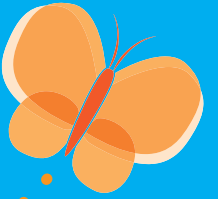


Mariposa  
Child-Care Center

Where bilingual education begins! -----



# PARENT HANDBOOK







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01

# We Welcome You

We consider it a privilege to partner with our families on raising our children with more and better possibilities in their future. The most important goal of our center is to treat every child with respect and love, while introducing them to a new language and culture.

“

“What infants need is the opportunity and time to take in and figure out the world around them.”

- Tia Lorent Hernandez





### Welcome Letter

Dear Parent,

As a licensed Child-Care Center, we would like to thank you for choosing us for the care of your child. You have made an important decision for you and your family. The Mariposa Child Care Center and Department of Early Education and Care (EEC) invite you to join in a partnership with us to ensure the highest quality program and environment. This parent handbook and enrollment packet outlines many of our policies and procedures that relate to the care of your child, as well as information we are required to give to you when you enroll your child in our center. This handbook will also acquaint you with some of the key EEC standards designed to ensure a safe, healthy learning experience.

We encourage you to maintain an open dialogue with us, as communication between parents and educators is the foundation for a solid working relationship, and a good experience for your child. Before filling out your enrollment form, please read through the information contained in this parent handbook.

### A Word from the Dept of Early Education and Care (EEC)

EEC is the agency that oversees the early education and care and after school services for families in Massachusetts. As the agency that licenses childcare, EEC has quality standards for all licensed programs to ensure high educational value, as well as health and safety. Having a license means that we have demonstrated that we meet or exceed the standards outlined in the EEC regulations.

To obtain your own copy of EEC Child Care Regulations, you may download them from the EEC web site at:  
<http://www.mass.gov/eec>.

For information about our regulatory compliance history, you may contact our local EEC regional office, whose contact information is as follows:

Vanessa Ward  
Group and School Age Licensor  
1 Washington Street, Suite 20  
Taunton, MA 02780-3960  
508-828-5025  
[Vanessa.ward@state.ma.us](mailto:Vanessa.ward@state.ma.us)

### Mariposa's Mission

The mission of Mariposa Child-Care Center is to provide the safest and highest quality childcare service in a Spanish environment in which a child and a teacher can dream of the person they can become tomorrow.





We will operate professionally and will give our teachers opportunities for advancement within our schools, limited only by their ability and performance.

We consider a privilege to partner with our families on raising our children with more and better possibilities in their future.

The most important goal of our center is to treat every child with respect and love, while introducing them to a new language and culture. As your child grows in this diverse world, he/she is learning everything. Our Spanish immersion curriculum allows your child to learn so that he/she become adults with expanded opportunities. At Mariposa we create a Spanish immersion environment in which children learn by playing. This environment is not only fun, but also challenging, self-affirming and nurturing. In this environment our program provides balanced early childhood care. We believe that parents are the most important educators in their child's lives, therefore our team works closely with them. We help each child develop basic skills, attitudes and habits that will ensure future success.

### Statement of Purpose

Our primary goal is to create a safe, educational and nurturing, Spanish immersion environment for children and their families. This environment provides opportunities that will enhance

each child's self-image, self-respect while celebrating diversity and encouraging cooperation with others. We aim to prepare your child for school emotionally, physically and intellectually. Teachers work closely with parents and guardians to foster children's education.

Your child will be learning to master social and emotional, cognitive and physical skills. Children learn through the creative play activities that make up our weekly classroom curriculum. We know that children learn best when they choose their play and are motivated. We design learning activities that are fun as well as stimulating to promote children's optimal growth and development.

The classrooms are carefully set up to offer children a variety of learning opportunities with quiet cozy spaces for discovery and experimenting. There is also an outdoor space for active physical play and learning about nature and the environment.

Mariposa will not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, disability, marital status or sexual orientation. We see ourselves as part of a diverse population.

Mariposa's caring, diverse, and professional staff of teachers and teaching assistants all are fluent Spanish speakers, certified by the Department of Early Education and Care, and have certificate/degrees or college coursework in child development and education. They are certificated in First Aid and CPR. All teachers participate in ongoing peer observations, supervision and professional development concerning social, emotional, physical and cognitive skills. The teachers at our school are here to work in partnership with you, the parents, and will work with your family to accommodate cultural, religious or family preferences in our capabilities.



02

# Center Operations

We consider it a privilege to partner with our families on raising our children with more and better possibilities in their future.

“

“There is no such thing as a perfect parent. So just be a real one.”

- Sue Atkins



### Hours of Operation and Holiday Closing's

Mariposa will be open Monday through Friday, 7:00 am to 6:00 pm. Mariposa will close on the following Holidays and professional days:

- New Year's Eve
- New Year's Day
- Martin Luther King Jr.
- President's Day
- Patriot's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day
- Professional Day #1: Third Friday in April
- Professional Day #2: Third Friday in October

When a holiday falls on a weekend, then Mariposa will be closed on the following Monday. On Good Fridays and the day before Thanksgiving Day, Mariposa will be open until 3:00 pm only. On snow days, Mariposa will close every time Dedham Public Schools is closed. We celebrate graduation in late August. Tuition is charged for all closings

### Enrollment

We have a limited number of slots at the center, for newborn children up to 6 years of age. When the center is full, we maintain a waiting list. Waiting list admission is based on a variety of factors including the age of the child; length of time the child has already waited, having siblings already enrolled, and availability.

After you fill out an enrollment form for your child, the center

will contact you the moment a slot becomes available. You will be sent a packet to be completed that asks for basic information, a developmental history of your child, and emergency medical information. All parents will have a tour of the classroom, meet the teachers, and have the opportunity to ask questions.

**Required Visit:** A parent must accompany the child to the center on the first day and pick the child up by noon of that day. Every child's first day is a half-day.

### Tuition and Payment Procedures

Tuition is paid monthly. These fees are important to us. Our monthly tuition rates support our annual cost. Therefore, every month (including those holidays in which your child is absent, sick or on vacation) must be paid for. We cannot afford to have children in the program without receiving payments for them. It is important that you make all payments on-time. If you are having financial difficulties with your monthly payments, please speak with the Program Director immediately to avoid termination of your child from the center.

**Payment procedures:** Parents are expected to pay every month. Payments should NEVER be placed in your child's lunch bag or given to the teachers. When your payment has been recorded, you will receive a receipt for your records if you request it.

**Late payments:** We have a policy for late payments. You will be charge \$20 per day when payment is not received. Failure to pay your tuition will result in termination of your child's childcare.

**Initial payment:** You will be required a payment equal to first of tuition in advance when you enroll your child plus an additional \$100 registration fee. The deposit will serve as your child's first month tuition. **This payment is non-refundable and is not transferrable.**





**Rate Increases:** As the cost of living increases every year so the cost of childcare. MCCC reserves the right to review the rates every year. MCCC will give parents a two (2) months' notice before any increase.

There is a 5% discount for families with more than one child in the program. Discount will apply to the oldest child only.

### Procedure for admitting a child

The procedure for admitting a child is as follows:

1. The Director or Assistant Director will meet the parent to talk about the center and take care of the necessary paperwork. Parents will be given a tour of the school and can ask us any questions they may have about the program. Our entire program and interactions with children will be described to parents.
2. We will give you electronic information about our philosophy, statement of purpose, parent conferences and parent participation, medical emergencies, discipline policies, schedules, enrollment forms, health forms, and consent forms.
3. After intake is completed, a parent orientation and a start date will be determined. Parents will be introduced to your child's teachers.

4. On your child's first day of school, parents have the option to stay in the building (not inside the classroom) with their child until she/he seems comfortable and to pick him/her up right after lunch time. Your child will be given a cubby for personal belongings. Please write your child's name on his/her personal belongings. Educators will put the child's name on any belongings without a name with permanent marker. Child is expected to stay at school until noon.
5. On the second day child will start full day. Parents are expected to bring their child and leave the room. Parents will not be allowed in the classroom. Parents are not expected to make changes in our classrooms without authorization from administration.

### Transportation

**Full day:** Every day children will arrive at the center with a parent or other responsible adult. The center is not responsible for your child arrival. All children will leave the program in the evening with a parent or person for pick-up. This individual must be 17 years of age or older, be able to produce valid I.D. and listed in form, not last minute phone call. The center does not have any formal means of transportation for outside activities. When on field trips and outdoor activities, the programs participants walk, use public transportation, or contract with a transportation provider. In the event of an emergency, an ambulance (911) may be called immediately. The cost of this call will be covered by the child's health insurance.

### Arriving with your child in the morning

The structured program begins at 9:00 am each morning. Hence children must be at school by 9:00 am each day. When children arrive late, it disrupts the morning group activities in the classroom, and is unfair to other children and the teachers. When arriving please make sure you park your car in the parking lot. Double-parking and leaving your child alone in your car are not allowed and could lead to termination of your child from the program.

If you are going to be late, you must call or message us via the app and let us know at what time you expect to arrive. If you have NOT called, and you arrive after 9:00 am, your child will not be accepted for that day. Exceptions can be made due to uncontrollable circumstances such as weather-related problems or other emergencies. When a child is late because of health circumstances, parents are to bring an excuse or a note from the doctor indicating that the child can return to school.

Please make sure to sign in and out each day when you drop off or pickup your child. Make sure that your child's teacher has seen your child come in. It is very normal for children and parents to have some difficulties separating and saying good-bye. Parents are welcome to stay with their children as long as they feel it is necessary. However, it is important to recognize that children's anxiety is heightened when their parents seem unsure. Once you have decided to go, it is best to say good-bye and leave promptly. If you need help saying good-bye, ask the teachers to assist you in leaving so that the transition will be easier for you and your child. You may also wish to bring family pictures for your child to keep in his/her cubby in your absence.

### Picking up your child in the afternoon

Parents must provide in advance a written list of adults who can pick up their children. We cannot release your child to anyone whose name is not on your list. The person who picks up your child must be at least 18 years old. We cannot release your child to a minor. It is very important that you pick up your child on time. We have a late fee policy. If you or another person picks up your child after 6:05 pm, you will be charged \$1.00 per minute that you are late. Parents can sign out their child using the app. These fees will be added to your account balance. Please NEVER leave your child alone inside the car or unattended in the school building.

If your child has not been picked up by closing time, the following steps will be taken:

1. We will call you. A teacher will stay with your child at all times. (Your child will never be left alone).
2. We will call any other authorized pick-up people from your list (if we cannot get in touch with a parent) to come pick up your child.
3. If no one has come to pick up your child by 6:15 pm, and if we have not spoken with you or received a message from you or another authorized pick-up person, we will have to notify the Police Department and Department of Social Services and ask them to make arrangements for temporary care for your child. A 51A report will be filed.

If pickup circumstances change, custody documents might be required. MCCC reserves the right to terminate the contract for this reason.

### Absences

If your child is going to be absent, please let us know using the app, and let the staff know. Remember that there is no reduction in fees due to absences. In the case of an extended absence, the parent and the Director should decide if the child's place should be kept, and paid for, or released to another child.

Your child's tuition must be paid during vacation time. For vacations taken greater than two weeks, parents are asked to notified the school director.

A doctor's note may be immediately required after for some illnesses in order for your child to return to the center.

### Teaching Team

The Center is staffed by: Two (2) Teacher-Directors, two (2) director assistants, and eighteen (18) teachers and assistants.



### Daily Schedule

The daily schedule is posted in each classroom. The daily routines are sensitive to the needs of young children, and include snacks, meals, toileting, naptime, individual nurturing, and a variety of educational play activities. The schedule allows children the opportunity to make some choices about their use of time, and to learn to play, both independently and cooperatively, within the structured classroom environment.

Every effort will be made to notify parents in advance of any changes that may affect children.

### Toys and Food from Home

Weapons (guns, water guns, etc.) and/or any aggressive toys are NOT permitted at school. Teachers will help children store them in their cubbies when not in use and will encourage them to share with others. **However, we cannot assume responsibility for lost or broken toys. Please do not send valuable jewelry, candy, keys, or money to school with your child. We cannot be responsible for any of these items!!**

Parents are responsible for bringing food for their children. When you bring your food please give it to your child's teacher and make sure the containers are labeled with your child's name. Food must be ready to eat as we do not heat food.

### Clothing

Because children often use paint and other messy educational materials, and because we play outside daily, **Please, send your child here in play clothes that can get dirty!!** We provide smocks to protect clothing, but accidents happen. Avoid scolding children for being dirty at the end of the day; we are actively encouraging children to try all activities some of which can be messy! Speak with a teacher if you have concerns. **Make sure that your child always has at least one change of extra clothing here in case he/she gets wet or has a toileting accident during the day and a small blanket for nap time. Please write your child's name on their clothes and blankets.**

**Any unlabeled piece of clothing will be permanent marked by teachers.**

### Outdoor activities

Children will be involved in outdoor activities year-round. Gross motor activity is important for each child's development. We will go outside during the cold winter months unless it is raining, sleeting, icy/slippery, below 32 degrees or over 90 degrees. If you feel that your child is too sick to go outside, please make other arrangements to keep him/her home. We cannot leave one child inside while the rest of the class goes outside for activities. Therefore, please make sure your child has adequate cold weather clothing, including hat, gloves, warm jacket, boots, and snow pants.

### Parent Participation

Parent participation is an important part of our successful childcare/preschool program. There are formal opportunities for parent involvement throughout the year. Parents are welcome to visit their child in the program and participate in activities in the classrooms. Special social and educational events for parents and families take place several times each year. Input from parents regarding the center is always welcome. Parents are encouraged to discuss ideas and concerns with teachers or the director at any time, as well as during parent-teacher conferences. Every month classrooms send out a newsletter, which shares current news and information, the monthly curriculum theme, etc. In addition, you will receive information in your child's cubby or family mailbox from the office so make sure you check there and read everything thoroughly.

Parents are not allowed in our classrooms. After Covid-19, is our goal to lower adult traffic in the classrooms. Parents are welcome to watch their children via the windows provided for that.

### Progress Report

Parent conferences to discuss each child's progress report and Individual Educational Plan are held twice a year (every six months). They will be scheduled by the classroom staff. Copies of the report are kept in each child's record.

If parents have concerns or issues about their child, you do not have to wait until a conference, but please remember that discussing issues while staff is caring for your child and others is not the appropriate time. Our first priority is the safety of all children. Staff cannot provide adequate supervision of children while engaged in a conversation with a parent. Please schedule an appointment with your child's teacher to discuss your concerns.

Staff will maintain ongoing communication with parents so that parents are aware of their child's development and interaction with others at school. Staff will always be willing to act as a resource for parents around issues such as limit setting, consistency, and other parenting practices. Parents are expected to be actively involved with their child's school. All parents and guardians should attend parent's meetings. We may also ask parents to help with special occasions/activities or events.

### Philosophy of Discipline

When discipline is necessary, we show patience and caring but also gentle firmness and consistency. The staff tries to help children develop self-confidence and knowledge that will foster self-control. The classroom staff, with as much input from the children as possible, clearly set behavioral standards (i.e. takes care of classroom toys, take turns and share with friends, use your words, etc.) Children are encouraged to use words instead of physical aggression. Children are not allowed to hurt themselves, others, or destroy school property. Positive reinforcement and praise for appropriate behavior to encourage children to make positive, safe choices. The goal is to acknowledge every child doing something right.

When a child behaves unacceptably, the teacher states clearly why it is unacceptable, and redirects him/her. If the same behavior happens again, the child will be given two more warnings. If a child continues to be disruptive, uncooperative, or inappropriate, he/she will be given a short time away from the other children to help them calm down return to appropriate interactions with the other children. As adults, it is our role to help the child understand that it is the "behavior" and not the child that is not acceptable.

A parent may be called to come and take the child home if the staff is unable to help a child regain self-control after a period of time. This type of behavior is often the result of extreme anger or frustration on the child's part. The staff will notify the Director and the parents if such behavior occurs on a regular basis. The parent will be asked to attend a meeting with the teacher and the Director to discuss the situation and begin to evaluate whether or not this center is the appropriate setting for the child and discuss or explore other options.

No child will be subject to embarrassment / humiliation from a staff person for any reason. Denial of food or physical punishment will never be used as a tool to change undesirable or inappropriate behaviors. No child will be forced to eat. Any staff person found to use physical, verbal, or emotional abuse will be subject to immediate dismissal.

No child will be subject to embarrassment / humiliation from a staff person for any reason. Denial of food or physical punishment will never be used as a tool to change undesirable or inappropriate behaviors. No child will be forced to eat. Any staff person found to use physical, verbal, or emotional abuse will be subject to immediate dismissal.

### Toilet Training

The staff recognizes that each family and child set their own pace for toilet training. When your child has indicated readiness, please speak to the teacher and we will try to cooperate with



your efforts. We will not force or pressure any children to be trained, nor will children be made to feel ashamed if they have an accident. These negative methods tend to make toilet training more difficult and more painful.

Please provide at least 5 pairs of underwear for your child, along with several extra pairs of pants. Soled clothing will be placed in a plastic bag in your child's cubby to be taken home at the end of the day, or trashed depending on the circumstances.

### Fieldtrips

Fieldtrips are part of our curriculum; some of the trips include visits to local parks and playgrounds, museums, the aquarium, local library, etc. Parents must complete the field trip permission slip as part of each child's enrollment paperwork. Parents are notified in advance of all field trips, and are invited to attend.

### Birthdays

Parents who wish to celebrate their child's birthday at the center are requested to consult with the child's teacher to schedule the event. Only fruit popsicles are allowed.

### Meals

We serve a morning snack and a late afternoon snack. Parents should prepare lunch and snacks for their children. We do not prepare lunch at the center. We encourage children not to share their food with other children because of allergies. We do not warm up milk/food.

### Nutrition

Parents are responsible for bringing food for their children. We do not provide food. Parents must bring healthy and balanced foods and juices should be 100% juice. Please make sure the food you bring is not expired. Teachers will not feed children with expired food.

Every teacher will receive training on USDA nutrition

requirements for children's healthy growth and development; and on food choking hazards.

Infant parents must supply formula and all baby foods. All containers and lids must be labeled with the child's name.

Educators will use permanent markers for those without names. Teachers will document their food intake and any changes related to feeding or nutrition as well as their voiding patterns. A copy of this report will be kept in the child's record. Children ages 1 and above will need to bring a nutritious "sack lunch" and drink. Lunches cannot be heated up or kept in a refrigerator. There will be a \$20.00 charge if you fail to bring lunch. Food and drinks are not allowed on the playground.

### Candy, gum, and money should never be brought

Everything that your child brings or wears to school should be permanently labeled. Parents are required to bring healthy food for any party or celebration in the center.

### Allergies and Food Restrictions

If your child is allergic to a particular food or your family has food restrictions, please let the teacher and the Director know. Notify the teacher or the center Director of any special dietary restrictions or allergies. The Center must receive the written statement from a physician or a licensed dietician for special therapeutic diets. Parents will be asked to sign a consent for any medication your child may need for the allergy. A copy of this statement will be kept in the child's record, and it will be posted in the classroom.

### Naptime

The children have a rest time daily after lunch. This may be a difficult time for some children because it is a quiet time and somewhat dark. They may miss the comfort of home more than at other times of the day. Parents can send a special blanket if it helps the child feel more at home during naptime. If your child can't sleep, we ask him/her to rest quietly.

03

# Safety & Well-Being

This environment is not only fun, but also challenging, self-affirming and nurturing. In this environment our program provides balanced early childhood care.

“  
They may forget what you  
said, but they will  
never forget how you  
made them feel.”

- Tia Barbara Fernandini





### Health Policies

Our health policies have been established to support the safety and well-being of all the children enrolled in our program. Our policies are periodically reviewed by our Health Care Consultant and adhere to regulations set forth by the Massachusetts Department of Public Health.

Teachers and staff will work to keep the spread of infectious diseases to minimum by requiring certain immunizations, maintaining high standards of cleanliness, and hygiene and by excluding children from the center when they are contagious.

All decisions to exclude a child from the center due to illness are made by the staff based on several factors. These include protecting and promoting the health of all children in the center and the staff's ability to meet the unique needs of both the particular child affected and all the other children enrolled. Also, in order to be in the center, a child must be able to participate in ALL aspects of the daily program, including outdoor play. If a child becomes ill during the day, she/he will be cared for in a quiet space with constant supervision. The teacher will provide for the needs of the child, including food, drink, rest and play materials.

Parent or emergency contact people will be called to pick up the child, in order to prevent contagion and provide comfort to the child.

If your child is ill, please call the school by 9:00 am to notify us that your child will be out for the day. The office number is 781-320-3651. You can also send us a message in the app.

**Dispensing Medication:** We urge parents to come to school when possible to administer medication to their children. We also urge parents to dispense first dose of medication at home.

When this is not possible, we will dispense medication under the following conditions:

**Prescription Medication:** When prescription medication needs to be given to a child, the child's physician must sign a written order that accompanies your child written parental consent. We have a form for this authorization. To obtain a visit us online at <http://mariposaccc.com/resources.html>. Prescription medication should have the child's name, type of medication, and directions for administering and storage on the bottle. Medication must be in their original and unopen container with the prescription from the pharmacy on it.

**Non-prescription Medication:** We also need specific written instructions for these medications by both the doctor and the parent: Over the counter, cold and/or allergy medicines, and topical ointments such as sunscreen, sun block, insect repellent, etc. Nonprescription medication consents are valid for one year only and must be renewed each year. A medication log will be kept on record the time, dosage and initials of the staff person giving the child the medication. This log will be placed in the child's file when we have finished giving medication.





Parents are responsible for labeling all medications and for bringing them in their original unopen containers. All unused medication shall be disposed of or returned to the parent when it is no longer needed.

### **Our Health Care Policy is posted on the bulletin board in the classroom.**

**When your child is ill:** Consult the list of symptoms and treatments below. It is a general guideline based on mandatory health regulations. These are the same guidelines we follow. However, they are not a diagnostic tool to determine a particular child's illness. Although we see many common childhood illnesses, it is not our role to diagnose. You should obtain a physician's opinion for persistent or serious symptoms such as persistent diarrhea, elevated temperature, reoccurring rashes or any illness of unknown origin.

We exclude children from the center as infrequently as possible. However, it is our experience that most young children do get sick and do need to be out of the center occasionally. We urge you to establish back up care arrangements so that you can implement these when necessary.

We do our best to notify parents of the signs of approaching illness when we see them developing, so that you will be prepared if we need to send your child home.

It is particularly important to notify the Center about any contagious illness to prevent its further spread. The Center will notify parents if children are exposed to a contagious illness at the Center. (i.e, chicken pox, measles, etc. and describe what symptoms to look for.

### **Sick children early pick up policies:**

We try to minimize calls to parents as we understand they are disruptive. However, in our experience all children get sick at one point or another. When this happens, Mariposa will contact parents for early pick up. Parents are expected to pick up within the hour. If after an hour parents have not been able to pick up, then emergency contacts will get calls. If by two hours, child has not been picked up, 911, DCF and EEC will be called, and situation will be reported to those departments.

Lastly, when a parent does not pick up within the hour it is considered a serious violation of our agreement and will give us ground for termination of our agreement.

**Vaccinations:** All children must be age-appropriately immunized to attend this program. Unless, parents submit a religious exemption, or a medical exemption is provided.

If the child is already attending the program, then parents are responsible for bringing all documentation of immunization. If documentation is not provided to MCCC, we will suspend your child for the program until documentation is provided. You are still responsible for fees and dues in your account. If the child does not have the vaccinations because of religious beliefs, then parents must submit a written statement indicating that such procedure is contraindicated.

Common Childhood Illness	Possible Symptoms of	Center Guideline for the Illness
	Fever	Your child will be sent home if he/she has a temperature of 100.4 F degrees or higher taken on their forehead. He/she must be fever-free without the use of fever reducing medications for 24 hours before returning to the center and a letter from the doctor is required.
	Diarrhea – Increase in number of stools, which are unformed, loose and watery	Your child will be sent home if he/she has two watery stools. He/she must be free of diarrhea, which is a direct result of antibiotic treatment, will not be excluded if it is containable in a disposable diaper. Additionally, a letter from the doctor will be required.
	Vomiting	Your child will be sent home if he/she vomits. He/she must be free of vomiting for 24 hours before returning to the center and a letter from the doctor will be required. Vomiting for a non-health related reason (motion sickness, food) is not considered an illness. In this case, exclusion of your child will be determined on an individual basis.
Ear Infections	Usually causes pain in and around ears and may be accompanied by a fever.	Treatment with antibiotic as prescribed by your child's physician. The center will follow fever guidelines. Your child must receive at least two doses of antibiotics and be able to fully participate in the program before returning.
Cold/Sore Throat	Runny nose, cough, sneezing, etc.	Mild symptoms are allowed as long as your child can fully participate in the program, including outside play. In this case, exclusion of your child will be determined on an individual basis. A letter from the doctor may be required and will be determined on an individual basis.

\* These illnesses will be posted when they occur at the center



Common Childhood Illness	Possible Symptoms of	Center Guideline for the Illness
Strep Throat *	Sore throat, fever, headache, swollen glands, stomachache.	Treatment with antibiotic as prescribed by your child's physician. The center will follow fever guidelines. Your child must receive antibiotics for a 24 hours period before returning.
Scarlet Fever Form of Streptococcus	Red, bumpy rash, flushed cheeks, paleness around the mouth	Treatment with antibiotic as prescribed by your child's physician. The center will follow fever guidelines. Your child must receive antibiotics for a 24 hours period before returning.
Influenza	Fever, congestion, cough, muscle ache	Center will follow fever guidelines. Your child must be able to fully participate in the program before returning.
Chicken Pox and Shingles *	Fever, itchy rash, red, blistery bumps on back or stomach spreading to face and limbs.	Center will require a letter from the doctor indicating when your child can return to school. Your child can return when all blisters are crusted over and dry. This usually requires 5 to 7 days from onset of rash.
Conjunctivitis *	Increased tearing, pink eyes, swelling of eye area and/or pus discharge. Highly contagious.	Your child will be excluded until eye discharge has resolved or 24 hours of antibiotic treatment has been given.
Rashes (including diaper and yeast infections)		Minor rashes of known origin will be treated according to your physician's recommendations. If your child experiences repeated rashes, develops a blistery rash or a rash of concern by staff, a physician's examination and diagnosis are required.
Roseola *	Fever followed by fine red bumpy rash.	Center will follow fever guidelines. Your child must be able to fully participate in the program before returning.

\* These illnesses will be posted when they occur at the center

Common Childhood Illness	Possible Symptoms of	Center Guideline for the Illness
Impetigo *	Rash often on face, oozy, red, crust or blister-like.	Treatment with antibiotics orally or direct application. Your child must receive antibiotics for a 24-hour period before returning. A letter from the doctor will be required.
Ringworm	Flat ring-shaped rash, red, raised, and itchy.	Your child can return to the center the day after treatment begins and a letter from the doctor with instructions will be required.
Mouth Irritations (including thrush, cold sores)		All mouth irritations require consultation with or examination by your child's physician. Severity of the irritation, the contagion level and the symptoms will determinate the course of action.
Coxsackie (mouth, hands and feet) *	Rash as spots or blisters on the mouth, hands, feet. Can cause common cold, fever, diarrhea, sore throat	Center will require a letter from the doctor indicating when the child can return to school. Your child must be able to fully participate in the program before returning.
Scabies/Head Lice *	Small parasites burrow into skin, itchy. Scabies and/or lice live on the scalp and hair displaying few symptoms.	Parents should notify the center if any of their children have scabies or lice. This includes other children not attending the center. If lice are found on your child, you will be called to pick up your child. He/she can return after completion of treatment as prescribed by your physician. Other parents in the classroom will be alerted to watch for lice.
Fifth Disease *	2-3 days of fever, headache, body ache, sore throat, followed by a week of no symptoms and finally a bright red rash on cheeks and/or lacey rash on arms and legs.	2-3 days of fever, headache, body ache, sore throat, followed by a week of no symptoms and finally a bright red rash on cheeks and/or lacey rash on arms and legs.

\* These illnesses will be posted when they occur at the center

Common Childhood Illness	Possible Symptoms of	Center Guideline for the Illness
Ticks	Ticks are small parasites that get into one's skin and feed themselves from the blood of humans. Symptoms are developed over a few weeks.	Parents should notify the center if any of their children have ticks. If ticks are found on your child, you will be called and notified. Director will make the call on whether the child can stay at school or should stay at home. If child develops symptoms, Center will follow doctor instructions. Other parents will be notified.
COVID-19	Cough, fever, muscle pain, difficulty breathing, lack of flavor and smell, running nose, sore throat, vomiting, diarrhea, nausea, fatigue, abdominal pain, headache, etc.	If your child is experiencing some of these symptoms, a letter from the doctor will be required for your child to return to school. School will follow instructions from the doctor.

\* These illnesses will be posted when they occur at the center





### Reducing the risk of SIDS

At MCCC we understand the risks of SIDS and the impacts it has on young children. In order to reduce it, we take the following steps and urge parents to practice the same at home:

- Place baby on back to sleep
- Use firm surface
- Keep soft objects and loose bedding out of crib
- Avoid overheating
- Supervise infants during sleep
- Place one infant at a time in each crib
- Do not smoke in our building
- Children do not sleep with pacifiers
- Tummy time is only when children are awake and supervised
- Conduct random inspection of the infant room by program Director

### Hand Washing

Hand washing is the first line of defense against infectious disease, for children as well as staff and parents. At the center, teachers will wear gloves before feeding a child, before eating or handling food, before and after giving medication. Hand washing techniques are posted above the sinks at the center. Parents can help prevent disease by reinforcing the center practices at home.

Hand washing will also be done before and after water play, handling of food, toileting and diapering. Also, hands will be washed when there is any contact with bodily fluids such as when cleaning a runny nose. These practices go for everyone in the center.

### Health Records

When a child is admitted to the Center, and annually thereafter, parents must provide written statement from the child's doctor attesting that the child has had a complete physical exam and lead paint screening within the past year. Immunization records will also be requested at that time.

### Your Child's Record

Parents have the right to access their child's record within two-business days of a request. There will be no charge for one copy. The children's record is confidential. Parents have the right to add to or request deletions from the records. Upon written request the center will transfer the record to any other person or institution the parent identifies when the child is no longer in our care.

**Allergies:** Parents must bring a written notification from the child's physician indicating the type of allergy and the process needed for treatment. This notification will be placed in the child's classroom on the information board. Teachers will ensure that what any child eats does not contain the type of food contra indicated by the physician. Teachers will also ensure that no other children will share foods among themselves.

Parents are allowed to train the staff with the written permission of a child's physician to show them how to implement their child's individual health care plan. The Program Director will work with the parents of a child with disabilities to reasonably accommodate the individual needs of their child.

**For Infants:** Teachers must place infants on their backs for sleeping, unless indicated by the child's physician in writing. Teachers also must place children in their individual crib, portacrib playpen or basinet on their back when children are taking a nap.

### Emergency Treatment Form

Parents will complete an emergency consent form at time of enrollment and every year thereafter giving permission to Center staff to administer First Aid and CPR and to take their child to the hospital. Parents must notify staff of any changes in their phone number and contact information. It is important that we keep all contact information up to date.

### Emergency Procedures

Parents are notified promptly of any injury, by phone and/or accident report, depending on the seriousness of the injury. If a child must be taken to the hospital, a staff member will accompany the child in the ambulance with the child's emergency medical permission. The director or staff member will continually call the parent or the emergency contact person until they are reached. Whether or not the parent is reached, the child will be taken to the hospital. An ambulance will be used for transportation in all emergencies and parents will be charged for this service.

### Suspected Child Abuse or Neglect

One of the legal responsibilities of the center staff is to monitor the safety and well-being of all the children. Any staff person, who has reasonable cause to believe that a child is suffering from abuse and neglect, shall immediately report such concerns to the program Director or designee. The program Director along with the staff will determine if a meeting with the parent is necessary to discuss concerns or if a 51A needs to be filed (a report of the situation to the Massachusetts Department of Social Service (DSS) for investigation). After meeting with the parents or filing a 51A report, the Director must notify the Department of Early Education and Care immediately. The goal is to protect the child from further abuse. All childcare staffs are mandated reporters under the Massachusetts Laws, hence, the program is legally required to report to DSS any suspected child abuse neglect. When situations arise, parents are always notified except in instances where notifications appear to increase the danger to the child. The following are indicators of child abuse and neglect.

### Indicators of Child Neglect

#### Lack of Medical or Dental Care

- Children whose needs for medical or dental care or medication or a health aid are unmet.

#### Lack of Supervision

- Very young children left unattended.
- Children left in the care of other children too young to protect them.
- Children inadequately supervised for long periods of time when engaged in dangerous activities.

#### Lack of Adequate Clothing and Good Hygiene

- Children dressed inadequately for the weather.
- Persistent skin disorder resulting from improper hygiene, children chronically dirty and not bathed.

#### Lack of Adequate Education

- Children who are chronically absent from school.

#### Lack of Adequate Nutrition

- Children who are lacking sufficient quantity or quality of food.
- Children who are constantly complaining of hunger or rummaging for food.
- Children suffering severe developmental lags.

#### Lack of Adequate Shelter

- Structurally unsafe housing or exposed wiring.
- Inadequate heating.
- Unsanitary housing conditions.

#### In Identifying Neglect, one must be sensitive to:

Differing cultural expectations and values as well as differing child-rearing practices.

#### Issues of poverty vs. neglect:

Neglect is not necessarily related to poverty; it reflects a breakdown in household management, a breakdown of concern for and care taking of the child.

## Physical Indicators of Child Abuse

### Bruise and Welts

- Bruise on the face.
- Bruises on the posterior side of a child's body.
- Bruises in an unusual pattern that might reflect the pattern of the instrument used, or a human bite mark.
- Clustered bruises indicating repeated contact with a hand or instrument.
- Bruises in various stages of healing.

### Burns

- Immersion burns indicating dunking in a hot liquid "sock" or "glove" burns on the arms or legs, or "doughnut" shape burns of the buttocks and genitalia.
- Cigarette burns.
- Rope burns that indicate confinement.
- Dry burns indicate that a child has been forced to sit upon in a hot surface or has had a hot implement applied to the skin.

### Laceration and Abrasions

- Lacerations of the lip, eye, face, or any portion of the child's face.
- Any laceration or abrasion to external genitalia.

### Skeletal Injuries

- Recurrent injury to the same site.

### Head Injuries

- Absence of hair or bruise beneath the scalp.
- Jaw and nasal fractures.
- Loosened or missing teeth.

Internal injuries caused by blows of midline of abdomen.

## Indicators of Sexual Abuse

### Physical Indicators

- Difficulty in walking or sitting.
- Torn, Stained or bloody underclothing.
- Pain or itching in genital areas.
- Bruises or bleeding in internal genitalia, vaginal or anal areas.
- Venereal disease.
- Pregnancy.

### Behavioral Indicators

- Unwillingness to change for gym or participate in physical education class or activity.
- Withdrawn, regression or infantile behaviors.
- Sophisticated or unusual sexual behavior or knowledge.
- Poor peer relationships.
- Delinquent, truant, runaway.
- Reports imagined sexual assault of any caregiver. (parent/guardian/babysitter, etc)

## Department of Social Services (DSS) for Investigation

The goal is to protect any child from further abuse. All childcare staff are mandated reporters under the Massachusetts Law, hence, the program is legally required to report to DSS any suspected neglect. When such situations arise, parents are always notified except in instances where such notification would appear to increase the danger to the child.



04

# Organizational Policies

We help each child develop basic skills, attitudes and habits that will ensure future success.

“

Love and care go hand-in-hand.  
Children feel loved during the time  
we are together and show them  
that we care for them.

– Tia Ana Caro





### Referral Plan

If someone on the teaching staff is concerned about a particular child due to their appearance or emotional state, they will begin to make notations about their concerns in the observations log. The concern will be discussed at a regular staff meeting, unless it is considered more pressing. In that case the teacher can request the Director for a special meeting of the team to discuss their concerns.

At the meeting teachers will come up with ideas and strategies for meeting the child's needs. It will be decided what plan of action will be taken. The plan will be written, dated and shared with the child's parent or guardian, and placed in the child's file.

At that time the Director will describe services available through the school department, such as COREW evaluation, programs for children with special needs, etc. The Director will help the parent or guardian get the necessary services for the child.

**Referral Services include but is not limited to:** Federation for children with special needs; 617-236-7210

A complete list of other referral services, telephone numbers and contact information will be made available to parents at that time.

**Follow-up to the referral:** The Director will, with parental permission, contact the agency or services provider who evaluates the child for consultation and assistance in meeting the child's needs at the center. If it is determined that the child is no longer in need of services from a particular agency, or is ineligible to receive services, the center will review the child's progress every three months to determine if another referral is necessary.

### Suspension Policy

If a child in the program is physically aggressive toward him/herself, another student, staff member, acts out in a threatening manner (throwing chairs or classroom materials), cannot be kept safe in this environment, requires continuous one-to-one attention from a teacher in order to function in the classroom, the following consequences will occur:

**First offense:** The Director and/or child's teacher will inform the parent about the child's behavior.

**Second offense:** The child's parent/guardian must meet with the Director to discuss the concerns.

**Third offense:** Suspension of the child from the program for a specific amount of time may result.

### Termination Policy

In the event of frequent and/or serious aggressive incidents, or if the program Director feels that student and/or staff safety is at risk due to such incidents the child will be terminated from the program.

Parents will be notified in writing the reason(s) for termination. A copy of this letter will be kept in the child's records. The Director

will inform the parents of the availability of other services when a child is terminated from the program.

A child may also be terminated from the program for nonpayment of tuition fees. Additionally, a child may be terminated from the school if parents/guardians show inappropriate behavior at school.

Lastly, a child may also be terminated when parents park their cars without following the rules. This obstructs the flow of the traffic, impacts our neighbors, and we take the risk of closing our entire program. For the second offense the Director will notify you in writing, and for the third offense the Director will terminate your child from the program. We are required to take this step by the local Town Planning Board.

### Effective Way of Negotiating Difficulties and Differences

In the event of a difference of opinion and/or difficulties between the parents and the center staff, the Assistant Director will meet with the parents and will try to resolve the issue been addressed. If the issue is not resolved, then the program Director will meet with the parents and will take all the necessary procedures to resolve the issue. If further intervention is needed, it will be brought to the Director. MCCC reserves the right to terminate a child if the parents/guardians show inappropriate behavior in our school.

### Research and Experimentation: Unusual Treatment

The center will not conduct research experimentation, or unusual treatment involving children. To allow other parents to observe children interacting, a general parental consent will be obtained in writing. Such observation will not include interaction between your child and the observers, nor identification of them individually. In no case the center will allow a child to be harmed during research or by experimentation or unusual treatment.

### Unauthorized Activities

The program does not allow children to participate in any activities unrelated to the direct care of children without the written consent of the parent or guardian.

### Injury Prevention Plan

All teachers monitor the environment daily. Any hazardous material, equipment, etc. is removed or repaired. There is never any smoking in areas used by the children. All toxic substances, poisonous plants, medications, sharp objects, matches, and any other hazards are kept secure and out of the reach of children. When on field trips the teachers will bring with them a backpack containing the following: First Aid Kit, Children's emergency consent forms, children's medications, cellular phone, etc.

An injury report for First Aid or emergency care is made for any child who is injured. The injury report includes Child's name, time and location of accident or injury, description, and how it occurred, name of witnesses, and who administered the first aid or medical care.

A central log/file of injuries is kept in the Director's office to help monitor safety records and identify any problem areas.

### Our Legal Status and Administrative Structure

We are licensed by the Massachusetts Department of Early Education and Care. This is our regulatory agency. A copy of the regulations is available to parents on their website [www.mass.gov/eec](http://www.mass.gov/eec).

We strive to recruit, screen and hire the most professional staff in the field of early childhood education.

Our tax ID is 45-2016939.



Emergency Numbers	
Company	Telephone Number
All Emergencies	911
Fire Dept. Non-Emergencies	781-751-9412
Local Police Department	781-326-1212
Local Health Department	781-751-9220
Building Inspector	781-751-9180
Dept. of Social Services	800-792-5200
Poison Control Center	800-222-1222
Licensors: Vanessa Ward	508-884-6032
State Police	781-659-7911
Water/Sewer	781-329-7090
Youth Commission	781-751-9190
Program Directors	617-850-5284 / 617-850-5283

## Parent Orientation Check List

## Parent orientation to this center has included the following:

Program mission and objectives

☐

Payments and refunds

☐

Pick up forms

☐

Hours of operation

☐

Holidays

☐

Special events

☐

Daily schedule

☐

Rules about attendance of sick children

☐

Meals and snacks

☐

Policies and regulations

☐

Parent involvement

☐

How to be a volunteer

☐

Program activities

☐

Literacy program

☐

Signature

Date

**Certification**

I received and acknowledged the information in the  
Parent Handbook for the year \_\_\_\_\_

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Child's Name**

\_\_\_\_\_  
**Program Director**





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