidents will be resolved between the participant and supervising teacher. Monomoy staff will create logical consequences for behaviors that detract from the group. Parents will be contacted if the teacher feels a behavior warrants additional support (i.e. discussion, additional consequences) from home.

Should behavior develop that is not acceptable in the program setting, teachers will contact parents if a conference is necessary, concerning a specific situation.

In the event that a child’s behavior jeopardizes the health, safety and/or welfare of the other program participants, the parent may be contacted immediately and required to remove the child from any further program participation that day. If the severity of the event warrants, the parent will be directed to keep the child home from the program for a predetermined period of time.

Corporal punishment, abusive language, ridicule, humiliation, verbal abuse of any kind, or frightening treatment are against our philosophy of childhood education, and will never take place at Monomoy. In addition, no child shall be denied food as a form of discipline, and no child shall be penalized for soiling, wetting or not using the toilet.

If necessary, with the cooperation of the parents, outside assistance may be sought for children with consistent difficulties, so long as the assistance insures the safety of the other program participants while behavior modifications are being developed and implemented.

If no improvements are made, the child could ultimately be dismissed from the program. This option will seriously be considered should the health, safety and/or welfare of the other children in the group be jeopardized.

Written explanation of reasons for termination will be given to the parents prior to the child’s date of withdrawal from the program. The child will be told of his/her leaving the program in a manner mutually agreed to by the Director and the parents as the method best suited to the child’s understanding.

Following any termination, the Director will offer support to the family by identifying other resources which may better serve the child.

##### **PROCEDURES FOR EMERGENCY HEALTH CARE**

Injuries experienced by children during the course of programming are considered in 3 categories:

1. Those that need a Band-Aid and a little TLC

2. Non-emergency: Those that require an ice pack (bumps, minor collisions)

3. Emergency: Those that require emergency treatments of varying intensity.

In the event of an emergency or any situation where a child needs special medical attention, staff will notify the senior program staff as soon as they realize there is a potential emergency. If necessary, a trained staff member will perform first aid.

Chatham Rescue/EMT services will be alerted, if the situation requires further care. If emergency services are notified, Monomoy staff shall see that the child is made as comfortable as possible, keeping him/her quiet and safe.

Parent will be notified by telephone, immediately after an incident and/or the rescue has been summoned. In the event that the parent cannot be reached, the alternative emergency contacts listed on the child’s registration forms shall be notified.

In addition, on file in the office, for each child, is an emergency medical release signed by the parent(s), giving consent to seek medical treatment for their child in the event of an emergency. In the even the child needs to be transported to a hospital, the rescue vehicle or parental transportation will be used, whichever is more appropriate as decided by the senior staff, rescue workers and/or parents/designated alternate. Medical and transportation costs are the responsibility of the parents.

In the event of an emergency while away from the Center, the same procedure will be followed. Prior to conducting a field trip, one staff person shall have a cell phone. This designee shall then be responsible for activating this medical emergency procedure and notifying the parents. Other attending staff shall remain with the other children in the group.

MA Department of Early Education and Care Services shall be contacted within 72 hours of any emergency health care incidents and parents will receive a copy of a written medical statement.

\*Monomoy’s full Health Care Policy is available for review, upon request.

**PLAN FOR MANAGEMENT OF INFECTIOUS DISEASES AND BODY INFESTATIONS:**

**Precautions to minimize spread of infectious diseases:** The center will take all necessary precautions including frequent hand washing and exclusion or separation of children who exhibit symptoms to control the spread of infectious disease. The center will only enroll children who have current, proper immunizations (unless medically contraindicated or contrary to religious beliefs). If a child exhibits symptoms that would indicate exclusion from the center, his/her parent(s) will be notified as soon as possible. If parents cannot be reached, alternates as listed at time of registration will be called. Children’s return will be allowed when symptoms have disappeared, proper treatment is started, a doctor gives approval, using the written plan included here.

**Precautions to minimize spread of body infestations:** The center will take all necessary precautions including minimal soft surfaces for floor play, no cushion chair or couches, no sharing of hats and no hats or head coverings allowed in dress up materials, and prevention info materials provided to all families. If a child exhibits symptoms that would indicate exclusion from the center, his/her parent(s) will be notified as soon as possible. If parents cannot be reached, alternates as listed at time of registration will be called. Children’s return will be allowed when symptoms have disappeared, proper treatment is started, a doctor gives approval.

**Parental notification of a communicable disease** (i.e. conjunctivitis**) or body infestation** (i.e. lice) will be completed through email and, additionally when necessary, written notice or phone contact. In addition, wherever possible a copy of medical info about the communicable disease will also be sent for parent FYI.

Children determined to have communicable infections, diseases or infestations will be able to return to Monomoy programming once they have provided medical clearance or special services determination that the infection or infestation has been eliminated. In some cases this may require temporary exclusion from programming. Exclusions will be determined by the Director.

###### PLAN FOR INFECTION CONTROL

Monomoy Community Services will take all necessary precautions including frequent hand washing and exclusion or separation of children who exhibit symptoms, in order to control the spread of infectious disease. The center will only enroll children who have current, proper immunizations (unless medically contraindicated or contrary to religious beliefs).

If a child exhibits symptoms that would indicate need for exclusion for the Center, his/her parent/guardian will be contacted as soon as possible. If parents cannot be reached, alternates from the registration forms shall be called. A child’s return will be allowed when symptoms have disappeared, proper treatment is started, and/or doctor gives written approval.

Should a communicable disease be noticed at the Center, a written notice shall be posted at each parent information board in the Center. The Center health care policy includes a list of common childhood illnesses and infectious diseases.

Plan for Infection Control:

Hand washing:

1. Signs shall be posted at each sink with the times hand washing is required.

2. All staff, volunteers and children shall wash their hands at the following times:

- before eating or handling food.

- before feeding a child.

- after diapering or toileting.

- after handing bodily fluids and after wiping noses, mouths or sores.

- before and after giving medication.

- after handling pets or other animals.

3. All staff, volunteers and children will wash their hands as follows:

- wet hands with warm water.

- apply liquid hand soap available at each sink.

- lather hands front and back , and between fingers, rubbing vigorously.

- rinse hands thoroughly.

- dry hands on a paper towel. Use towel to turn off facet & to open door.

- discard paper towel appropriately.

PLEASE NOTE: Monomoy Community Services is a SMOKE FREE Center. This includes all outdoor areas.

**Emergency Contingency Plan**

In the event of a fire, natural disaster, or other situation requiring the evacuation of the Monomoy facility, all children in attendance at the Monomoy School Age childcare program will be walked across the street from the Monomoy facility to the Chatham Fire and rescue Station.

In the event of weather emergency that requires Chatham residents to evacuate the Cape, all parents/guardians and/or emergency contacts will be notified of the need for immediate pick-up. Children waiting for emergency evacuation pick-up will be supervised by program staff at the Monomoy facility or will be relocated to the FEMA emergency located at Cape Cod Technical High School, Harwich Ma.

The school is adjacent to the town fire, police and emergency medical services center. Once the children, supervisory staff, participant registration/emergency contact information and any necessary first aid supplies are relocated to the school building, Monomoy staff will commence and/or continue to contact participant parent/guardians and/or emergency pick-up designees, via cell phone, as to the time and location of early pick-up.

In the event that a participant’s parent, guardian or emergency designee cannot be reached, the participant will remain at the emergency pick-up site (elementary school) until the regularly scheduled end of program.

In the event of an emergency situation that requires evacuation of children from the program site due to a fire, natural disaster, loss of power, heat or hot water or other emergency situation, staff will:

* Evacuate children from building using one or more of the predetermined and practiced evacuation routes in the building. Staff are assigned to lead and follow-up supervisory position, in the event of an evacuation. The lead staff are responsible for attendance at the meeting site. The follow-up staff are responsible for the thorough search of the facility should the attendance reveal that a child is not accounted for.
* Contact the Fire and Rescue Center located across from the facility and follow Town emergency services personnel direction to an alternative location. In the event of a community-wide emergency or larger, Monomoy will request use of the police/school system emergency notification system to alert parents in the timeliest manner available in a crisis setting.

* In the event of an emergency involving a missing child, Monomoy staff will immediately contact Chatham Emergency police protection services and request assistance in instituting an Amber Alert, area searches and contact of parent/guardian.

**FEMA EMERGENCY NATURAL DISASTER**

In the event of a natural disaster when transfer to a FEMA emergency is not possible, the town’s emergency services center would be contacted to determine an alternate location for the care and supervision of Monomoy program participants. If the town’s emergency services were unavailable, and Monomoy staff/administration, to the best of their abilities determined the Monomoy facility to be the safest location available to protect and harbor program participants, steps would be taken to keep children safe, secure, and under as little duress as possible. Supplies, some toys play materials and available medical/first aid supplies would be collected from any accessible locations within the building and all efforts to keep participants and staff safe would be undertaken as the situation allowed and/or warranted.

Any unannounced or anticipated weather emergencies will be dealt with on a case by case basis, with staff relying on best safe practices for emergency and disaster survival as the event dictates.

**Plan for Locating Children Missing from Scheduled Program Days Pick-up**

Each day at pick-up Monomoy staff will take their first attendance at the school designated pick-up area (Kindergarten hallway). The daily attendance from the CES is cross referenced with the scheduled Monomoy attendance sheet.

Any child who does not arrive at Monomoy pick up area who is not listed on the school absence sheet or whose parents have not informed Monomoy of a scheduled absence, is considered missing. A Monomoy staff member will return to the school office and to the school parent pick-up area to determine if the child has been picked up or put on a bus by school staff.

If child still has not been located by school and Monomoy personnel, a call to Chatham’s emergency services will be made and Monomoy staff will receive instruction from the local police force. We cannot emphasize enough how important it is to let school and Monomoy know, prior to the end of the school day, if your child will not be attending his/her regularly scheduled Monomoy program days.

**Plan for Locating Children Missing from Scheduled Program**

If, despite completion of all required attendance procedure during a program day, it is determined that a child is missing, one teacher shall be assigned to initiate search while remaining staff shall supervise remaining program participants. The designated staff person shall begin the search with a sweep the building/facility where the group is located including the grounds surrounding the facility. If the child fails to be located following the sweep, the designated staff person shall contact Chatham police in an emergency capacity to assist in the search. The designated search personnel shall have phone contact with program staff and shall direct staff to contact child’s parent immediately if police assistance is initiated. Children remaining in the program shall be grouped together for discussion and a suitable fact finding or information gathering discussion of the missing child. Any parents or agency staff available shall be included in discussion in order to keep remaining children feeling as safe and calm as possible Remaining staff shall note any program details, activities, visitors that might be of importance to police search or Amber alert status. Should a child be determined to be missing at an off-site location, the designated search staff member shall complete a swift search of the immediate off-site location and, if unable to locate the missing child, shall immediately contact local police for assistance. Remaining staff procedures, including contacting parents shall be the same as protocol used during an on-site incident.

**Plan for Retrieving Children Fleeing from Supervised Program**

In the event that a child or children flee from a supervised program group, Monomoy staff would immediately secure supervision for remaining children with a childcare staff person, office staff personnel or any parent, volunteer, or community member personally known to the supervising staff, so that the staff member could pursue the fleeing child.

Phone emergency request for assistance from adjacent Fire/Rescue station or local police would be used if child had left the visual filed of the supervising staff and the staff member pursuing the child questioned the safety of the child fleeing and/or the safety of the remaining group of students.

**SERVICES REFERRAL PLAN and RESOURCES**

If you have a concern about your child’s development or behavior, our staff will be glad to assist you in applying for educational and behavioral assistance, as mandated under Chapter 766 of the state education regulations.

Referral for evaluations, observations by specialists, etc. may be made through the Program Director or directly through the child’s home school system.

In addition to notifying parents of any concerns regarding social, mental health, medical or educational concerns:

* Should a staff member observe a possible behavioral or educational need for additional services for your child, he/she will inform the Program Director of his/her observation and either the staff person or the Director will inform you personally of the observation and suggestion.
* Staff will provide written documentation of the behaviors observed that they feel warrant attention.
* Copy of the documentation shall be presented to the Director for review. Director must respond with an observation within 1 week of receiving the staff documentation.
* Director shall complete an observation worksheet prior to making a determination and/or referral. A copy of the observation shall be made available to parents and shall be recorded in the child’s personal file.
* Should the observation and need for services be considered significant, the Director and Staff member will ask to meet with you to consider possible resources and actions to best support your child and the other program participants.
* The Director may inform the parents in writing of their need to contact the Administrator of special education services for their school district to secure a professional determination of need for services. In addition, the director shall inform the parents in writing of Monomoy’s MA State requirement to notify the appropriate school administrator (Chatham Elementary or Middle School Principal) of the child’s participation in the after school program. However, it remains the decision and responsibility of the parents to initiate any formal request special education services.

**Referral Sources:**

Medical: Fontaine Medical Center, Harwich Ma 508-432-4100

Oppenheim Medical Offices, CCH 508-348-5000

Chatham Emergency Rescue Services, Chatham, MA 911

Chatham Public Schools Director of Special Needs 945-5130

Chatham Public Schools Free Dental Clinic and School Nurse 945-5135

Counseling: Chatham Elementary School Guidance/Adjustment Office 945-5135

South Shore Mental Health Associates 508-957-5800

Parent Stress Hotline 1-800-632-8188

MA Department of Social Services 508-760-0200

#### MA Department of Mental Health- 1800-221-0053

**Educational Philosophy and Program Curriculum Grades** K-4

**Philosophy**

Monomoy Community Services, Inc. believes children are active learners. They learn best through exploration and interaction with adults, other children and materials.

The purpose of Monomoy programs is to provide a supportive, caring environment, where creativity, imagination and the healthy development of self-esteem and cooperation flourish.

It is our hope to maintain a socio/educational center that provides continuity between a child’s learning outside and inside the home environment, helping to enhance the skills acquired in both.

**Program Curriculum**

Monomoy Community Services believes the after school setting offers a unique learning opportunity for young children. Monomoy believes that the content-based learning, measurement and accountability that dominates today’s elementary classrooms requires the development of specific support skills in order for it to be in any way useful, effective, and/or of any value to lifelong learning. The after school setting offers an ideal mix of flexibility, creativity and authentic, experiential learning within the constructs of organized play, volunteerism, and independent study.

Unlike the traditional school day curriculum, the after school program faces the daily challenge of designing age appropriate activities for young children with not only diverse interests but also with a much broader spectrum of age levels and cognitive and developmental mastery. Monomoy’s after school groups are divided into early childhood (Gr. K-2), middle elementary (Gr. 2-4), and, in some programming, middle school (Gr. 5&6).

The Monomoy After School Program Curriculum focuses on a set of core life skills considered crucial to a child’s positive personal development and successful lifelong learning.

The Core Skills include:

Ability to make an informed choice.

Ability to articulate why a choice has been made.

Ability to accept the consequences of one’s choices.

Ability to interact/communicate successfully with peers

Ability to interact/communicate successfully with adults.

Ability to respect the values, property and physical person of others.

Ability to follow directions to attain a goal.

Ability to keep oneself reasonably safe.

Ability to work/play independently.

These skills are introduced within the context of very simple routines, games, study sessions and voluntary projects. They form the basis of all interaction that occurs during the after school program hours. Mastery is fluid, on-going and increases in complexity consistent with the each child’s personal growth. Monomoy staff design and implement formal and informal opportunities for program participants to development these core skills during their time in the after school program.

The basic program routines include

* Free play
* Snack preparation, service and clean-up
* Group games
* Individual Art/Construction
* Homework/Reading/Study Time

Staff are able to determine each child’s mastery of the Core Skills during any of the basic program routines. Since most children have difficulty mastering the Core Skills at one time or another, reporting a child’s progress and/or difficulty is conveyed to parents/guardians in conversation or, when necessary, in writing.

Staff work to create new opportunities for participants to improve their skills through the regular, scheduled introduction of new materials and activities. Children are encouraged to seek out the activities that they most enjoy, but they are also encouraged to try new experiences in a safe, supportive environment.

**Monomoy Program Groupings**

Each year Monomoy determines the best possible configuration of age groupings based on the following:

1. Cognitive, Developmental and Emotional Maturity of participants
2. Grade and school classroom selections
3. State licensed program guidelines and requirements
4. Participants Compatibility
5. Available Building Space
6. Staff Age Group Expertise

Based on these criteria, Monomoy creates base age groupings for the year. During the year the participants are supervised in a base location as well as playground, field trip and special event settings. **Transitioning** children in and out of these settings requires creative planning and organization, and teacher collaboration, including, in some instances, meeting and information sharing (with parental permission) with classroom teachers.

In addition to working extensively with a participant’s teachers, all transitions include staff assistance to ensure changes and transitions occur consistent with the child's ability to understand.

**Plan for transitions:**

Transitions can be daunting for children and their families. Monomoy will provide the following supports for any child experiencing a significant social, family, geographic or academic transition.

Staff will engage child in non-threatening conversation/inquiry to determine if child is experiencing negative or challenging feelings regarding a recent transition he/she or her family is experiencing, and provide verbal support as needed.

Staff will engage child and friends/peers in conversations to discuss changes and transitions and helpful behaviors to lessen the impact of recent or upcoming transitions.

Staff will provide child with pictures, mementos, written notes of support and encouragement to lessen the impact of transitions.

Staff will share their experiences and the experiences of other children facing similar transitions and offer suggestions for making the most of the changes.

Children moving away from program who express an interest in maintaining communication with Monomoy [program staff or participants will be given personalized contact info to facilitate that connection.

With sufficient notice, staff will incorporate age appropriate books, movies, games and activities that address transitions into daily programming, in order to best support the child’s situation.

**Progress Reports:**

Monomoy is required by state law to provide a progress report for your child’s participation. Traditional evaluation is something Monomoy staff and Administration feel is contrary to the social development skills we work to foster and can be detrimental to the creation of the safe, non-threatening, recreational environment we feel is the primary responsibility of the after school setting. To fulfill this state requirement and still remain as consistently dedicated to the childcare model we strive to maintain, we have implemented a mid-year child observation form that we hope will give you a snapshot of info as to what activities your child gravitates to when he/she is at Monomoy and how she/he interacts with others.

Children’s Participation in Educational Research

No child enrolled in the Center shall be involved in any research, observation, experimentation, or special treatment without the written, informed consent of the parents. Parents shall be presented with a consent form that details the project for which his/her child’s participation is requested. The consent form shall also specify the role the child will play in the observation/project.

Under no circumstances shall Monomoy Community Services, Inc. agree to any study which might allow physical harm to come to a participating child.

All educational research or study projects must be approved by the Executive Director prior to the disbursement of consent forms or information regarding the proposed project.

Unauthorized activities involving program participants

Monomoy Community Services, Inc. shall not authorize any activities unrelated to the direct care of the program participants or to any contacts with the parent/guardian(s) without a written, informed consent from the parent/guardian.

Such activities may be, but are not limited to:

I. Fundraising  
 II. External publicity or media exposure

Children’s Records

All information contained in a child’s record at Monomoy Community Services shall be considered privileged and confidential, and shall not be released to anyone except authorized Monomoy personnel, without the written consent of the parent/guardian. In the event a child’s records are subpoenaed, the parent/guardian shall be notified.

You may ask to review your child’s records at any time. Please allow one business day for our staff to honor your request. You may request copies of specific information sections, however, a request to copy an entire file will require a copying fee.

Parent/ Guardian Program Visits

All parents and or guardians are encouraged to visit the after school program as a guest or volunteer, to better understand your child’s “after school” or summer camp life. In addition to an open house and several special family events held during the year, parents are welcome to visit at any time. We suggest a call ahead to check your child’s program agenda for the day, but no notice or visit announcement is necessary.

Parent Input and Communication:

Input from and communication with parents is essential for a program to remain vital and effective in meeting the needs of its participants and their families. Parents are encouraged to submit concerns or suggestions through email, or in person. All correspondence should include the family name so that a personal reply can be provided. If any family for which English is not their primary first language or who utilize alternative communication methods (e.g. ASL), requests assistance with communications, Monomoy will help to locate a member of the local community able to assist with on-going or one time communications.

Prevention of Abuse and Neglect

Any form of abuse or neglect of children while in care is strictly prohibited. Every educator is a mandated reporter under M.G.L. c. 119, § 5IA and must make a report to the Department of Children and Families whenever he/she has reasonable cause to believe a child in the program is suffering from serious physical or emotional injury resulting from abuse inflicted upon the child, including but not limited to sexual abuse, or from neglect, including but not limited to malnutrition, no matter where the abuse or neglect may have occurred and by whom it was inflicted.

(e) The licensee must notify the Department immediately after filing or learning that a 51A report has been filed alleging abuse or neglect of a child while in the care of the program or during a program related activity.

(f) The licensee must notify the Department immediately upon learning that a report has been made naming an educator or person regularly on the child care premises (including household members in family child care) an alleged perpetrator of abuse or neglect of any child.