

# Youth EmpowerHouse

School Age Child Care

Parent Handbook

Youth EmpowerHouse  
7 William Street  
Haverhill, MA 01830  
Phone (978) 372-0771  
Fax (978) 945-0306  
[www.yeh.center](http://www.yeh.center)

Table of Contents	2
Welcome	3
Philosophy	3
Purpose	3
Characteristics of Members	3
Services	4
Non-Discrimination Policy	4
Operations and Administration	4
State Licensing Requirements	4
Staff/Child Ratios and Supervision	5
Transportation	5
Pick Up Policy	5
Late Fees	5
Parent Involvement/Communication	6
Parent Conferences	6
Anti-Bullying Policy	6
Behavior Management Policy	7
Discipline Procedures	7
Termination Policy	8
Referral Service Policy	9
Suspected Abuse	9
First Aid and Health Care	9
Medication	10
Allergies	10
Infectious Control and Exclusion Policy	10
Plan for the Mildly Ill Children	11
Enrollment/Intake Procedures	11
Confidentiality of Records	12
Maintenance of Records	12
Amending a Child's Records	12
Accessibility of Records	12
Dissemination of Information	12
Transfer of Records	12
Payment Policy	12
Attendance Policy	12
Program Hours/Holidays	13
Vacation Weeks/No School Days	13
Hand washing	13
Meals/Snacks	13
Research and Experimentation	14
Unauthorized Activities	14
Children with Disabilities	14
Injury Prevention Policy	15
Program Classes	16
Daily Program Schedule	15
Daily Program Schedule – Summer	17
Referral Services – Phone Numbers	18
Children with Disabilities Referrals	19
Meal Tips	20-21
Parent/Guardian Endorsement (Must be signed and returned)	22

## **WELCOME**

Welcome to Youth EmpowerHouse School Age Child Care Program! We are excited to inspire your child(ren) to be enriched, inspired and empowered! Please note that in our School Age Child Care Program, we serve two different slot categories of children, "After School" and "Contracted." All the information provided in this handbook pertains to both categories, except where noted by "Contracted" or "After School."

**"After School":** pertains to the private paying families. If you pay the full amount each session for your child(ren) to come to the program, you are considered in this category.

**"Contracted":** pertains to the Early Education and Care (EEC) contracted slot, which includes, Income Eligible, Voucher and DCF. If you pay a reduced fee or no fee at all, you are in this category.

## **PHILOSOPHY 7.06(1)**

The school age childcare program operated by Youth EmpowerHouse is designed to provide a comprehensive learning experience for all children within a supportive environment. The Program seeks to promote each child's cognitive and physical development and enable each child to attain an age-appropriate, emotional maturation level. The program aims to reach its goals through social, recreational, educational and cultural activities through direct service staff that develop and implement activities, which address the broad developmental and age differences of the children served.

## **PURPOSE 7.06(1)**

The purpose of the Youth EmpowerHouse School Age Child Care Program is as follows:

- 1) To provide parents with a safe, convenient, affordable childcare program, which is both supportive of them and beneficial to the children we serve.
- 2) To provide a safe, caring atmosphere where children socialize with each other through positive group experiences, thus developing positive self-images and healthy self-esteem.
- 3) To provide a variety of activities, both structured and unstructured, in which each child may explore, discover and develop skills that will help them grow physically, socially, emotionally and intellectually.

## **CHARACTERISTICS OF YOUTH EMPOWERHOUSE MEMBERS CMR 7.06(1)**

The School Age Child Care Program of Youth EmpowerHouse serves children ages 6 - 13. The program offers child of all cultures, economic status', disabilities, races and different educational abilities the highest quality care possible. All programs offered by Youth EmpowerHouse are designed to inspire children to be enriched, inspired, and empowered.

### **YOUTH EMPOWERHOUSE SERVICES CMR 7.06 (1)**

Youth EmpowerHouse provides informal, educational activities called enrichment programs during after school hours for children ages 6-13, in kindergarten through 7<sup>th</sup> grade. Participants in the school age childcare program are allowed to join in classes offered through the agency's after school enrichment program. This allows children a wider variety of activity choices to meet their needs.

### **NON-DISCRIMINATIONARY POLICY 7.06 (1)**

Youth EmpowerHouse maintains a non-discriminatory policy in regard to staff and children without regards to race, national origin, religion, sexual orientation, age, cultural heritage, political beliefs, disabilities, or marital status.

### **YOUTH EMPOWERHOUSE OPERATIONS AND ADMINISTRATION 7.06 (3) (4)**

Youth EmpowerHouse complies with licensing and registration requirements of the Commonwealth of Massachusetts and the City of Haverhill. A volunteer board of trustees monitors agency operations and finances. Periodically, the agency completes a thorough self-evaluation in cooperation with the Department of Early Education and Care to verify that the agency is maintaining the standards of operations. The Program Coordinator's and/or the Site Coordinator's responsibilities are EEC relations, program design, implementation, operation and staffing. Questions regarding staff and program should be referred to them. In their absence, the Child Care Coordinator will assume responsibility for program and staff. The Child Care Coordinator shall be responsible for CCFA data input, Income Eligible, Child Care Circuit and Department of Children and Families Services regulations and contracted slots, transportation, intake information and referral. In their absence, the Program Coordinator and/or Site Coordinator will assume their responsibilities. In the absence of the Program Coordinator, Site Coordinator and/or Child Care Coordinator, the Chief Operating Officer and/or President/CEO shall assume those duties. As Youth EmpowerHouse is the contracting agency for the School Age Child Care Program, the President/CEO of the agency shall be the chief administrator and licensee agent for the program.

### **SCHOOL AGE CHILD CARE STATE LICENSING REQUIREMENTS 7.06(3)**

Youth EmpowerHouse School Age Child Care Program complies with licensing and registration requirements of the Commonwealth of Massachusetts as regulated by EEC. The school age childcare program, after school enrichment program and summer programs offered at the 7 William Street Program Center must meet the standards set forth by EEC. The program is reviewed every two years to ensure that the standards set by the EEC are enforced. EEC regulations are on file for review. Parents may contact EEC for information regarding the program's regulatory compliance history. In Massachusetts, the EEC (North East Office) address is: 360 Merrimack St, Lawrence, MA 01843. Their phone number is (978) 681-9684.

### **STAFF/CHILD RATIOS AND SUPERVISION 7.33**

EEC has licensed Youth EmpowerHouse to serve 52 children in its school age childcare program and 75 children in the summer months. The staff to child ratio is 1:13 for all activities conducted at the program site and 1:10 for all off-site activities. Coverage throughout the program's operating hours is maintained. Each staff member is carefully screened and selected to fulfill the agency's program obligations. The school age childcare program allows for the employment of substitutes to cover in situations such as illness and/or vacation of permanent staff. Also, additional agency staff are available if needed in emergency situations.

### **TRANSPORTATION 102 CMR 7.12 (1)**

- 1) Transportation from school to Youth EmpowerHouse is provided by NRT or Haverhill Public Schools. During the vacation periods it is the parent's responsibility to transport their child to the program. Parents are responsible for picking up their child at the end of the day, which is usually 5:00 PM. Unless otherwise defined or re-scheduled.
- 2) Transportation for special field trips is provided either by NRT, Family Cab or Youth EmpowerHouse Vans.
- 3) In an emergency requiring medical attention, an ambulance will be called.

### **PICK UP POLICY 7.12**

Parents must pick up their child at Youth EmpowerHouse **before closing at 5:00PM** or whenever scheduled. **When a parent(s)/guardian(s) or other responsible adult expects to arrive late, Youth EmpowerHouse should be called immediately (978) 372-0771 X 0.** Parents must inform Youth EmpowerHouse if someone other than the regular person will be picking up their child. This person must be listed in the child's file or must present written permission signed by parent/guardian. **They must also show ID proving they are an adult designated to pick up your child.** Your child must be signed out by a staff person each day before leaving the building.

### **LATE FEE(S) 7.06 (8)**

The Program closes at **5:00 PM** unless an earlier time is specified. Anyone who is late in picking up their child will be charged a late fee per child. If you arrive between **5:01-5:05 PM** your fee will be **\$5.00**; for every **5** minutes after that the fee will rise by **\$5.00**. For any child remaining at 7:00pm (one hour after closing time), whose parent or emergency contact person has not been reached, the Department of Children and Families will be contacted as well as the Haverhill Police Department.

**PLEASE KEEP IN MIND, ONCE THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES AND THE HAVERHILL POLICE DEPARTMENT ARE CALLED, WE ARE NOT ALLOWED TO RELEASE YOUR CHILD UNTIL THE DEPARTMENT OF CHILDREN AND FAMILIES AND THE HAVERHILL POLICE DEPARTMENT AUTHORIZE THE RELEASE.**

***This fine is charged regardless of the reason for lateness or prior notification from the parent that they will be delayed. A late fee can only be waived at the discretion of the Center's Director. Excessive late pick-ups will warrant a meeting with the Child Care Coordinator and may result in termination from the program.***

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

Parent involvement is essential in providing a program that is meaningful to both the parent and the child. Youth EmpowerHouse staff works closely with the parents to accommodate each child's needs whenever possible. Parent(s)/Guardian(s) are welcome to observe the program in operation at any time. Parent(s)/Guardian(s) are encouraged to offer suggestions. If there are parental concerns, they should be brought to the attention of the Program Coordinator, Child Care Coordinator or Site Coordinator. Parent(s)/Guardian(s) may be called in for a conference if necessary, to meet the needs of the child/parent/guardian. Parent(s)/Guardian(s) are also encouraged to participate in the scheduled family night/informal dinners.

If a parent(s)/guardian(s) feels their concerns are not adequately heard or need further attention, they may contact the President/CEO. Complaints may also be referred to Early Education and Care (EEC) located at 360 Merrimack Street, Building 9, Third Floor, Entrance I, Lawrence, MA 01843. Their phone number is 978-681-9684

### **PARENT CONFERENCES 7.04 (3)**

Individual parent conferences are scheduled once a year, but parents may request a conference at any time. The Program Coordinator, Child Care Coordinator or Site Coordinator is also free to schedule a conference with a parent when necessary.

### **ANTI-BULLYING POLICY**

Youth EmpowerHouse is committed to protecting its children and staff from bullying, harassment, or discrimination for any reason. Youth EmpowerHouse believes that all children and staff are entitled to a safe, healthy, equitable and harassment free environment. Bullying, harassment and/or discrimination will not be tolerated and shall be just cause for disciplinary action up to and including expulsion.

Bullying is a form of emotional or physical abuse that has three defining characteristics.

- **Deliberate**                    **a bully's intention is to hurt someone**
- **Repeated**                    **a bully often targets the same victim again and again**
- **Power Imbalance**       **a bully chooses victims he or she perceives as vulnerable**

Bullying occurs in many different forms, with varying levels of severity including but not limited to:

- **Physical Bullying**       **poking, pushing, hitting, kicking, beating up**
- **Verbal Bullying**       **yelling, teasing, name-calling, insulting, threatening to harm**
- **Indirect Bullying**       **ignoring, excluding, spreading rumors, telling lies, getting others to hurt someone**

For children and staff to enjoy a safe, healthy, equitable and harassment free environment Youth EmpowerHouse has developed the following bullying prevention measures:

- All staff, children, and their parent(s)/guardian(s) will receive this policy when they begin at Youth EmpowerHouse.
- Youth EmpowerHouse parent(s)/guardian(s) and child will be given an anti-bullying pledge to read and sign as part of their membership application packet.
- Youth EmpowerHouse staff members will receive staff development training in bullying prevention and cultivating acceptance and understanding in all children.
- Youth EmpowerHouse has developed the following procedures for intervening in bullying behavior:
  - Children witnessing or experiencing bullying are encouraged to report the incident to a staff member; such reporting will not reflect on the victim or witness in any way.
  - Children can rely on staff to promptly investigate each occurrence (whether reported or witnessed) of bullying in a thorough and confidential manner.
  - Youth EmpowerHouse will make reasonable efforts to keep a report of the bullying and the results of the investigation confidential.
  - Staff will address the victim first and then address the bully. Consequences will then be determined based on the incident and the bully will be asked to fill out a Think Sheet. A copy of the Think Sheet will go home with the parent(s)/guardian(s) of the child and a copy will be maintained by Youth EmpowerHouse.
  - Any child who engages in bullying may be subject to disciplinary action up to and including expulsion.
  - If the complainant child or the parent(s)/guardian(s) of the child feels that appropriate resolution of the investigation or complaint has not been reached, the child or the parent(s)/guardian(s) of the child should contact the Center's Director. Youth EmpowerHouse prohibits retaliatory behavior against any complainants or participants in the complaint process.

#### **BEHAVIOR MANAGEMENT POLICY 7.10 (1)**

Every effort will be made to be proactive in maintaining an environment that is conducive to a child's social development. Programs will be provided to keep children engaged in activities rather than disruptive and counterproductive behaviors. Children will be directly involved in defining acceptable behaviors, through setting rules and consequences. Parents will be notified of group rules and consequences during registration and intake. They will be encouraged to help their child follow the rules and accept direction from Youth EmpowerHouse staff. **No child will be subjected to: spanking or corporal punishment; subjected to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abuse treatment; deprived of meals or snacks; force fed; and disciplined for soiling, wetting, or not using the toilet; or forcing a child to remain in soiled**

**clothing or forcing a child to remain on the toilet or using any other unusual or excessive practices for toileting.**

### **DISCIPLINE PROCEDURES 7.10 (1)**

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Procedures for discipline are as follows:

1. Child will be asked to discontinue behavior, directed towards another more acceptable behavior and reminded of group rules.
2. When behavior becomes disruptive or harmful to others, the child will be removed from the activity under supervision and staff person will discuss with parent/guardian the behavior and possible alternatives and solutions will be explored.
3. Parents will be notified immediately, and a conference time scheduled when the behavior has caused another child or adult serious emotional harm or if the child has been a persistent source of disruptive behavior (For example, having to be removed from planned activities repeatedly).
5. If the behavior involves a physical altercation toward another child or staff member in the violation of YEH's Hands-Off policy, child may be terminated from the program immediately. Parent/guardian will be notified of incident and subsequent consequences.
6. When the behavior of a parent is seen to be dangerous or threatening towards staff and/or children, a member of the Administrative team will call the appropriate authorities. Termination may result due to parental behavior.
8. **Any behavior deemed egregious by Administration will result in immediate termination from the program with no two weeks' notice being provided.**

*(Note: This policy also applies to behavior on Youth EmpowerHouse vans or contracted buses while in the care of Youth EmpowerHouse staff).*

### **TERMINATION POLICY 7.05 (8)**

Youth EmpowerHouse will notify parent(s)/guardians(s) of pending termination with an advance notice of termination. The notice of termination will be the final notice. Childcare services will be ended two weeks from the final notice date.

Termination notices will be sent for the following reasons:

1. If a parent wishes to terminate care for their child, Youth EmpowerHouse must receive in writing, notification of withdrawal at least two weeks in advance of the withdrawal date.



2. Failure to maintain regular payments and remain one week in advance of services could result in termination of childcare by Youth EmpowerHouse.
3. Failure to regularly attend or notify of planned or unplanned absences could result in termination of childcare by Youth EmpowerHouse.
4. Continual tardiness when picking up your child could result in termination.
5. Continual or dangerous behavior problems which cannot be resolved after consultation with the staff, child and parent will result in termination. A behavioral contract will establish the condition of termination.
6. Dangerous or threatening behavior by parents is also cause for termination of care.
7. The first month of care will be considered a trial enrollment. Youth EmpowerHouse reserves the right to determine if our program is able to meet the specific needs of each individual.

#### **REFERRAL SERVICES POLICY 7.05 (7)**

Parent(s)/guardian(s) may request information and/or a referral from Youth EmpowerHouse as needed. Youth EmpowerHouse shall aid the child's parent in making a referral and shall have written parental consent before any referral is made.

Youth EmpowerHouse staff who work with children daily and record any observation, incident and/or behavior patterns indicating a need for services (medical, including vision & dental, emotional, social, and educational). The staff will share their concerns with the Program Coordinator, Child Care Coordinator or the Site Coordinator, who will verify a referral need. The Program Coordinator, the Child Care Coordinator or/and the Site Coordinator will meet with the parent(s)/guardian(s) to discuss documented observations and the reasons for recommending a referral for additional services and not any efforts Youth EmpowerHouse has made to accommodate the child's needs.

Youth EmpowerHouse will offer parent/guardian and child meeting to promote strong families when necessary. These meetings will be informal and will involve both the child and the parent/guardian's input. Meetings will be scheduled in advance to ensure that the times and dates will be convenient for the participants.

#### **SUSPECTED ABUSE 7.05 (3)**

Youth EmpowerHouse is a mandated reporter. Youth EmpowerHouse is required by law to report if child abuse or neglect is suspected. Parents may be notified of a suspected case with the Massachusetts Department of Children and Families. Any employee of Youth EmpowerHouse suspected and/or accused of any incident of child abuse and/or neglect shall be immediately removed from direct care of children. The Child Care Coordinator and/or Program Coordinator and/or Site Coordinator will

report the matter to the Chief Operating Officer and the President/CEO, the Department of Children and Family Services and the Massachusetts Department of Early Education and Care. The employee will be able to return to work after a decision is made by the President/CEO or based on the results of the investigation of the Department of Children and Family Services and Early Education and Care.

**In Massachusetts the Department of Children and Families defines Child Abuse and Neglect as follows:**

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

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

**FIRST AID AND HEALTH CARE 7.04 and 7.08 (4) (a)**

Youth EmpowerHouse has a health care consultant from Pentucket Medical Associates who periodically reviews the agency's health care policies, provides consultation on health care concerns and reviews First Aid and CPR training certification programs offered to agency staff. The health care policies are available upon request. Only those appropriately trained and certified by a certified First Aid and CPR trainer may administer First Aid/CPR. When First Aid is administered, and accident/injury report is filled out, signed and submitted to the Program Coordinator, Child Care Coordinator or the Site Coordinator. The Program Coordinator, the Child Care Coordinator or the Site Coordinator will inform the child's parent within twenty-four hours of the incident when First Aid has been administered.

**MEDICATION 7.05 (2)**

Youth EmpowerHouse shall provide parents prior to admitting a child to the program, its policy on administering prescription and non-prescription medication.

No medication, whether prescription or non-prescription, shall be administered to a child without written parental authorization which indicated that the medication is for the specified child.

All prescription medication shall be administered only with the written order from a physician, which may include the label on the medication, which must indicate that the medicine is for the specified child and specify the dosage, number of times per day and the number of days the medication is to be administered.

Youth EmpowerHouse shall not administer any such medication contrary to the directions on the original container unless so authorized by a written order of the child's physician.

Youth EmpowerHouse shall keep all medication labeled in its original container, with the child's name, name of the drug, and directions for its administration and storage. This does not apply to topical non-prescription medication, which are not applied to

open wounds, rashes, or broken skin. Youth EmpowerHouse will not store or apply these medications.

All medications will be stored out of reach of children and under proper conditions for sanitation, preservation, security and safety. All unused medication shall be disposed of, returned to parent when no longer needed. All medication, except inhalers, shall be administered by a staff member, or upon written authorization of a parent, the child may be permitted to administer their own medication, under the supervision of a staff member.

Youth EmpowerHouse may, with written parental consent and authorization of the physician, permit children who have asthma or carry their own inhalers and use them as needed, without the direct supervision of a staff member. Youth EmpowerHouse staff shall ensure that all staff is aware of individual children who have asthma and use their own inhalers as needed.

### **ALLERGIES 7.05 (1)**

If a child's health record indicated allergies, the child's name, allergy, symptoms and procedures will be posted on a designated board. Staff will be informed of any changes. If the child has an allergy attack, the staff will follow the procedures outlined.

### **INFECTION CONTROL AND EXCLUSION POLICY 7.05 (6)**

A certificate of good health signed by a physician is required at the time the child is admitted to the program. Such a certificate may also be required before reentrance of a child after any lengthy or serious communicable disease or illness. To protect the other children Youth EmpowerHouse reserves the right not to allow a child to enter the program when her health is in question. A child must have been treated for a minimum of 24-48 hours with antibiotics before reentering the program after contracting any kinds of communicable infections (i.e. eyes or throat).

Parent(s)/Guardian(s) are expected to notify Youth EmpowerHouse whenever a child has been exposed to a contagious disease. A doctor's note may be required before a child can reenter the program.

If a child becomes mildly ill, she will be separated from the other children to rest until their parent(s)/guardian(s) arrives. The Program Coordinator, Child Care Coordinator or the Site Coordinator will notify the parent and a designated person will remain with the child until the parent arrives.

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

Mildly ill children shall be allowed to rest in a quiet area alone with frequent monitoring for signs of increased discomfort until the parent, guardian and/or emergency contact arrives.

Conditions that necessitate parent(s)/guardian(s) to pick up ill children include but are not limited to the following conditions: elevated temperature; severe discomfort due to nausea, vomiting, or coughing, etc.; demonstrating symptoms which may

indicate a condition which poses a serious health threat to other children (contagious diseases and reportable diseases).

Conditions under which a child may return to program: children may return to program upon reentry to school and/or written authorization by a licensed physician.

#### **ENROLLMENT / INTAKE PROCEDURES 7.09 (2) (a)**

Prior to enrolling your child(ren), parents and their children are invited to visit the childcare program while in operation. Upon enrollment the program will be fully explained to the parent and the child at the scheduled appointment.

Parent(s)/Guardian(s) will receive a packet, which contains:

- 1) Child Care Application
- 2) Operating Procedures and Policies
- 3) Consent and Authorization Forms
- 4) Parent Agreement Form
- 5) Fee Agreement

#### **Contracted Slots Only:**

Reassessment of childcare needs and fees are conducted every 45-days to 12-months. The parent(s)/guardian(s) will have to verify their employment and salary to ensure they are paying the appropriate fees for childcare. The Child Care Coordinator will contact the parent within one month of their reassessment to gather this information. Once the information is given to the Child Care Coordinator, they will set up a reassessment appointment to go over any changes. These meetings will last from one half hour to one hour. The Child Care Coordinator will make every effort possible to meet at the parent's convenience.

#### **CONFIDENTIALITY OF RECORDS 7.04 (8)**

All information contained in your child's records is privileged and confidential and cannot be released without your written consent. Authorized representatives from Early Education and Care have the right to review all records at reasonable intervals.

#### **MAINTENANCE OF RECORDS 7.04 (9)**

Any changes and/or additions to a child's record must be dated and signed by the person making the changes. Any conferences, phone calls, correspondence, notes, etc., relating to the child must be written up and filed under the appropriate heading. All reports must be signed and dated. Records are retained for a period of five years after a child has left the program unless the record is transferred to the parent.

#### **AMENDING A CHILD'S RECORD 7.04 (9)**

A parent/guardian has the right to add information to their child's record at any time by making the information available to the Program Coordinator, Child Care Coordinator or the Site Coordinator. A parent also has the right to request deletion or amendments of material contained in the record.

#### **ACCESSIBILITY OF RECORDS 7.04 (8)**

Records are the property of Youth EmpowerHouse. Individual files are confidential and are kept locked in the office. Parents shall upon request have access to their

child's records at any time. Files must be locked filing cabinet; they are not to leave the Youth EmpowerHouse center.

#### **DISSEMINATION OF INFORMATION 7.04 (8)**

EEC has the right to review any information in a child's file that relates to the regulations determined by the Commonwealth of Massachusetts. Information may not be released to anyone not directly related to implementing the program for the child without the written consent of the child's parents. A permanent log must be maintained in each child's file indicating to whom the information is released.

#### **TRANSFER OF RECORDS 7.04 (10)**

Upon the written request of the parent(s)/guardian(s), Youth EmpowerHouse shall transfer the child's record to the parent(s)/guardian(s) or any other person identified by the parent/guardian when the child is no longer in care.

#### **PAYMENT POLICY 7.06 (7) and 7.21 (6)**

All fees must be paid one week in advance of services. Any child can be terminated if payment is not current. Checks and money orders should be made payable to Youth EmpowerHouse. Fees are based on the contracted weekly rate set by EEC. Each family is assessed a rate based on income and program type.

#### **ATTENDANCE POLICY 7.06 (9)**

Parent(s)/Guardian(s) must notify Youth EmpowerHouse if their child will not be in attendance. Children are expected to arrive on time. Please notify the agency if your child will be late. Please keep Youth EmpowerHouse updated with changes in family information, such as telephone number, address, place of business, marital status, etc. **Three un-notified absences in a row will be cause for reevaluating a family's childcare needs.**

#### **PROGRAM HOURS/HOLIDAYS**

The school age childcare program operates during the school year from end of school to 6:00PM. Vacation hours are from 8:00AM – 6:00PM. Youth EmpowerHouse is closed in observance of the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Patriots Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving and Friday after Thanksgiving
- Christmas Day

If a holiday falls on a weekend, Youth EmpowerHouse reserves the right to take that day on the Friday before or Monday after. These are some of the days that Youth EmpowerHouse will be closed. All days are subject to change and parent(s)/guardian(s) will be notified in advance.

### **VACATION WEEKS/NO SCHOOL DAYS**

Youth EmpowerHouse will be open during no school days, unless the Governor of Massachusetts declares it a State of Emergency. There will be no transportation provided on snow days. During vacation weeks, we will be open for full days of care, unless notified in advance by Youth EmpowerHouse. On half-days, Youth EmpowerHouse will be open for all children. Youth EmpowerHouse has the right to change this policy at any time, therefore, please check your monthly calendars, given out by the Program Coordinator at the beginning of every month.

### **HANDWASHING 7.05 (6)**

Youth EmpowerHouse shall ensure that staff and children wash their hands with liquid soap and running water, using friction. Hands shall be dried with individual or disposable towels. Staff and children shall wash their hands at least at the following times:

- a. Before eating or handling food.
- b. After toileting.
- c. After encountering bodily fluids and discharges.
- d. After cleaning.

### **MEALS / SNACKS 7.11**

A nutritious daily snack, meeting the U.S.D.A. and C.A.C.F.P. requirements, is provided each day during the school year. Youth EmpowerHouse offers breakfast, lunch, and snack when attending the program on full days. During our summer program, breakfast, lunch, and afternoon snack are provided. If your child does not take the snack when it is offered, they are not allowed another choice. If you or your child does not wish to participate in the C.A.C.F.P. program, you may opt out. If you opt out, you will be expected to provide adequate food for your child for the duration of their enrollment.

### **RESEARCH AND EXPERIMENTATION 7.04 (12)**

Youth EmpowerHouse shall not conduct research, experimentation, or unusual treatment involving children without the written, informed, consent of the affected child's parent or guardian, for each occurrence. Observation shall mean that there is no interaction between the child and the observers and no identification of the individual child. In no case shall Youth EmpowerHouse allow a child to be harmed during research, experimentation, or unusual treatment. Research and experimentation shall not mean program evaluation or data collection for the purposes of documentation services of the program, which do not identify individual children.

### **UNAUTHORIZED ACTIVITIES 7.04 (13)**

Youth EmpowerHouse shall not allow children to participate in any activities unrelated to the direct care of children without written, informed consent of the parent(s)/guardian(s). "Activities" shall mean, but not limited to (a) fundraising, (b) publicity, including photographs and participation in the mass media.

## **CHILDREN WITH DISABILITIES 7.10 (2)**

Youth EmpowerHouse shall accept applications for any child with a disability. In determining whether to accept or serve a child with a disability, Youth EmpowerHouse shall, with parental consent, and as appropriate, request information related to the child's participation in the centers' program from the Haverhill School System, Early Intervention Program or other health service providers.

- (a) Based upon available information, Youth EmpowerHouse shall, with the parent(s)/guardian(s) input, identify in writing the specific accommodations, if any, required to meet the needs of the child at the program, including, but not limited to:
1. Any change or modifications in the child's participation in regular center activities.
  2. The size of the group to which the child may be assigned and the appropriate staff/child ratio.
  3. Any special equipment, materials, ramps or aids.
- (b) Youth EmpowerHouse shall provide written notification to the parent(s)/guardian(s) within 30-days of the receipt of the authorized and requested information, if, in Youth EmpowerHouse's judgment, the accommodations required by 102 CMR 7.10 (2) (a) to serve a child would cause an undue burden to the program. Youth EmpowerHouse shall state the reasons for the decision. In addition, the notification shall inform the parent(s)/guardian(s) that they may contact Early Education and Care and request that they determine if Youth EmpowerHouse is following 102 CMR 1.03(1) and 7.10 (2). Youth EmpowerHouse shall maintain a copy of this notification in its records. The accommodations relating to the toileting needs of a child with a disability who is not toilet trained shall not be considered an undue burden.
- (c) In determining whether the accommodations required by 102 CMR 7.10 (2) (a) are reasonable or would cause an undue burden to the program, Youth EmpowerHouse shall consider the following factors which include but are not limited to:
- a. The nature and the cost of the accommodations needed to provide care for the child at the program.
  - b. Ability to secure funding or services from other sources.
  - c. The overall financial resources of Youth EmpowerHouse.
  - d. The number of persons employed by Youth EmpowerHouse.
  - e. The effect on expenses and resources, or the impact otherwise of such action upon Youth EmpowerHouse.
- (d) Youth EmpowerHouse shall, with the parental permission, participate in the development and review of the child's plan in cooperation with the LEA, Early Intervention Program and/or other health and service providers.

- (e) Youth EmpowerHouse shall, with parental permission, inform the appropriate administrator of special education, in writing, that the licensee is serving a child with a disability.

**INJURY PREVENTION PLAN 7.05 (4)**

- (a) Youth EmpowerHouse shall monitor the environment daily to immediately remove or repair any hazard, which may cause injury.
- (b) Youth EmpowerHouse shall not permit smoking in any area used by children during hours that children are in attendance.
- (c) Youth EmpowerHouse shall keep all toxic substances, poisonous plants, medications, sharp objects, matches and other hazardous objects in a secured place and out of the reach of children.
- (d) Youth EmpowerHouse shall develop procedures for injury prevention and management of medical emergencies during field trips. Youth EmpowerHouse shall insure that a First Aid kit and the list of emergency numbers for the child are available on any field trip.
- (e) Any injury report for any incident, which requires First Aid or emergency care, shall be maintained in the child’s file.
  - 1. An injury report shall include, but not limited to, name of child, date, time and location of accident or injury, description of injury and how it occurred, name(s) of witnesses, name(s) of person(s) administering First Aid or medical care required.
  - 2. Youth EmpowerHouse shall maintain a central log or file, which occur during program hours and shall periodically monitor the safety record of the program to identify the problem areas.
- (f) Youth EmpowerHouse shall maintain a record of any unusual or serious accidents such as behavioral incidents and accidents, property destruction or emergencies. These reports shall be reviewed by the Program Coordinator.

**PROGRAM CLASSES**

Youth EmpowerHouse offers a variety of classes for the children we serve. Classes are grouped by grades. Kindergarten, first and second; third and fourth; and fifth through seventh are the breakdowns of the groups. Every class offered is age appropriate.

Here is a listing of some of the classes that we offer:

<b>STEAM</b>	<b>Drama</b>	<b>Reading &amp; Writing</b>
<b>Chorus</b>	<b>Money Matters</b>	<b>Homework Helpers</b>
<b>Creative Minds</b>	<b>Healthy Body Image</b>	<b>Swimming</b>
<b>Computers</b>	<b>All the Places We Go</b>	<b>Garden Party</b>
<b>Party Planners</b>	<b>SPARK</b>	<b>CASEL</b>
<b>I Can Program Solve</b>		

Various activities will be planned depending on the time and day. Special activities may be planned, such as visitors, field trips and special events. Activities are also



broken down into age appropriate groups, depending on number of children in attendance.

### **DAILY PROGRAM SCHEDULE**

#### **AFTER SCHOOL PROGRAM**

2:30 – 3:50pm	Children arrive at center on the bus from school Wash hands, eat snack, free time.
3:50 – 4:50pm	Scheduled classes are conducted for each grade.
4:50 – 5:00pm	Free time until they are picked up.
5:00pm	Center closes.

#### **VACATION WEEKS/HOLIDAYS**

9:00-10:00am	Children arrive at center, breakfast, free time.
10:00 – 12:00pm	Morning activities, outside play, field trips.
12:00 – 1:00pm	Lunch.
1:00-3:30pm	Afternoon activities, outside play, field trips.
3:30-4:00pm	Afternoon snack.
4:00-5:00pm	Afternoon activities.
5:00pm	Center closes.

Various activities will be planned depending on the time and day. Special activities may be planned, such as visitors, field trips and special events. Activities are also broken down into age appropriate groups, depending on number of children in attendance.

### **SUMMER PROGRAM**

During the summer, Youth EmpowerHouse runs Youth EmpowerHouse out of the 7 William Street center. Summer Programming is for children ages 6-13 years old (must be at least going into the first grade). The Summer Program abides by the same rules and regulations as the after-school program during the school year.

#### **SUMMER PROGRAM SCHEDULE**

9:00-10:00am	Children arrive at center, morning snack free time.
10:00 – 12:00pm	Morning activities, outside play, field trips.
12:00 – 1:00pm	Lunch.
1:00-3:30pm	Afternoon activities, outside play, field trips.
3:30-4:00pm	Afternoon snack.
4:00-5:00pm	Afternoon activities.
5:00pm	Center closes.

Activities are age appropriate and broken up into groups by grade. Activities consist of arts and crafts, sports, computers, reading, group games and more. Field trips will be up to three times a week, to different places each week.

It is important to dress your children appropriately for the activities and field trips that are taking place. If your child is not appropriately dressed, she will not be able to participate. Also, permission slips are required for all trips. If those are not turned in, she will not be able to attend as well.

A cold, nutritious lunch is provided every day, unless noted. Breakfast and afternoon snack are provided by Youth EmpowerHouse.

**REFERRAL SERVICES 7.05(7):**

Parent(s)/Guardian(s) may request information and/or a referral from Youth EmpowerHouse as needed. Youth EmpowerHouse shall aid the child's parent(s)/guardian(s) in making a referral and shall have written parental consent before any referral is made.

Youth EmpowerHouse staff who work with the children daily will observe and record any observation, incident and/or behavior patterns, indicating a need for medical, vision, dental, emotional, social or educational services. The staff will share their concerns with the Program Coordinator, Child Care Coordinator or the Site Coordinator, who will meet with the parent(s)/guardian(s) to discuss documented observations and the reason for recommending a referral for additional services and note any efforts Youth EmpowerHouse has made to accommodate the child's needs. The Program Coordinator, Child Care Coordinator or the Site Coordinator will keep a log of all accounts on any given referral issue. This log will contain information about parent/guardian conferences, child parent/guardian conferences and the results of the referral.

Early Education and Care-North East Office	(978) 681-9684
Department of Children and Families	(978) 469-8800
Health and Education Services (North Essex Mental Health)	(978) 373-1126
Chapter 766 (SPED)	(978) 374-3435
Dr. Frederic Rose & Assoc. (Vision)	(978) 374-0386
Dr. Thomas Bower (Dentist)	(978) 372-0600
Amore Hearing Aid Consultants	(978) 372-4851
Woman's Resource Center (Battered Women)	(978) 373-6121
Children At Risk Hotline (Child Abuse)	(800) 422-4453
AA Hotline (Alcohol /Drug Abuse)	(978) 373-9514
AA of Merrimack Valley	(978) 373-9514

Toughlove	(800) 333-1069
Catholic Charities	(978) 372-1031
Community Action (Fuel Assistance/Early Intervention)	(978) 373-1971
Department of Public Revenue (Child Support Enforcement)	(800) 332-2733
Department of Training and Development	(978) 374-4753
Haverhill Early Childhood Center	(978) 469-8794
Family Services	(978) 683-9505
Hospice Care	(978) 372-5484
AIDS Action Committee of MA Hotline	(800) 235-2331
Cancer Information Service	(800) 422-6237
Lead Poisoning Prevention Program	(800) 532-9571
Pentucket Medical Associates	(978) 521-3230
Big Brothers/Big Sisters	(978) 687-1370
Food Stamp Hotline	(800) 645-8333
Dr. Rosenbloom (Health Care Consultant)	(978) 521-3230
Veteran's Services (Citizen's Center)	(978) 374-2351

### **Children with Disabilities**

**AD-IN - Attention Deficit Information Network (Needham) (617) 455-9895**  
 Provides support and information to families of children with ADD and adults with ADD. The organization sponsors support groups, conferences and lists other resources. Statewide.

**Attention Deficit Disorder Association (Michigan) (800) 487-2282**  
 Provides information and resources to families of children with ADD and adults with ADD. Nationwide.

**Bureau of Transitional Planning (Ch. 688 - Turning 22 Law) (Boston) (617) 727-7600**  
 Chapter 688 provides continuation of support services to special needs students after graduations high school or upon turning 22, only in cases of severe learning disabilities. Statewide.

**Disability Law Center (Boston Office) (617) 723-8455 or (800)872-9992**  
**S. East MA (508) 996-8576 or (800) 244-9023W. MA (413) 584-6337 or (800) 222-5619**  
 This private, non-profit advocacy and law reform agency provides free legal assistance and information to disabled people throughout Massachusetts who meet income guidelines. Statewide.

**Division for Children w/Special Health Care Needs (Boston) (800) 882-1435**  
 Provides information on services as well as case management for children with special health care needs. This is a division within the state department of public health. Statewide.

**DOE (Department of Education) - Division of Special Education (617) 388-3300**  
 Provides information, regulations and publications to help explain the special education process. In addition, complaints about how a school is handling a special education child's case can be made by calling DOE and asking for the special education liaison for that school district. Useful publications available are "[A Focus on Attention Deficits](#)", "[Effective Strategies for Parent Advisory Councils](#)", "[A Parent's Guide to the Special Education Regulations](#)", and the list of [Massachusetts Chapter 766 Approved in State and out of State Schools and Programs that Serve Publicly Funding Special Education Students](#).

**Early Intervention Programs – Dept. of Public Health (Boston) (617) 624-5070**

Provides information about early intervention programs available across the state. Early intervention programs provide services to children birth to 3 years who are at risk due to handicapping conditions or developmental delays. Statewide.

**Massachusetts Easter Seal Society (Headquarters – Worcester) (800) 922-8290**

Provides a range of services to disabled individuals of all ages. Services include information, referral, home health care, cam, swim programs, physical and occupational therapy, speech therapy and more. Statewide.

**Massachusetts Office on Disabilities (Boston) (800) 322-2020**

Provides information, referral, and written materials in services in Massachusetts for individuals with disabilities. Can provided direct assistance and advocacy on a limited basis. Statewide.

**PAC – Parent Advisory Councils Call your local School Dept. for #**

Parent Advisory Councils, generally made up of parents of special needs children in a school district, provide a vehicle for parents to have an impact on special education in their schools. The DOE publishes manuals for setting up PACs.

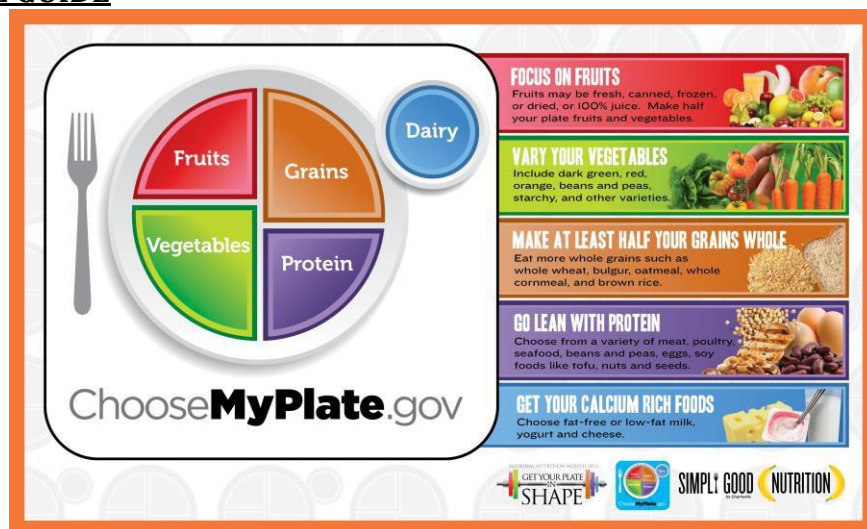
**SPAN – Special Needs Advocacy Network (617) 928-0002**

SPAN advocates and educational consultants are available to work with families, schools and individuals. Members in private practice are contracted on a fee for a service basis. Fees Vary.

**Supplemental Security Income (Social Security Administration) (800) 772-1213**

Children with disabilities may be eligible for financial assistance through this program which is administered by the SSA. Statewide.

**MY PLATE GUIDE**



No one food gives you all the nutrients you need to stay healthy. So, it is best to eat a variety of different foods every day. Use the Food Guide Pyramid to help you eat better every day. Start with plenty of breads, cereals, rice, pasta, vegetables and fruit. Add two to three servings from the milk group and two to three servings from the meat group. Go easy on fats, oils and sweets, the foods in the small tip of the pyramid.

### **Tips on Feeding Young Children**

Just like you, your child needs to eat foods from each of the food groups every day to grow and stay healthy. Your child's appetite may change from day to day. It is better to offer small servings of food on smaller plates. Let your child ask for seconds. Children judge a food by how it looks. They like colorful foods. A slice of apple or orange can help make a meal look better to a child.

### **Snacks**

Snacks are an important part of your child's day. Some children can't eat a lot at one meal. They may be hungry before it is time to eat again. Snacks can give your child many nutrients she needs to grow and stay healthy. For snacks, give your child small amounts of the same kinds of foods you serve at meals. Or try some ideas below.

Cinnamon toast with apple juice	Cheese slice with fruit cup
Graham crackers with milk	Gingersnap cookie with applesauce
Wheat crackers with cottage cheese	Blueberry muffin with orange juice
Peanut Butter Toast with milk	Frozen banana with fruit juice
Peanut Butter with apple slices	Cereal with milk

### **Tips on Shopping for Food**

Everyone wants to save money when shopping for food. The best way is to plan ahead. When you plan before you shop, you can save money and get the foods your family needs for good health. Before shopping, think about some of the meals you will make, look at what you have in your house and write a list of things you need to buy. Once you are at the store, compare prices of different sizes and brands of the food you want to buy. Use coupons only for things you usually buy. Try to buy the amount that you have room for.

Packaged dinners and other ready to eat foods are popular because they are easy to make and save you time. Just add a salad or fruit, roll and something to drink to make it a complete meal. Many packaged dinners are high in sodium and fat. Read the nutrition labels. Choose products that are lower in sodium and fat. You can lower them in foods that you mix. An example would be: Leave out the salt, use half of the required butter or margarine and use low fat milk instead of whole milk.

## How Many Servings Do You Need Each Day?

	Women & Older Adults	Children, Teens, Active Women, Men	Teen Boys, Active Men
Bread Group	6	9	11
Vegetable Group	3	4	5
Fruit Group	2	3	4
Milk Group*	2-3	2-3	2-3
Meat Group	2	2	3

\*Women who are pregnant or breastfeeding, teenagers, and young adults to age 24 need 3 servings a day.

### What Counts as a Serving?

#### Breads, Cereals, Rice and Pasta

- 1 slice of bread
- ½ cup cooked cereal, rice, pasta
- 1 ounce of dry cereal

#### Fruits

- 1 medium whole fruit
- ¾ cup of juice
- ½ cup of canned fruit

#### Vegetables

- ½ cup cooked vegetables
- 1 cup tossed salad

#### Milk

- 1 cup of milk
- 8 ounces of yogurt
- 1-1/2 to 2 ounces of cheese

#### Meat, Poultry, Fish, Dry Beans, Eggs and Nuts

- 3 ounces of cooked meat, poultry, or fish  
(3 ounces of meat is about the same size as a deck of cards)

#### Fats, Oils, Sweets

- Use sparingly

**PARENT/GUARDIAN ENDORSEMENT**

Please sign below confirming that you have received a copy of the parent handbook that this was attached to. You will also receive other forms and material during the intake process which will further define Youth EmpowerHouse and family obligation(s) in the school age childcare program.

Note that information in this handbook may change and every effort will be made to inform you of these changes.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Youth EmpowerHouse Staff Signature

\_\_\_\_\_  
Date