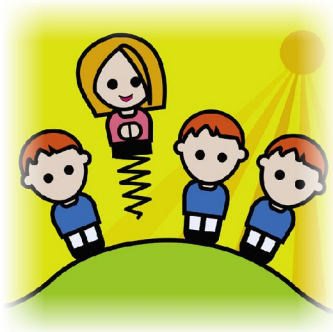


Sunshine Childcare Center

Parent Handbook



Sunshine Childcare Center I & II
214 & 236 Harrison Avenue
Boston, MA 02111
Tel (617) 426-3083 or (857) 239-9516
Sunshine Childcare Center III
165 Mountain Avenue
Malden, MA 02148
Tel (781)-321-0858
Website: www.sunshine-childcare.com

Table of Content

| | | |
|--------------------|---|-----------|
| 1 | INTRODUCTION..... | 1 |
| 1.1 | STATEMENT OF PURPOSE | 1 |
| 1.2 | PHILOSOPHY..... | 1 |
| 1.3 | PROGRAMS..... | 2 |
| 2 | GENERAL SCHOOL INFORMATION | 2 |
| 2.1 | FACILITY | 2 |
| 2.2 | STAFFING | 2 |
| 1.1.1.1 2.3 | Enrollment and Tuition3 | |
| 2.3.1 | <i>Enrollment</i> | 3 |
| 2.3.2 | <i>Orientation</i> | 3 |
| 2.3.3 | <i>Tuition Policy</i> | 3 |
| 2.3.4 | <i>Withdraw</i> | 4 |
| 2.4 | OPERATIONS | 4 |
| 2.4.1 | <i>Opening Schedule</i> | 4 |
| 2.4.2 | <i>Drop-Off</i> | 5 |
| 2.4.3 | <i>Pick-Up</i> | 5 |
| 2.4.4 | <i>Transportation & Parking</i> | 6 |
| 3 | CHILD-RELATED INFORMATION | 6 |
| 3.1 | GENERAL CHILD-RELATED INFORMATION..... | 6 |
| 3.1.1 | <i>Food</i> | 6 |
| 3.1.2 | <i>Clothing</i> | 7 |
| 3.1.3 | <i>Toys from Home</i> | 7 |
| 3.1.4 | <i>Naptime</i> | 7 |
| 3.1.5 | <i>Birthdays</i> | 7 |
| 3.1.6 | <i>Field Trips</i> | 7 |
| 3.1.7 | <i>Diaper Change Procedure</i> | 8 |
| 3.1.8 | <i>Toilet Training Guidelines</i> | 8 |
| 3.2 | BEHAVIOR MANAGEMENT PLAN..... | 9 |
| 3.3 | TERMINATION AND SUSPENSION POLICY | 10 |
| 3.4 | CHILD’S RECORDS | 10 |
| 3.4.1 | <i>Content of a Child’s Record</i> | 10 |
| 3.4.2 | <i>Confidentiality</i> | 11 |
| 3.5 | REFERRAL PLAN | 11 |
| 4 | PARENT INFORMATION | 13 |
| 4.1 | PARENT RIGHTS | 13 |
| 4.2 | PARENT RESPONSIBILITIES..... | 13 |
| 4.3 | PARENT COMMUNICATION..... | 13 |
| 4.3.1 | <i>On-Going Communications</i> | 13 |
| 4.3.2 | <i>Parent Conferencing</i> | 14 |
| 4.3.3 | <i>Inputs and Suggestions</i> | 14 |
| 4.4 | PARENT VISITS..... | 14 |
| 5 | HEALTH CARE POLICIES | 14 |
| 5.1 | EMERGENCY TELEPHONE NUMBERS | 14 |
| 5.2 | PROCEDURES FOR EMERGENCIES AND ILLNESS..... | 16 |
| 5.2.1 | <i>Medical Emergency</i> | 16 |
| 5.2.2 | <i>Emergency While on a Field Trip</i> | 17 |
| 5.3 | USING AND MAINTAINING FIRST-AID EQUIPMENTS..... | 17 |

| | | |
|----------|---|-----------|
| 5.4 | EMERGENCY EVALUATION..... | 17 |
| 5.4.1 | <i>Emergency Drills</i> | 17 |
| 5.4.2 | <i>Evacuation Procedure</i> | 18 |
| 5.4.3 | <i>Snow/Storm or Other Emergency Closure</i> | 18 |
| 5.5 | ADMINISTRATION OF MEDICINE..... | 18 |
| 5.5.1 | <i>Prescription and Non-Prescription Medicine</i> | 19 |
| 5.5.2 | <i>Topical Medicine</i> | 19 |
| 5.5.3 | <i>Handling and Storage of Medicine</i> | 19 |
| 5.6 | MEETING SPECIFIC HEALTH CARE NEEDS | 19 |
| 5.6.1 | <i>Individual Health Care Plan (IHCP)</i> | 19 |
| 5.6.2 | <i>Crib death; Sudden infant death syndrome(SIDS)</i> | 20 |
| 5.6.3 | <i>Care for Mildly-ill Child</i> | 20 |
| 5.7 | IDENTIFYING AND REPORTING CHILD ABUSE/NEGLECT | 211 |
| 5.8 | INJURY PREVENTION PLAN..... | 22 |
| 5.9 | MANAGING INFECTIOUS DISEASES..... | 222 |
| 5.10 | INFECTION CONTROL | 24 |
| 5.10.1 | <i>Hand Washing</i> | 24 |
| 5.10.2 | <i>Sanitizing</i> | 24 |
| 5.10.3 | <i>Staff Training</i> | 25 |
| 6 | SPECIAL PROGRAMS..... | 25 |
| 6.1 | SPECIAL NEEDS PLAN | 25 |

2 Introduction

2.1 Statement of Purpose

The Sunshine Childcare Center (“Sunshine”) is a for-profit childcare service company committed to serving the needs of young children between the age of 3 month and 7 years in the greater Boston area.

The Department of Early Education and Care (EEC) is the licensing agent. EEC May be contacted for program compliance history at: (1) 1250 Hancock St, Suite 120S, Quincy, MA 02169, Phone: (617) 472-2881 (Chinatown site); (2) 360 Merrimack Street, Building 9, 3rd floor, Lawrence, MA 01843, Phone: (978) 681-9684 (Malden site).

Note that the Parent Handbook is subject to change, the parents will be notified of any changes at least 7 days ahead of time.

Sunshine is a bi-lingual childcare center that offers service to both English- and Chinese- speaking families. Sunshine does not discriminate against children and their families on the basis of race, gender, age, income, health condition, religion, cultural heritage, political belief, and marital status.

2.2 Philosophy

The goal of Sunshine is to offer high-quality childcare in a fun, safe, and nurturing environment. We take our job and responsibilities seriously and we make every effort to meet the individual needs of every child and address the parents’ concerns for their children.

At Sunshine, we believe in teaching children to be kind, polite, honest and respectful through gentle guidance, encouragement, positive influence and role models, rather than through harsh discipline or punishment. We believe that children learn through hands-on experiences. An ideal learning environment should be fun, memorable, and it will help the children grow and develop systematically and make them well-balanced emotionally, socially, physically, morally, and intellectually. We believe all children have unique gifts and potentials. We encourage the participation and collaboration of the children and we respect and appreciate the ideas, suggestions, and creativity of each child. We design our activities carefully to promote children’s curiosity, creativity, ability for exploration, problem-solving and decision-making.

We believe parents and family environment are essential for the overall learning and development of a child. Parents are their children’s most important teachers and role models. We are convinced that a high-quality childcare program should be closely tied to parents’ participation and supports.

2.3 Programs

At Sunshine, we provide age- and development-appropriate programs to meet the emotional, social, physical, intellectual, and growth needs of each child. We also offer our unique weekly programs in dancing, music, Chinese Kung-Fu, etc. Sunshine offers childcare for three age groups, and different curriculum is designed for each age group. All programs are staffed with bi-lingual teachers who are speaking English, Chinese or both.

The three age groups are:

- Infant: children 3 to 15 months old
- Toddler: children 16 months to 2.9 years old
- Pre-school: children 2.9 to 7 years old

We provide the following services for each age group all year round:

- Full-day childcare for 5, 4, 3, and 2 days a week
- Half-day childcare (7:30 am – 1:00 pm, or 1:00 pm – 6:00 pm) for 5, 4, 3, and 2 days a week

The detailed daily activity schedules for each age group are listed in “**Error! Reference source not found..**”

3 General School Information

3.1 Facility

The Sunshine Childcare Center is located: (1) on the ground level of 236 Harrison Avenue, Boston, MA (Toddler Two and Pre-schooler programs); (2) on the ground level of 214 Harrison Avenue, Boston, MA (Toddler One and Infant programs); (3) 165 Mountain Avenue, Malden, MA 02148.

The space in Harrison Avenue is part of a large residential housing complex, Tai Tung Village. The center has 2692 square feet of air-conditioned space, with an outdoor, semi-enclosed, and well-equipped playground in the front courtyard. There are three separate, enclosed childcare areas, an office, and a food preparation area. There are four separate bathrooms- two for the children, two for adults, and two diaper-changing tables. The space in Malden is residential and commercial (only for daycare) housing complex. There are more than 5000 square feet of air-conditioned space, with an outdoor, semi-enclosed, and well-equipped playground in the back courtyard. There are six separate, enclosed childcare areas, two offices, one teacher’s function room, and a food preparation area. There are six bathrooms- three for the children, three for adults, and five diaper-changing tables.

3.2 Staffing

Sunshine employs highly-qualified staffs. The basic organization of staffing includes: Director, Administrative Assistants, Lead Teachers, Teachers, Assistant

Teachers, Substitute Teachers, and Volunteers (Helpers). The teachers' qualifications must meet the requirements of Department of Early Education and Care (EEC). All Sunshine staffs are hired through a formal screening and interviewing process, with reference check as well as security clearance (criminal record check and finger-printing). All candidates must go through a thorough physical exam to make sure they are in good health, and have no communicable diseases.

Sunshine conducts scheduled and on-going training for all staff members. New staff members receive an initial training and new employee orientation, with a three-month Initial Employment (or probation) period before official hiring. All teachers are also trained and certified in First-Aid and CPR, and computer-literate.

As a bi-lingual childcare center, many of the Sunshine staff members are fluent in both English and/or Chinese.

3.3 Enrollment and Tuition

3.3.1 Enrollment

New child registration can be done throughout the year. Before each enrollment period, parents are invited to tour the Center and meet the staffs. Interested parents will also be asked to fill out the registration form and provide information regarding the child's history and any medical information. Registration forms are available at the Director's office or downloaded from our website (<http://www.sunshine-childcare.com>). Together with completed registration form, a nominal non-refundable registration fee of \$100 ~~\$800~~ and last 4-week tuition deposit should be submitted to guarantee a child's spot in our program. Parents should give one month notice for termination of their children's enrollment, and the deposit can be used as the last 4-week tuition. Parents can download this Parent Handbook from our website. Once a child is enrolled in our program, the Director will inform the parent(s).

3.3.2 Orientation

On the first day for your children at Sunshine, parents are invited to visit the Center to get to know the Director, teachers and other staffs, and become familiar with the facility. The Director will provide an overview of your child's programs and address any questions or concerns you may have. Based upon our experiences of helping children adjust the new environment, we suggest your children will be placed in the program only in the morning of the first day and the afternoon of the second day.

3.3.3 Tuition Policy

The current weekly tuition and fees for both full-day and half-day services can be found in our website. Note that the rates are subject to change, the parents will be notified of any rate changes at least 30 days ahead of time. Please contact the Director for tuition-related questions.

Tuition Deposit:

Parents are required to pay a tuition deposit that is equivalent to 4-weeks **tuition when they register to hold a slot**. The deposit is for the last 4-week tuition for your child and non-refundable. The last 4-week tuition deposit cannot be refunded and used as the last 4-week tuition if a child withdraws from the program six months before the first day enrollment.

Tuition policies:

- Tuition and fees can be paid bi-weekly or four-weekly, and they are due on the first day of the period. We accept personal checks or cashes. Note that Sunshine will charge \$20 for every bounced check.
- If the tuition is overdue for two or more days, the Director will remind the parents with a notice. Meantime, the center will start using the child's deposit (i.e., last 4-week tuition deposit). The parents must pay back the amount of deposit that has been used for overdue payment.
- There is a 5% discount for parents enrolling (full-day schedule) more than one child. The discount will be applied to the elder sibling in the same family.
- The tuition and fees are charged for official national and state holidays, teacher's professional days, child absence days (due to sick, vacation or other reasons), and other days due to bad weather (such as snow) and natural disasters.
- Sunshine participates in the Mass Jobs Voucher Program with limited spots. If you meet the requirements, you may be qualified for a voucher from the State. Please contact the Director for more information.
- If Sunshine choose to close the Center, Sunshine will notify parents at least 24 hours ahead of time. The tuition for the closed school day(s) will be refunded to the parents (unless official national and state holidays, bad weather and natural disasters).

3.3.4 Withdraw

If you decide to withdraw your child from the program, you should notify the Director at least four weeks before your child's last day at the Center. You will be asked to complete a termination form. The last 4-weeks' tuition will be covered by the tuition deposit.

3.4 Operations**3.4.1 Opening Schedule**

Sunshine opens five days a week from 7:30 am to 6:00 pm. The center may be closed due to severe weather (such as snow) and other unexpected reasons (such as loss of power or water for an extended period of time); parents will be notified in such events.

For parents who need to drop off or pick up their children outside the normal business hours, the center provides early drop-off (7:00-7:30 am) and late pick-up (6:00-6:30 pm) programs at an additional charge. Anyone needs this service, please notify the director when you register.

3.4.2 Drop-Off

During each morning's drop-off (opening at 7:30 am), parents are expected to escort their children all the way into the classroom and sign in. Please do not leave until one of your child's teachers has greeted your child.

If your child is absent (such as due to sickness), please notify the Center. Please note that your child may lose his/her place in our program if he/she is absent for more than three consecutive days without notice.

Note on your child's First Day:

For a child who is new at the Center, he or she may experience some difficulty of separating from the parents and adjusting new environment. Here are a few suggestions for the parents regarding the drop-off of your child on the first few days at the Center:

- Always try to leave enough time for drop-off so that you don't have to rush to work.
- If necessary, stay with the child for a few minutes until he or she settles in by working with the teachers and playing with other children.
- Be decisive when you need to leave, just say goodbye and walk out. Experience shows that your child will stop crying in just a few minutes.
- Please feel free to call the Center if you have any concern or you have noticed that your child was upset when you left. We will be happy to update you how the child is doing.

3.4.3 Pick-Up

The following policies applied to pick-up at the end of each day:

- Parents must arrange the pick-up of their children before the closing time, i.e., 6:00 pm for Full-Day programs, 1 pm for Half-Day Morning programs, and 6:00 pm for Half-Day Afternoon programs. If you cannot pick up your child on-time due to unexpected reasons, please notify the Center. There is a late pick-up fee of **\$1 per minute** after the closing time.
- If the child is not picked up at the closing time and the parents cannot be contacted, we will call the emergency contact of the child. If that person cannot be reached 45 minutes after your child's closing time, by law we must call the Department of Children and Families, and they will pick up and take care of your child until the parents or emergency contact can be reached.
- We cannot release a child to anyone but the parents, guardians, and those who have been registered (at the Center) as authorized emergency contact personnel, or authorized pickup people (Photo ID copy required and kept in the child's record folder)

- Please note that, by law, we cannot deny releasing a child to a parent without a restraining order.

3.4.4 Transportation & Parking

It is the parents' responsibility to transport their children to and from the Center. If you drive your child to the Center, please note that only street parking is available and the parking spaces can be very limited during drop-off or pick-up times.

4 Child-Related Information

4.1 General Child-Related Information

4.1.1 Food

Sunshine provides breakfast, lunch, and snacks for children who are over 12 months old. The food catering service is provided by CityFresh Foods. Monthly menus are posted on the Parents' Bulletin Board or in emails sent to parents, and the current menus can be found in our website. Food for children with various allergies should be provided by their parents.

The parents of infants shall provide formula and feeding equipment for their children, as well as the directions (such as feeding schedule) to the teachers.

Sunshine will never use food as reward or punishment for children, or force children to eat. Sunshine Childcare Center is PEANUT/NUTS/SEAFOOD/WHOLE EGG FREE!

Note on food allergy:

We discourage families from bringing their own food to the Center, especially the food containing peanuts, nuts, seafood, and whole egg, etc. The food-bringing families will bear full responsibility if children in the program have adverse reactions due to food allergy. If your child has special dietary needs due to health reasons, please contact the Director and your child's teacher will arrange appropriate meal plan.

The following is the procedure for preventing food allergies at the Sunshine:

1. On the child's first day, the center will provide a complete food menu to the parents.
2. The parents will mark the food that their children are allergic to, and return the list to the Director's office.
3. The Director will prepare the master list with children's names and the types of food they are allergic to.
4. The list will be posted in the Director's office, food preparation area, as well as in the children's classrooms.

4.1.2 Clothing

We recommend you dress your children with comfortable/washable clothes and sneakers with children's name labels for activities and play (remember playing can be messy). Please also bring a set of spare pants, shirts, underwear, socks and sweater in case your children have wetted or soiled their clothing. During winters, please have your children dress warmly for any outdoor activities; this includes hats, gloves, boots, scarf, etc.

4.1.3 Toys from Home

We discourage children from bringing toys from home since they can be easily forgotten or get lost. Some (small) toys can also be a hazard for infants and young toddlers. The toy-bringing families will bear full responsibility for the loss and hazard.

For the sake of safety of your child and other children, please don't bring the following objects with your children:

- Dangerous, hazardous, or violent toys (such as a toy gun).
- Fragile or sharp objects, such as glass bottles and sun glasses.
- Valuables (such as precious jewelry and money) with your child. The Center is not responsible for the loss of valuables.
- Rubber bands, hair beads, and removable earrings for girls.

4.1.4 Naptime

All children participating in full-day programs will be offered a naptime. Please bring a blanket in a clearly labeled duffel bag for your children who are 12 months old and over, and the Center will provide mat or bedding. The parents will bring the blanket back home to wash every weeks or as needed.

4.1.5 Birthdays

Birthdays are special occasions for the children. The Center keeps a list of birthdays for all children in the program and will hold a small birthday celebration event for each child. If you wish to celebrate your child's birthday at the Center, you may bring some allergy-free food and snacks to the classroom. But please contact your children's lead teacher ahead of time.

4.1.6 Field Trips

As part of outdoor activities, Sunshine organizes field trips from time to time. The field trip destinations are generally within walking distance. Examples of our field trips are visits to local libraries, park, and fire station. Sunshine will notify parents and send out permission request forms at least one week prior to a scheduled field trip for parents to sign and return. Please note that Sunshine cannot allow your child on the field trips if you have not signed the permission form. The field trip schedule is also posted on the Parent Bulletin Board at the Center. During a field trip, the lead teacher will bring a portable First-Aid kit, cell phone, and emergency contact phone numbers for the children.

Parents are welcome to join the field trips after they have attended an orientation session to review the relevant safety rules.

4.1.7 Diaper Change Procedure

When wet or soiled, every child's diaper must be changed at a diaper-changing table used solely for that purpose.

The following is the procedure for changing diapers:

1. Check and make sure that the changing station is clean and has fresh paper (the paper from a paper roll) that covers the whole waterproof surface.
2. Wash hands thoroughly using soap and warm water. Put on disposable gloves and do not remove from the point you make physical contact with the child until clean-up is done. Gloves do not eliminate the need for thorough hand washing. Be sure to scrub nails, remove jewelry and get into cracks and crevices well. This is a disease prevention measure for the teacher and the children. Wash before and after diaper-changing.
3. Remind child you will change his/her diaper. Do not swoop child or rush him/her.
4. Place the child on the station and explain what you are doing. Keep one hand on the child all the time, and do not leave a child alone on the diaper-changing station.
5. Change the diaper and place in covered trash container if the diaper is just wet. When changing the soiled diaper, you must put it into disposable plastic bag and tie it up before placing in the container. The covered trash container should be emptied and disinfected daily.
6. Wipe the child clean with disposable wipes. Place the soiled diaper and wipes in a covered trash container. **Parents need to provide diapers and wipes for your children.**
7. If the parents have signed the non-prescription topical medicine authorization form, teachers are allowed apply ointments and baby powder to their children. All products are supplied by parents and labeled and kept out of children's reach.
8. Place new diaper on the child. The diapers are located within reach at upper cabinet.
9. When you change wet or soiled clothing, you should place in double plastic bags after rinsing in toilet to remove any feces. Send home to be washed by parents. Dress extra clothing on the child.
10. Remove the child from diaper-change table. Wash the child's hands thoroughly with soap and water and dry with a clean paper towel.
11. Dispose the gloves and the paper covering the diaper-changing station into the covered trash container.
12. Wash hands thoroughly after each change.

4.1.8 Toilet Training Guidelines

The Sunshine Childcare Center provides toilet training for toddlers who are ready for toilet use, with consent from the parents. Readiness signs include: interest in being trained, awareness of urge to go, discomfort with being wet or soiled, ability to control or release bladder and sphincter muscles, words to indicate the need to go, regular urinary

and defecation patterns, and long periods of dryness. The following are the guidelines for toilet training:

- The center will never force a child into toilet training and will never shame or punish a child for refusing the training or having an accident.
- Teachers will coordinate with each other to ensure that there is adequate staff coverage in the classroom. When a teacher is assisting a child in the restroom, other staff (such as Assistant Teachers) should make sure that enough attention is paid to the rest of the children in the classroom for the sake of their safety.
- Children shall never be left alone in the bathroom. Teachers must supervise and monitor any bathroom activity. Typically, there are two teachers present in the bathroom area during non-class time. When the classes are in-progress, at least one teacher should be supervising children using the bathroom.
- Teachers must wash their hands before taking children to the bathroom, and after assisting each child or return to work.
- Teachers must wear disposable gloves when assisting a child in the bathroom.
- Teachers can help the child to undress or dress if needed, but they should not have direct contact with the children's private areas.
- Flush the toilet after each use.
- Teachers should remind the children to wash their hands after using the bathroom, and dry the hands with clean paper towels.
- Soiled clothing, urine or feces, must be doubly bagged in sealed plastic bags and stored apart from other items, especially food items.

4.2 Behavior Management Plan

The behavior management plan is intended to help children to develop self-control and acceptable behaviors that will allow them to enjoy the time at the Center without major conflicts. The behavior management plan is based on the individual development needs of each child. The following are guidelines for behavior management at the Sunshine:

- Help children develop discipline on their own by helping them understand the Center and classroom rules and procedures for acceptable behaviors. Encourage children to participate in defining rules and policies.
- Encourage children to verbally express concerns so that others can be aware of a problem. Encourage them to listen to others when they express concerns.
- Affirm children when they exhibit positive and proper behavior.
- The staff shall set positive example for the children by showing respect in their talking and actions.
- No physical, verbal, or emotional punishment is allowed in correcting children's inappropriate behaviors. This includes hitting, spanking, pinching, forced feeding of food, denying of food or toilet, shouting, shaming, humiliation, name-calling, etc.
- Sometimes, a short calm-down time may be provided to allow a child to come to realization of their inappropriate behavior (the duration varies based on child's

age). In this case, a child is temporally removed from the rest of the class for a short period of time, but the child shall never be left unattended to.

4.3 Termination

The Sunshine always tries to avoid terminating a child in our programs through a process of direct and timely communication with parents about the Center's expectations and policies while addressing any concerns or conflicts as they arise, although the Sunshine reserves the right of terminating a child in our programs. We seek to work collaboratively with families to address any issues that may interfere with a child's success in our programs. Our tenet is to allow children the time and opportunity they require to adapt to the classroom environment. However, if such a termination has to be executed, the director will first meet with parents to discuss options other than suspension or termination and offer referrals to parents for evaluation, diagnostic or therapeutic services as well as options for supportive services to our programs, including consultation and educator training. The termination occurs only every alternative avenue has been exhausted.

Termination may occur under the following circumstances:

- Non-payment of tuition or other non-compliance of tuition agreement.
- Parent does not adhere to the Center's policies as written in the Parents' Handbook.
- Lack of updated physical and immunization records (child may re-enroll based on availability once updated paperwork is completed).
- Parent behaves in a manner that is disruptive or disrespectful to the Center's staffs or other children and families. Examples of such behavior include, but are not limited to, inappropriate language, verbal or physical threats or intimidation.
- A child presents a threat of physical harm to self, others and/or the Center's property.
- Parents have refused to work collaboratively with the staffs and director to establish behavior goals, set limits and/or request a team evaluation for their children.
- A child often hides from the teacher or runs away from teacher in an unsafe area.

4.4 Child's Records

4.4.1 Content of a Child's Record

Your child's record typically contains the following items:

- Application/registration form
- Parents (or guardian) and emergency contact information
- Parent authorization/consent forms, such as a list of authorized person(s) allowed to pick up the child (with a copy of photo ID), and an authorization form for non-prescription medicine administration

- Records of child's progress report or before each parent-teacher conference
- A child's annual physical exam results and immunization information
- Other child-specific information or documentation, such as allergies to medicine or food.

4.4.2 Confidentiality

Your child's records are privileged and confidential. The Sunshine will not release or distribute your child's information to any party or anyone outside of the Sunshine staffs without the written consent of the parents (or guardian). The child's records may be made available to the Department of Social Services (DSS) and the Department of Early Education and Care (EEC). If for any reason your child's record is subpoenaed, you will be notified.

You will have access to your child's records. Typically, you should have access within two business days of your request. You have the right to add information/comments, or request deleting information in your child's record. You can also request copies of your child's records.

4.5 Referral Plan

The Sunshine monitors the development of each child closely, and updates the records of physical and social developments on regular basis. The records will be reviewed with the parents during scheduled parent-teacher conferences. If a concern is identified regarding a child's physical or social condition, external referral service may be necessary.

The Sunshine maintains a list of local referral agencies including health care centers, special needs help, early intervention programs, and other professional service agencies. The Director is responsible for updating the list periodically.

The following is the high-level referral plan:

1. To suggest an external referral service, the Center will notify the parents with a written letter explaining reasons for referral based on the observation of the center's staffs, as well as how the Center will cooperate with parents and the referral agency to meet specific needs of the child.
2. The Director will schedule a meeting with the parents to discuss the situation, explain parents' rights, and to have the parents' consent for referral. The parents will also be provided with a list of referral agencies.
3. Once the parents give consent of the referral, the Center will help the parents contact the referral agency and provide relevant information.
4. With the approval from the parents, the Center will follow up the child's progress using the referral service. The Center will keep all referral progress report in the child's record.

5. Every three months, the Center will review the child's progress report to determine if additional referral services are required. If so, the Center will work with the parents to contact the referral agency.

The following is a list of referral resources:

1. Early Intervention (EI)
Bureau of Family Health and Nutrition
250 Washington Street
Boston, MA 02108
Website: www.state.ma.us/dph/fch/ei.htm
Telephone: (617) 624-5975
Fax: (617) 624-5990
TTY: (617) 624-5992
Contact: Patti Fougere, Assistant Director, Early Intervention Program
Email: patti.fougere@state.ma.us
2. Northeast Arc
Lifelong Support for People with disabilities
Administrative Offices
1 Southside Road
Danvers, MA 01923
Tel: (978) 762-4878
3. Tufts-New England Medical Center
The Floating Hospital for Children
755 Washington Street
Boston, MA 02111
Telephone: (617)636-5000
4. Tufts University School of Dental Medicine
One Kneeland Street
Boston, MA 02111
Telephone: (617)636-6828
Email: DenStudentAffairs@tufts.edu

5 Parent Information

5.1 Parent Rights

Partnership between the Center and the parents is critical to a quality and successful childcare program. We believe that family plays the critical role in child's care-giving and long-term development. As a parent, you will have the following rights:

- You may have unannounced visits to your child at the Center.
- You may make suggestions and recommendations to improve our programs, food/meal options, and activities.
- You may conference with teacher on scheduled and as-needed basis.
- You can download and read a Parents' Handbook online from our website, and tour the facility (and understand its policies and procedures) before your child's enrollment.
- You will receive a written progress report on your child's progress.
- You may have access to your child's records, add information or request deleting information from your child's records.

5.2 Parent Responsibilities

The following is a list of responsibilities for the parents:

- Check the Parent's Bulletin Board for announcements, updates, and other information regarding our programs.
- Check your child's cubby for all information from the Center such as class announcements, calendars, and feedbacks from your child's teachers.
- Dress your child appropriately based on weather condition. In an event of a scheduled field trip, the teacher will inform you at least one week ahead of time so that you can dress your child accordingly and pack necessary supplies as needed.
- Bring spare clothing (underwear, shirts, socks, pants, etc.) in a clearly labeled bag or backpack.
- Bring blanket, pillow, and a stuff animal or soft toy (for your child's rest time) in a clearly labeled duffel bag.
- Check with the Director or teachers before bringing any food items to the Center (such as cupcakes for celebrating your child's birthday at the Center).
- Respect and follow the Center's policies specified in this Parents' Handbook.
- Be a role-model for your child such as showing courtesy to others.

5.3 Parent Communication

5.3.1 On-Going Communications

For day-to-day communication, we have a Parent Bulletin Board in the hallway to list any announcements (such as up-coming field trips), daily meal/snack menus, etc.

Please visit the bulletin board for the latest information when you drop-off or pick-up your child.

On-going communication between the parents and the teachers are beneficial to the development and growth of your children. The teachers write reports of a child's daily or weekly performance (depending on their ages) at the Center, and provide the reports to the parents on Fridays. The parents can also talk to the teachers briefly at the pick-up time regarding how everything has gone during the day.

Should you have any inquiry about your child or general information of the Center, please contact the Center via phone and email, as listed below:

Chinatown site:

Telephone: (617) 426-3083 (7:30 am – 6:00 pm, Mon-Fri)

Email: info@sunshine-childcare.com

Malden site:

Telephone: (617) 321-0858 (7:30 am – 6:00 pm, Mon-Fri)

Email: info@sunshine-childcare.com

5.3.2 Parent Conferencing

The Sunshine typically schedules a parent-teacher conference once a year (or three months for children with disabilities) to review your child's progress and address any issues or concerns you may have. However, you may also request a conference with your child's teaching staff or the Center's Director anytime on as-needed basis. The Center will make the staff you requested available for the conference.

5.3.3 Inputs and Suggestions

You are more than welcome to provide constructive feedbacks and suggestions for improving our programs via emails. Thank you for your help and supports.

5.4 Parent Visits

Parents may make unannounced visits to their children at the Sunshine during school hours. You can go to your child's classroom while he or she is present.

6 Health Care Policies

6.1 Emergency Telephone Numbers

Chinatown site:

Health Care Consultant:

Name:

Dr. Haiyun Gong

Address: 755 Washington Street, Boston, MA 02111
Phone number: (617) 521-1337

Emergency Telephone Numbers:

(These numbers are posted at the Sunshine Childcare Center)

Fire Department: 911
Police: 911
Ambulance/Rescue: 911
Poison Control Center: (617) 232-2120
Department of Children/Families (DCF) (617) 748-2000
Designated Adult: Xu Li Huang
36 Breakwater Drive, Chelsea, MA 02150
(617) 230-9907

Hospital Utilized for Emergencies:

Name: Tufts Medical Center
The Floating Hospital for Children
Address: 755 Washington Street, Boston, MA 02111
Phone number: (617) 636-5000

Name: South Cove Community Health Center
Address: 885 Washington Street, Boston, MA 02116
Phone number: (617) 482-7555

Information to Give during Emergency:

Your Name: The Sunshine Childcare Center I/II
The Center's Phone Number: I: (857) 239-39516; II: (617) 426-3083
The Center's Address: 236/214 Harrison Avenue, Boston, MA 02111
The Center's Location in the Building: Tai Tung Village, First Floor.

Malden site:

Health Care Consultant:

Name: Charles Hannum
Address: 755 Washington Street, Boston, MA 02111
Phone number: (617) 636-5255

Emergency Telephone Numbers:

(These numbers are posted at the Sunshine Childcare Center)

Fire Department: 911
Police: 911
Ambulance/Rescue: 911

Poison Control Center: (617) 232-2120
Department of (617) 748-2000
Children/Families (DCF)
Designated Adult: Xu Li Huang
36 Breakwater Drive, Chelsea, MA 02150
(617) 230-9907

Hospital Utilized for Emergencies:

Name: Tufts Medical Center
The Floating Hospital for Children
Address: 755 Washington Street, Boston, MA 02111
Phone number: (617) 636-5000

Name: South Cove Community Health Center
Address: 885 Washington Street, Boston, MA 02116
Phone number: (617) 482-7555

Information to Give during Emergency:

Your Name: The Sunshine Childcare Center III
The Center's Phone Number: (781) 321-0858
The Center's Address: 165 Mountain Avenue, Malden, MA 02148
The Center's Location in the Building: 165 Mountain Avenue, Malden, MA 02148

6.2 Procedures for Emergencies and Illness

6.2.1 Medical Emergency

In the case of medical emergency, The Sunshine will follow these procedures:

1. Attend to the child immediately following First-Aid procedures. Call 911 if needed.
2. The child's parents are notified by the Director or the teachers. If parents cannot be reached, the designated emergency contact will be notified.
3. The child is placed under teacher's supervision. If any neck or back injuries, joint dislocation are suspected, the staff should not move the child.
4. The teacher or the Director will accompany the child to emergency facility (or a facility designated by the parents on the emergency authorization form) by ambulance, and will stay with the child until the arrival of the parents and/or emergency contact(s).
5. If the child leaves the Center (such as taken to the hospital), the Sunshine's staffs will bring the child's records with him/her.

6.2.2 Emergency While on a Field Trip

To prepare for emergency situations while on a field trip, the Sunshine staffs will take the following items for each field trip:

- A portal First-Aid kit
- Emergency information, including contacts and telephone numbers
- A working cell phone

If a medical emergency occurs during a field trip (such as an accident or acute illness), the Sunshine staffs will follow the following procedures:

1. The lead teacher will take charge of the emergency, assess the situation, and give first aid as needed.
2. Based on the severity of the emergency or illness, the lead teacher will determine the method of transportation for medical treatment. If necessary, an ambulance will be called.
3. The lead teacher will contact the Center's Director or the designated adult to inform the situation and the actions to be taken.

6.3 Using and Maintaining First-Aid Equipments

A First-Aid kit is stored in each classroom and is located out of the reach of the children. The contents of the First-Aid kit are supplied by authorized health care consultants. The level of supply is monitored and replenished periodically. Each classroom is equipped with a portable First-Aid kit, which can be for outdoor activities, such as on a field trip. Lead teachers are responsible to maintain and replenish the portable First-Aid kits.

Contents of first aid kits: an adhesive tape, small and large band-aids, gauze pads, gauze roller bandage, some disposable latex gloves, an instant ice packs, a compress, a scissor, a pair of tweezers, a thermometer, antiseptic wipes, tissues and plastic bags for trash disposal.

All the Sunshine staffs must be trained and certified in First-Aid. All teaching staffs must be trained and certified in CPR.

6.4 Emergency Evaluation

6.4.1 Emergency Drills

To prepare for emergency response, the Center conducts fire/emergency drills periodically as scheduled by the building management. All staffs and the children must participate in the drills. The objective of the drills is to train the children to listen to the instructions from the Sunshine staffs during emergency situations, to prevent or minimize accidents or injuries. The Center's Director and the lead teachers are responsible for assuring that evacuation drills are held at different times of the program day and are

practiced with all groups of children and staffs at least every month. The lead teachers maintain documentation of the date, time and effectiveness of each drill.

6.4.2 Evacuation Procedure

In an event of emergency due to fire, natural disaster or other reasons, the Sunshine will follow these procedures:

- Call 911, and inform the authorities regarding the reason for evacuation and where the children will be gathered.
- The teachers in each classroom will escort the children to evacuate the building. The teachers will also take the daily attendance sheet (to count for the children), parent contact information, and the front-desk parent sign-out clipboard during the evacuation.
- The children will evacuate using safe doors. All children will be gathered at the designated secure area – Zhong Hua Gong Suo Building, about 5-minute walk to the Center I/II (Chinatown site); Malden site: All children will be gathered at the designated secure area – Lynwood shelter building (166 Mountain Ave Malden MA 02148), across from the center.
- One of the staff members will check the Center to make sure that no child has been left behind. Teachers will make sure that number of evacuated children is the same as the number on the daily attendance sheet (i.e., everyone has evacuated).
- If the Center is determined to be unsafe to reentry, the Director will instruct the teachers to call the parents or the emergency contact persons to pick up their children at the gathering location.

Missing Child Plan: If any child is missing at the Center, the following procedures will be taken:

- The teacher will immediately call 911 and contact local police
- The teacher will immediately call parent and the Director to inform them the situation.
- The Director will immediately call EEC and provide the information needed to search for the child.
- The teacher will write a report on the situation. The report will be provided to the police, parents, EEC and the Director.

In the event of losing power, heat, or water that would affect the health and safety of the children, the parents or emergency contacts will be notified to pick up their children, if the outage situation lasts for an extended period of times.

The evacuation procedures will be posted at all exits. For more detailed emergency response plan (including each staff member's responsibility during an emergency), please contact the Center's Director.

5.4.3 Snow/Storm or Other Emergency Closure

Emergency Closure: The Center will be closed when there is a declared state emergency. For our closings, please check your e-mail, or contact Shirley Huang @ 617-230-9907.

6.5 Administration of Medicine

6.5.1 Prescription and Non-Prescription Medicine

All prescription or non-prescription medicines, including nebulizers and inhalers, may be administered ONLY with written authorization from the parents *and* the written orders from the doctors. The authorization forms will be kept in the child's record folder. The Center will contact the parents or guardian before administering the medicine.

The teachers will record dosage and the time of each administration of medicine. The signed record will be kept in the child's record folder.

All teachers will receive annual training on Medication Administration (The Five Rights).

6.5.2 Topical Medicine

Non-prescription, topical medicine such as sun lotion, bug spray, and other ointments (such as diaper rash cream or baby powder) also require parents' written authorization for administration.

6.5.3 Handling and Storage of Medicine

Parents must hand the medicine directly to the teaching staffs of their children, and all left over medicines must be taken home by the parents and disposed properly. All medicine is stored in an appropriate place (such as in a refrigerator if required), and out of the reach of children. The medicine should be kept in the original container, along with any measuring equipment, with legible labels including the child's name, medicine name, and directions (such as dosage and frequency).

Prescription medicine cannot be stored for more than one year, from the date of prescription.

6.6 Meeting Specific Health Care Needs

During enrollment, parents are asked to fill out information regarding specific health care needs for their children, such as allergies.

All allergies and other special medical needs are posted in the child's classroom as well as the food preparation/storage areas. The children's names must be listed with the types of allergies (and other needs) they have. The Director or the leader teacher is responsible for updating the list with each new enrollment, keeping the teaching staffs

informed regarding the special needs of the children in their classrooms, and protecting the children from exposures to food, chemicals or other materials they are allergic to. The Director is also responsible for making sure all teaching staffs are trained to handle emergency allergic reactions.

5.6.1 Individual Health Care Plan (IHCP)

IHCP plan is for the child who has a medical condition such as inhaler and/or epinephrine auto-injector condition and that the parent need to pick up the IHCP form from the Director or teachers and ask your child's doctor to complete IHCP form. We will obtain the doctor's instructions to complete IHCP for child and place in the child's file as well.

5.6.2 Crib death; Sudden infant death syndrome (SIDS)

Sudden infant death syndrome (SIDS) is the unexpected, sudden death of a child under age 1 in which an autopsy does not show an explainable cause of death. Almost all SIDS deaths occur without any warning or symptoms when the infant is thought to be sleeping.

The cause of SIDS is unknown. Many doctors and researchers now believe that SIDS is caused by several different factors, including:

- Problems with the baby's ability to wake up (sleep arousal)
- Inability for the baby's body to detect a build-up of carbon dioxide in the blood

SIDS rates have dropped dramatically since 1992, when parents were first told to put babies to sleep on their backs or sides to reduce the likelihood of SIDS. Unfortunately, SIDS remains a significant cause of death in infants under one year old. Thousands of babies die of SIDS in the United States each year. SIDS is most likely to occur between 2 and 4 months of age. SIDS affects boys more often than girls. Most SIDS deaths occur in the winter.

The following have been linked to a baby's increased risk of SIDS:

- Sleeping on the stomach
- Being around cigarette smoke while in the womb or after being born
- Sleeping in the same bed as their parents (co-sleeping)
- Soft bedding in the crib
- Multiple birth babies (being a twin, triplet, etc.)
- Premature birth
- Having a brother or sister who had SIDS
- Mothers who smoke or use illegal drugs
- Being born to a teen mother
- Short time period between pregnancies
- Late or no prenatal care

- Living in poverty situations

While studies show that babies with the above risk factors are more likely to be affected, the impact or importance of each factor is not well-defined or understood.

5.6.3 Care for Mildly-ill Child

Children who are mildly ill may remain in school if they are not contagious (refer to Plan for Infectious Disease) and they can participate in the daily program including outdoor activities though comfortable indoor activities are generally recommended in this situation.

Mildly-ill children will be cared in their classroom. The Sunshine does not provide a separate pace for mildly-ill children. The teachers will provide appropriate food, drink and playing materials, or let the children rest.

If a child's condition worsens or, if it is determined that the child poses a threat to the health of the other children, or if the child cannot be cared by the classroom staffs, the classroom teacher will contact the child's parents to pick up the child. The child will be cared by a Sunshine staff until the arrival of a parent. Any toys, blankets, or mats used by the ill child will be cleaned and disinfected before being used by other children.

6.7 Identifying and Reporting Child Abuse/Neglect

The Sunshine staffs are mandated by law (Massachusetts General Law C119, Section 51A) to identify and report any suspected child abuse and neglect to the Department of Children/Families (DCF). All staffs are trained to recognize signs of physical and emotional neglect.

The following is the procedure for reporting child abuse or neglect once it's identified:

- The teacher or other staff member who suspects a child abuse and neglect will report immediately to the Director. The teacher must document the observation including child's name, date, time, child's injuries, child's behavior, and any other pertinent information.
- The Director will contact DCF and provide an oral report to the EEC within 24 hours. The Director also logs pertinent information for the record.
- The Director will try to contact the child's parents to explain and clarify the situation.
- The Director will file a written report 51A to EEC within 48 hours of the initial oral report.
- The center staff will cooperate with the investigation efforts of DCF.

Any Sunshine staffs that are suspected of abusing a child will be immediately removed and isolated from contacting children until the matter is investigated and cleared. The staff member will be disciplined and potentially terminated depending on the nature of the incident. The Director will file an incident report to DCF and EEC. If the staff

member is proven not guilty through the investigation, he or she may be permitted to come back and work at the Sunshine.

The telephone number for DCF is: (617) 748-2000

The telephone number for EEC is: (617) 472-2881

Injury Prevention Plan

The Sunshine takes injury prevention very seriously. The following are preventative measures used by the Center:

- The Director and the teachers will monitor the Center on daily basis to remove and repair any hazards (such as damaged furniture). All Sunshine staff members are required to notify the Director if any potential safety and health hazard is identified.
- All hazardous materials (such as sharp and hot objects, medicines, matches, toxic chemicals like cleaners) must be kept out of the reach of children.
- All electric outlets must be sealed and/or protected with child-proof devices. All cabinet doors and drawers must be secured with child-proof devices.
- An injury log is maintained in the Director's office. All staff members are required to enter any injuries in the log and complete the injury report form.
- Any incidents followed by hospital or emergency room visit must be reported to the EEC. A copy of the report will reside in the child's record. Parents must be notified for such incidents.
- All classrooms are equipped with A First-Aid kit, as well as a portal First-Aid kit for field trips. All teaching staff are trained and certified in First-Aid.
- Smoking or drinking (of alcoholic beverages) is not allowed inside or directly outside the Sunshine Childcare Center.
- During a field trip, before entering a site (such as a park), the teachers need to check the surroundings to make sure it is safe for the children to enter.

6.8 Managing Infectious Diseases

The Sunshine will use the Parent's Bulletin Board to announce/post any contagious diseases identified with a child, or a staff member. The Center will send out a notice to all parents informing the situation, including the symptoms of the disease. In the event of serious contagious disease, the Center will contact the Department of Public Health. If a child has been infected with a contagious disease outside of the school hours, the parents also have responsibility to inform the Center. The child shall not return to the Center without approval from a doctor.

Children with the following symptoms must be taken home by the parents, guardian, or emergency contact:

- Fever of 100.4 degrees Fahrenheit or more
- Strep throat
- Inflammation of the eyes
- Vomiting three times

- More than three diarrheas
- Communicable disease
- Unknown rash

If your child was sent home due to fever of 100.4 degrees Fahrenheit or more, he/she cannot return to the Center until he/she has been free from symptoms for 24 hours. This will allow your child enough time to recover and stop the spread of illness to the other children.

Contagious Illnesses

If your child has been diagnosed with a contagious illness, he/she requires a doctor's notice to return to the Center and is not allowed to attend the programs until 24 hours after treatment. We require written permission from both the parents and the doctor before we can help your child to take any medicine that can be purchased over-the-counter such as Tylenol, Benadryl, etc.

| Disease | Measures |
|------------------------------|--|
| Chicken Pox | A child with chicken pox will be excluded from the center when all lesions are scabbed over and note from licensed primary care notify that all lesion has scabbed over. |
| Conjunctivitis | A child can return 24 hours after medication has been given and the eyes are free from discharge. |
| Diarrhea | A child with more than one abnormal loose stool has diarrhea and can return to the center when the condition is corrected. Because some medication causes diarrhea, the parents should check with their primary care pediatrician. If the child is not contagious and can participate in a normal classroom schedule, he/she may return to the classroom with a doctor's note. |
| Ear infections and pneumonia | A child who is feeling better and has no fever can return to the center. |
| Fever | A child must be fever free for at least 24 hours if there is a temperature over 100.4 degrees Fahrenheit. The child may return to the classroom with a doctor's note saying that she may participate in the program and is not contagious to other children. |
| Head Lice | A child with head lice can return after treatment has begun and nits have been removed. |
| Hepatitis A | This condition is handled on an individual basis after discussion with the Director and doctor. |
| Impetigo | A child can return to the center 24-48 hours after treatment has begun and lesions are covered. |
| Scabies | A child can return 24 to 48 hours after treatment. |
| Strep Throat | A child can return 24 hours after antibiotic treatment has begun and is fever-free. Doctor's note may be required if the child has been excluded from the center for over five consecutive days. |
| Other Infectious Disease | Measles, Mumps, Rubella vaccines should be kept up to date for the children. The Massachusetts Immunization Program provides free childhood vaccines. The toll free telephone number is (888) 658-2850. |

6.9 Infection Control

6.9.1 Hand Washing

Hand washing is effective method for infection control. The Sunshine requires all staff members to wash their hands at least at the following times:

- Before eating or handling food
- After assisting children with toilet or diapering
- After coming to contact with body fluid and discharges
- After handling animals or animal equipment
- After cleaning
- After treating sick children

All children are taught to wash their hands at the following times, with running water, liquid soap and dry the hands with disposable paper towels:

- Before eating
- After using toilets
- After outdoor activities
- After handling animals or animal equipment
- After handling bodily fluids such as running noses

6.9.2 Sanitizing

The Sunshine has the following procedures for sanitizing:

- All furniture, surfaces at the center must be cleaned regularly with a mixture of water and bleach. The bleach will be prepared daily based on the specification of regulations (1/4 teaspoon bleach per 1 qt of water).
- All food and drink at the Center are kept fresh and refrigerated as needed. No smoking or alcoholic beverage is allowed in the center.
- The staff members are required to wear disposable gloves after changing diapers, cleaning up (blood, vomit or waste), assisting children to the bathroom or treating children with infectious diseases or severe diarrhea. Used gloves must be disposed in covered trash containers.
- Blood spill are cleaned up immediately. Blood stained material or fabric would be disposed of in compliance with biohazard-material regulations.
- All cleaning equipment (including bleach, detergent, etc.) must be stored in a secure location and out of the reach of children.
- Soiled clothing, urine or feces, must be double bagged in sealed plastic bags, labeled with the child's name, and stored away from other items, waiting to be taken home by the parents to during the pick-up time.

6.9.3 Staff Training

All Sunshine staffs are trained in infection control during new employee orientation and on the on-going basis. The Director and the lead teachers will monitor and observe daily activities for infection control and make adjustment and training as needed.

7 Special Programs

6.1 Special Needs Plan

For children with special needs, such as disabilities, the Director of Sunshine Childcare Center will meet with the parents beforehand to tour the childcare facility and identify necessary programs and measures to accommodate the child's needs, such as classroom size, staff-to-child ratio, special equipment, eating schedule, toiletry requirements, and emergency response. The Director will evaluate the impact of the cost and resources required by these special accommodations. If the necessary accommodations do not cause undue financial burdens to the Center, or suitable funding is available for this purpose, the child will be accepted. The Director, teachers and the parents will then work out special programs (such as modifying regular programs) to service the individual needs of the child. The Sunshine Childcare Center will try the best efforts to enroll children with special needs

Agreement

I, _____, have read Sunshine Parents Handbook carefully. I understand my rights and the Sunshine Childcare Center's policy. To avoid the disruption of my child development program, I agree that my child will be enrolled in the program for at least 6 months. The last 4-week tuition deposit cannot be refunded and used as the last 4-week tuition if my child withdraws from the program six months before the first day enrollment.

Parent's Signature

Date