



**2022-2023 Before & After School
Parent/Guardian Handbook**

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WELCOME

Educational Resources for Children, Inc. (ERfC) is a private, community-based, non-profit agency that provides academic, enrichment, recreational, and cultural arts activities for students during out-of-school-time hours.

ERfC is Enfield's premiere choice for out-of-school time academic, enrichment, and recreational activities! Through ERfC Before & After School Programs, we ensure that all children are provided opportunities to learn, explore interests, and to develop friendships in a fun, safe, and encouraging environment.

Our mission is to team with communities, schools and families to grow resilient children. Through innovative community collaborations, we help children learn, reach their goals, and contribute to their communities.

Our vision is to be the region's premier choice for out-of-school-time activities, ensuring that all children are provided opportunities to learn, explore interests, and develop friendships in a fun, safe and encouraging environment.

ERfC welcomes children of all ethnic and socioeconomic backgrounds to attend and does not discriminate on the basis of gender, race, religion, income, national origin or ethnic background, or disability (physical or mental).

Core Values

Supporting Families: We help children and families thrive.

Passion for Learning: We make learning interactive and fun!

Educational Excellence: We stand for excellence in education and enrichment.

Character Counts: We commit to be our best, for ourselves and for others.

Strengthening Community: We partner to build stronger communities.

Problem Solving: We work together to find solutions.

SECTION I: ENROLLMENT POLICY

ERfC makes every effort to accommodate all children's needs and expects that parents or guardians provide the information that helps us in our best effort to meet those needs.

Enrollment in all ERfC out-of-school-time programs requires:

1. A complete enrollment application for each child that includes the Authorization/Agreement Enrollment Permissions.
2. A current Childhood Health Assessment Record (parts 1, 2 & 3) for each child. The health record must satisfy the Connecticut Office of Early Childhood licensing requirements, and include a TB screening assessment.

3. If child requires any type of medication, we will need an Authorization for the Administration of Medication Form and Care Plans for each medication.

4. Payment of fees, or enrollment into Tuition Express auto-pay is required before starting.

ERfC Before & After School Centers are licensed by the Office of Early Childhood. To ensure compliance with state licensing regulations, all enrollment applications will be reviewed and approved by ERfC's licensing department, including review and sign-off by our health care consultant. Students may not begin program until the review process has been completed and a start date has been confirmed by the registrar.

Enrollments are complete when they include: contact information including parent/guardian home, cell and work phone numbers, email addresses, home and work addresses, emergency contact information for a minimum of two (2) emergency contacts (in addition to the parents or guardians) with phone numbers and pertinent information; releases for emergency medical treatment, up to date medical form, up to date medications, forms and permissions as applicable; photographic image release or refusal, and signatory acceptance of understanding of all ERfC policies (inclusive of late pickup, discipline, withdrawal/dismissal, emergency, supervision, snack and health). Any changes in personal, medical, or contact information must be provided to ERfC.

Processing an enrollment application requires a minimum of ten (10) business days to complete when required documents and medications are received, and may take up to fifteen (15) business days, depending upon the student's health care needs and enrollment volume.

SECTION II: FINANCIALS

PAYMENTS

Payments are accepted through the Tuition Express auto-pay. If you are not able to make payments through Tuition Express, please contact our Business Manager to make other payment arrangements. Payments are not accepted at any Center or program.

Payment of fees is required for any student to begin any program. Tuition Express automated payments allow your center fees to be automatically deducted weekly or monthly from your bank or card account.

Payments are due the Wednesday before the start of each week. There is no pro-rated fee for students who begin an ERfC OST program or activity after the regularly scheduled start date, for any reason.

TUITION EXPRESS

Tuition Express weekly payments are collected on Wednesday and apply to the following week. Tuition Express monthly payments are collected on the Wednesday prior to the next billing period month. Payments may take up to three business days to post to your bank or card account. Tuition Express payment declines are assessed a \$10 fee for each occurrence.

Children with 7-day past due accounts (accounts not paid by the next billing cycle) may be removed from the program rosters until the account is brought current. Children who have been suspended for a past due account may not return to the program until a return date has been confirmed by the registrar.

FINANCIAL ASSISTANCE

ERfC provides before and after school rates on a sliding fee schedule for families who qualify.

21st Century (CCLC) federal grant funding includes Enfield Street, Edgar Parkman, Henry Barnard, Prudence Crandall, Hazardville Memorial and Eli Whitney Centers. Program fees for CCLC funded programs are recommended and not a requirement of enrollment or continued service. No student will be excluded from a CCLC funded Center, regardless of ability to pay. Families requesting enrollment in CCLC funded programs are not required to provide verification of financial status but must provide us with a Free/Reduce letter from Enfield Public Schools. Slots and funds are limited and may not be available for new enrollments. Please contact ERfC for more information about fees and financial assistance.

CARE 4 KIDS

ERfC is a Care 4 Kids provider. You must have a current Care 4 Kids Care Certificate naming ERfC as your provider for your child to start at any ERfC Center, or weekly payments must be made until the certificate is received. Please contact the ERfC at mychild@erfc.us for additional information about Care 4 Kids.

CREDITS, WITHDRAWAL & REFUNDS

No credit is given for unattended days for any reason, including but not limited to: illness, vacation, health record non-compliance, or dismissal from program. No credit is given for weather-related closings.

WITHDRAWALS

You may withdraw your child from the center at any time. We ask that you notify the ERfC Administrative Office 2 weeks in advance in writing by email or letter with the last date your child will be attending.

REFUNDS

Withdrawal notice must be received 2 weeks in advance to receive a refund.

Payments made will be refunded in the same manner as was paid and will typically take five (5) to ten (10) business days to appear in the bank or card account. Payments made with cash or checks will be refunded by company check, made payable to the account primary payer and will be mailed to the account address on file. This process may take five (5) to ten (10) business days. No cash refunds are given at any time.

SECTION III: OPERATING & COMMUNICATIONS POLICY

ERfC Before School Centers are open from 7am until the start of the school day, Monday through Friday, each week of the school year when school is open. After School Centers start when the school day ends (including early release days), and close at 6:00 pm.

Parents/guardians must provide accurate and up-to-date contact information so we are able to contact you in the event of a notable need or emergency. Any changes in contact information must be promptly provided to the ERfC Administrative Office.

Parents and guardians are responsible for signing their child in upon arrival each morning and signing their child out at the end of each day. Parents and guardians must have valid photo ID to identify themselves to ERfC and EPS staff when in school buildings or on school grounds. No child is signed out to an unidentified adult.

PARENT/GUARDIAN CONTACT INFORMATION

ERfC will use the phone numbers provided during the enrollment process to contact you while your child is at the program, should the need arise. The primary parent or guardian will be called first, if we are unable to reach you we may text message you from ERfC center cell phone or office cell phone. If we are unable to text you or we do not receive a response from you within 5 minutes, we may contact the alternate emergency contacts listed in the student's record.

ERfC requires that all listed contacts be available and can be reached during program hours through the numbers provided. If we are unable to reach you or your designated emergency contact numbers when required, permanent dismissal of your child(ren) may be necessary.

CONTACTING THE BEFORE & AFTER SCHOOL CENTERS

Before Care Cell Phone:	After Care Cell Phone:
Barnard School: (860) 490-9406	Barnard School (Crandall school students are bused to Barnard School): (860) 490-9406
Crandall School: (860) 719-2558	Enfield School (Parkman school students bused to Enfield School): (860) 578-0195
Enfield School: (860) 578-0195	Hazardville School(Whitney School students are bused to Hazardville School): (860) 810-9945
Hazardville School: (860) 810-9945	JFK Middle School: (860) 996-0889
Whitney School: (860) 508-5150	
Parkman: (860) 490-3380	

Parents or guardians are able to phone the ERfC Office at (860) 253-9935 or email us at MyChild@erfc.us between 8:30 am – 5:00 pm.

ROUTINE COMMUNICATION TO PARENTS & GUARDIANS

Routine informational messages from ERfC (including account statements) are sent to you via email. The email address you provided during the registration process will be the primary address used for communication with you. You can update your email address or add additional email addresses by contacting ERfC.

Email messages from the @erfc.us domain may come from the administrative staff, business manager, or head teacher. ERfC also uses Constant Contact for promotional and informational messages (parents may opt out of Constant Contact emails through the opt out option contained in those messages). It is recommended that you add the MyChild@erfc.us address to your email contact list and that you check your SPAM folder regularly for messages from ERfC. Important program information is posted on ERfC's website (www.erfcinc.org) and Facebook page <https://www.facebook.com/ERfCCommunityNews/> (ERfC Community News), and Enfield Public Schools' social media sites.

ERfC is not responsible for information missed by parents or guardians. Parents are encouraged to check our website or social media outlets for ERfC program information.

TEXT MESSAGING

For your convenience, the ERfC administrative office uses text messaging to contact parents.

SECTION IV. TRANSPORTATION AND PICKUPS

Afternoon bus transportation is provided daily after school for Parkman students to attend the Enfield Street Center, Crandall students to attend the Henry Barnard Center, and Eli Whitney students to attend the Hazardville Memorial Center. JFK Middle School Students will meet at JFK Middle School. There is no transportation available to or from ERfC Before School Centers.

REGULAR PICK-UP PROCEDURES

Only persons authorized by you and listed as a pickup in the registration packet will be allowed to pick up your child. We will call you if a person not on your list arrives for pickup, and we will not release your child until we hear from you. Any person that is unknown to the staff will be required to show a photo ID. There are no exceptions to this policy. For the safety of your children, Enfield Public School policy does not allow non-staff persons to be in the building unescorted. ERfC staff members are unable to unlock or lock any school building door; school doors are unlocked and locked in accordance with Enfield Public School policies.

EARLY PICK-UPS POLICY

State regulations require us to maintain a ratio of one staff member for every ten children. It is therefore not always possible to have a staff member leave the group to bring your child to the door for unscheduled pick-ups. For unscheduled pickups we ask that you contact the center administrator at least 30 minutes before you arrive.

LATE PICK-UP POLICY

We understand that sometimes late pickups are due to unforeseen circumstances. Please contact the center administrator cell phone as early as possible if you know you will be running late.

ERfC After School Centers close at 6:00 pm. If a child has not been picked up by 6:05 pm, the ERfC office will call the parents/guardians and emergency contacts using the phone numbers provided on the student enrollment. If the parents/guardians or emergency contacts cannot be reached or respond to this situation by 6:30 pm, ERfC will refer the matter to the Enfield police. At that time the child may be released to the police. The non-emergency number for our local police department is 860-763-6400.

For every minute past 6:00 pm that the child is on site, the family may be charged \$1.00. A minimum of two staff, minimum age of 18, will stay on site until the last student is picked up.

SECTION V. SCHEDULE AND ATTENDANCE

BEFORE CARE DAILY SCHEDULE

7:00 to 7:45: Arrival, Attendance and Announcements

7:45 to 8:00: Bathroom & Hand washing

8:00 to 8:25: Snack

Dismissal at 8:25 for grades 3, 4, 5, and 8:45 for grades K, 1, 2

AFTERNOON DAILY SCHEDULE

3:15 to 3:30: Arrival, Attendance and Announcements

3:30 to 3:45: Bathroom & Hand washing

3:45 to 4:10: Snack

4:10 to 4:45: Homework & Quiet Time

4:45 to 5:15: Enrichment Activities

5:15 to 5:55: Board Games, Physical Fitness Activities (large & small group games),
group activities and free play

5:55 to 6:00: Clean up time

ERfC follows the Enfield Board of Education School calendar.

DELAYED SCHOOL OPENING

In the event that school opening is delayed, the before school program start time corresponds with the delay: therefore, a two-hour delay program begins at 9:00 am; a three-hour delay program begins at 10:00 am.

COMMUNICATION WITH PARENTS

Daily communication with parents is vital to the success of the children's experience at the program. Parents may speak to the teachers at drop off and/or pick up and will receive written communication daily.

WEATHER RELATED CLOSINGS

ERfC follows the Enfield Public School District schedule for closings and delays due to weather. Information is posted on the Enfield Public Schools website: www.enfieldschools.org and on the ERfC website: www.erfcinc.org. If there is a cancellation, all Centers are closed for the duration of the cancellation.

SNOW DAY POLICY

1. If school is cancelled in the morning by the superintendent, all Centers will remain closed and there will be no ERfC programs.
2. In the event of early release due to weather, all Centers will remain open, unless weather conditions become dangerous.

If Enfield Public Schools students are dismissed from the school day early due to a weather impact, ERfC After School Center will operate and begin as soon as school is dismissed. After School will remain open until 6:00 PM or until the district advises that the building must close. In the event of closure prior to 6:00 PM, parents/guardians will be notified as soon as the closure is known via email, text or phone.

COVID-19 OR HEALTH RELATED SCHOOL CLOSURES

ERfC follows all CDC, Local Health Department, Connecticut Office of Early Childhood and Enfield Public school covid guidelines.

SCHEDULED EARLY RELEASE DAYS

ERfC Centers open early on early release days to accommodate the school schedule and close at 6 PM.

ABSENCES

You must notify ERfC if your child will not be attending the center. You may contact the administrative office between 8:30 am – 3:30 pm at 860-253-9935. After 3:30 pm you can contact the center cell phone.

SECTION VI. - HEALTH AND SAFETY

ERfC follows all guidelines from the Center of Disease Control, State and local Departments of Public Health, and Enfield Public School policies regarding Covid-19 safe distancing, hand washing and sanitizing.

SUPERVISION OF CHILDREN

The staff/child ratio is 1 staff for every 10 children over the age of three years old. At no time should the group size exceed 20 children over the age of three years old, even if ratios are being observed. Group size shall be observed in the classroom, gym, bathrooms, and outside. Children must be supervised by sight and sound. Staff shall position themselves to see as many children as possible. When there is a mixed age group, the lower required ratio and group size for the age of the youngest child shall prevail.

No child/children should be left alone for any period of time.

Field Trips - Staff/child ratios will be maintained while outside of the building. All children must have signed permission slips prior to leaving the building. Staff must bring each child's emergency contact information and the first aid kit on the field trip.

Bathrooms - Staff must supervise children while they are using the bathrooms.

Transportation to/from school - All children will be supervised by sight and sound while getting on and off any mode of transportation.

Playground/Outdoors - It will be the responsibility of all staff to ensure the safety of children on the playgrounds. Supervision of children will include the following:

- A head count will be taken before leaving the building.
- Children will be escorted by the staff to their designated play areas.
- Staff will encourage and demonstrate proper equipment usage and play.
- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner. Staff will coordinate positions so that all play activities and equipment is supervised. No staff person is allowed to sit or socialize with other staff.
- A head count will be taken before re-entering the building.
- Staff may not leave children unattended or out of state-permitted ratios and group sizes.
- Children may not go inside for any reason (including to the bathroom); nor may they go back outside unless accompanied by program staff.
- At least one CPR certified staff member will be on the playground whenever there are children under the age of three using the playground.

HEALTH RECORD INFORMATION

Every child enrolled in an ERfC program must have a current (within 36 months), complete CT State Early Childhood Health Assessment Record on file as part of their permanent enrollment documents.

We follow the Connecticut Office of Early Childhood (OEC) guidelines and regulations regarding the disclosure of medical conditions, disabilities or special health care needs. We ask that all parents/guardians include any health or behavioral information that will help us best support and ensure the success of your child in ERfC programs.

BEHAVIORAL CONCERNS, SPECIAL NEEDS, OR DISABILITIES

An Individual Plan of Care will be developed with the child's parent or guardian, the ERfC Manager of Operations and the ERfC Health Care Consultant. This Individual Plan of Care will be kept with your child's enrollment documents. The Individual Plan of Care contains steps outlining the appropriate care of the child during activities, and shall be signed by the parent/guardian and staff responsible for the care of the child. This plan may be changed and updated as needs indicate.

SICKNESS

Children should stay home from ERfC programs if they show symptoms of illness, and should remain home at least 24 hours and until they are no longer ill. In the event of illness at the center, ERfC will notify parents for an early pickup if appropriate. ERfC will take every effort to ensure those showing COVID-19 symptoms are not exposed to others. ERfC will work in coordination with Enfield Public Schools and the State and local Department of Public Health on all COVID-19 related matters.

Children who arrive at the ERfC program or exhibit or develop any one of the following conditions or symptoms: ear ache, unexplained/undiagnosed rash, active head lice (alive and/or crawling) red eyes, contagious disease, fever over one-hundred degrees, vomiting or diarrhea, or loss of smell or taste must be picked up immediately. The sick child will be supervised at all times in a separate designated area so that the child can be made comfortable.

If a student shows symptoms of the COVID-19 virus, he/she must be picked up immediately and may not return to the Center until they show a negative test and are symptom free for a minimum of 48 hours.

HAND WASHING

Staff shall wash their hands:

- After toileting
- Before eating or handling food, preparing bottles, or feeding children
- After handling bodily fluids (saliva, nasal secretions, blood, vomit, etc.)
- After handling soiled items, such as garbage
- After handling animals/animal cages
- Whenever hands are visibly soiled

Children shall wash their hands:

- After toileting
- Before eating meals or snacks
- After blowing their nose, coughing, or sneezing
- Before and after water or sensory play
- After playground use/outdoor play
- After handling animals/animal cages
- Whenever hands are visibly soiled

Proper handwashing technique:

- Wet the hands and apply a small amount of liquid soap to the hands
- Rub hands together vigorously with soap and water for at least 20 seconds (about two rounds of the "Happy Birthday" song!)
- Wash all surfaces of the hands, including the backs of the hands, palms, wrists, between fingers, and fingernails
- Rinse hands thoroughly to remove the soap lather
- Dry hands with a single use disposable towel

- Turn the faucet off with the towel.

BATHROOM ACCIDENTS

A primary expectation of all students is the ability to use the restroom on their own and to be able to recognize their own bathroom needs without prompting. We understand however, that accidents sometimes happen.

Parents who know that their child may experience accidents are requested to disclose any known medical diagnosis on the child's health form. An individual plan of care can then be developed to ensure a positive experience at the program. Parents are also expected to:

1. Provide a change of both clothing and shoes in the child's backpack.
2. Provide personal wipes for cleaning and plastic bags to hold soiled clothing.

Children who experience more than one accident during the day must be picked up.

Because accidents may be an indication of an underlying medical condition, children who unexpectedly experience more than one accident during the week will be required to have a physician's diagnosis and an individual care plan developed with the parent, center administrator and ERfC health care consultant in order to remain enrolled in the Center.

MEDICAL EMERGENCY PLAN

A qualified staff member with CPR/First Aid certification will be on site for the entirety of program hours. That individual will provide first aid, as necessary and appropriate to training, for medical needs. Additional staff will notify the parents/guardians of the ill or injured child. If the situation warrants more advanced care, staff will call 911 for Ambulance transport to the nearest hospital: Johnson Memorial Hospital or Connecticut Children's Medical Center. If Ambulance transport is necessary, a staff member will accompany the child and bring the child's emergency permission and medical form.

MEDICATIONS

The program will only administer emergency medications which include prescribed inhalers and premeasured commercially prepared injectable medication (i.e. Epi-pens, Auvi-Q, etc.), non-prescription topical medication and EMERGENCY oral medications (i.e. Benadryl). The parental responsibilities include providing the center the proper medication authorization form, and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. This form is available at the center.

The medication authorization form must include information, such as:

- The child's name, address, and birthdate
- The date the medication order was written
- Medication name, dose and method of administration
- Time to be administered and dates to start and end the medication
- Relevant side effects and prescribers plan for management should they occur

- Notation whether the medication is a controlled drug
- Listing of allergies, if any and reactions or negative interactions with foods or drugs
- Specific instructions from prescriber how medication is to be given
- Name, address, telephone number and signature of authorized prescriber ordering the drug
- Name, address, telephone number, signature and relationship to the child of the parents giving permission for the administration of the drug by a staff member.

Please note that there are many variations of the medication administration form that medical providers have access to. It is the parent's responsibility to ensure the medication administration form clearly states that it is for licensed child care centers. Please understand that your child may not be able to attend if he/she does not have the proper authorization.

All medications must be in their original child resistant safety container and clearly labeled with child's name, name of prescription, date of prescription, and directions for use. Except for non-prescription medications, premeasured commercially prepared injectable medications (i.e. Epi-pens), glucagon and asthma inhalant medications, all medications will be stored in a locked container and, if directed by a manufacturer, refrigerated. Controlled medications will be stored in accordance with 21a-262-10 of the RCSA. Non-prescription topical medications will be stored away from food and inaccessible to children.

Staff responsibilities include, but are not limited to, ensuring the medication administration form is complete and that the medication being received matches the medication orders and stored as directed.

The center staff will keep accurate documentation of all medications administered. Included, but not limited in the documentation are:

- Name, address and DOB of the child
- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of authorized prescriber
- The date & time the medication was administered
- The dose that was administered
- The level of cooperation of the child
- Any medications errors
- Food and medication allergies
- Signature of the staff administering
- Any comments

Parents will be notified by phone when/if a child has been administered any prescription medication. Staff are trained in the administration of medication by a physician, physician assistant, APRN, or RN and renewed every three years. Training for premeasured commercially prepared injectable medications is renewed each year. At no time is an untrained staff allowed to administer prescription medications.

All unused or expired medication shall be returned to the parent/ guardian or disposed of if it is not picked up within one week following the termination or the order, in the presence of at least one witness. The center shall keep a written record of the medications destroyed when shall be signed by both parties.

EMERGENCY PLAN FOR FIRE AND EVACUATION

Medical:

- A qualified staff with CPR/First Aid certification will be on site for the entirety of program hours.
- Staff will call 911 for ambulance transport to the nearest hospital: Johnson Memorial Hospital or Connecticut Children's Medical Center.
- If ambulance transport is necessary, a staff member will accompany the child and bring the child's emergency permission form and medical form.
- ERfC Staff will contact parent/guardian to meet the child at the specific hospital or emergency care center. In the event of illness or accident at the center, ERfC will notify parents/guardians via email, text and phone and recommend an early pickup if appropriate.

Fire:

- In the event of fire, evacuation will be through the closest fire exit, proceeding to the outdoor play area.
- Staff will supervise children as assigned throughout the evacuation.
- All staffing ratios will be maintained, with a minimum of 2 staff, minimum age of 18, with the children until all children are picked up.
- Once evacuated, children will line up and staff will take attendance.
- In the event we are not able to re-enter, parents/guardians will be notified of the location of their children via text, email and phone calls, requesting the earliest possible pick up time.

Weather:

- In the event of extreme weather emergencies such as tornadoes or hurricanes, staff and children will remain indoors away from windows and doors.
- First Aid staff will be on hand to administer first aid as needed until emergency personnel can arrive.
- In the event we are not able to stay in the building, parents/guardians will be notified via email, text and phone after the immediate danger has passed. If evacuation becomes necessary, parents/guardians will be notified via email, text and phone about the location of their children, requesting the earliest possible pick-up time.
- All staffing ratios will be maintained, with a minimum of 2 staff, minimum age of 18, with the children until all children are picked up.

Evacuation:

- In the event of evacuation, all children and staff will walk to the outdoor play area.
- The group will go to the outdoor play area, moving together.
- Parents/guardians will be notified via email, text and phone to pick up their children as soon as possible.
- All staffing ratios will be maintained, with a minimum of 2 staff, minimum age of 18, with the children until all children are picked up. If necessary to move further from the center, the Center Administrator will contact ERfC at 860-253-9935, so bus transportation can be arranged to move the group.
- Parents will be notified by phone, email and text of the whereabouts of their children. School building personnel such as custodial staff and office personnel shall be notified of the arrival of emergency personnel and/or ambulance.

Shelter in Place:

Emergencies may require you to shelter in place. You will hear "Code Red" via radios. You can use any room or interior space for the purpose of providing temporary shelter from hazards. In this case, the following procedures should be followed.

- Gather all children inside.
- Call 9-1-1 as designated by the Head Teacher.
- Call and text Manager of Operations at (860) 719-2535.
- Close and lock all windows and doors. Close shades or blinds. Keep children away from all doors and windows.
- Do not allow anyone to enter or leave the building until emergency personnel determine the area to be all clear.
- Notify parents/guardians to not pick up children until incident is over.

SECTION VII: FOOD AND SNACKS

The Center Staff will provide snack for morning care and after care to each child each day. Snacks will consist of two of the following: Whole grains (such as crackers), fruit/vegetable (such as fresh fruit/vegetable or juice), and dairy (milk/yogurt/cheese). No child is ever denied snack. Staff control an equitable distribution of snack and an adequate portion for each child. Water will be accessible to and available to children at all times.

If your child has any food restrictions or allergies, the allergy must be explained during the registration process. Children may bring additional packed snacks; no refrigeration is available. Notification in writing must be provided to the ERfC Administrative Office if you do not want your child to have the food provided at the Center. Snack menus are posted on the family information board, one week in advance.

Age Group	Morning Snack	Afternoon Snack
School Age	8 am	3:45 pm

SECTION VIII: ABUSE AND NEGLECT RECOGNITION AND PREVENTION

ERfC recognizes its responsibility to prevent child abuse and neglect of children enrolled in its programs.

Child abuse may be noted by observation of injury, description of injury inconsistent with the appearance of the injury, signs of malnutrition, sexual exploitation, deprivation of necessities, description of or testimonial of emotional maltreatment, sexual maltreatment, and/or cruelty.

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

1. Definition:

Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

A child who has had

- Non-accidental physical injuries inflicted upon him
- Injuries which are at variance with the history given of them
- Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child neglect is defined as:

A child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally or morally
- Allowed to live under circumstances, conditions or associations injurious to his well-being (CT statutes 46b-120)

Staff responsibilities:

As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk.

- Specifics on reporting a suspected case of abuse or neglect
 - Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.
- The reporter's name is required, but may be kept confidential.

Information needed:

- Name of child/Date of birth
- Address of child
- Phone number of child
- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians
- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to help or treat the child
- Seek medical attention for the child – if needed

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e).

All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

2. The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were

substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

3. Staff Training:

Staff will be required to attend bi-annual staff meetings, held in September and February, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

4. Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

DISCIPLINE POLICY

The goal of discipline is to help the child develop self-control and move toward appropriate social behavior. Examples of developmentally appropriate methods utilized for resolving conflict are:

- Positive guidance

When disputes arise among children or between a child and staff, the staff will encourage a "talking out" process where the goal is to acknowledge feelings and find solutions using the children's ideas wherever possible.

- Setting clear limits

Staff will encourage and model positive behavior, positive reinforcement, the use of peer support and clearly defined rules.

- Redirection

A child who may be aggressive or who is disruptive or destructive of other children's work may be asked to make an activity choice in another area.

Staff will continuously supervise children during disciplinary actions.

Staff shall not be abusive, neglectful, or use corporal, humiliating or frightening punishment under any circumstances. No child will be physically restrained unless it is necessary to protect the safety or health of the child or others, using least restrictive methods, as appropriate.

ERfC uses a Take 5 system, in which a child receives two separate warnings/reminders for correctable behaviors that are disrupting the group. These warnings are documented in a Staff Log. If a child needs a third reminder, the child "Takes 5" with the Head Teacher in order to discuss the behavior and process the consequences. All documentation is reported to the appropriate parent/guardian.

If the child continues to misbehave, we will contact you to pick up your child. If the severity of the problem is great enough that it could endanger the safety of the child or other children at the program, dismissal will be effective immediately.

If a child cannot adjust to the program setting and continues to behave inappropriately, the child may be dismissed from the program.

PERSONAL PROPERTY

Personal property, including clothing, back packs, tote bags, and any other personal property should be clearly labeled. ERfC is not responsible for lost or damaged personal property.

Children should not bring cell phones, money, toys, gaming devices, MP3 players or any other electronic equipment to the centers. Children are not allowed to use cell phones while at any ERfC program. If you need to contact your child, please call the ERfC cell phone and we will arrange contact. Please do not call or text your child directly. ERfC is not responsible for the loss or damage of any electronic devices or other personal belongings.

VISITORS AND OBSERVATIONS

Parents are able to see their child at program. Please arrange your visits with the Manager of Operations and Head Teacher.

In compliance with CT Office of Early Childhood and Town of Enfield policies, all visitors must sign-in upon arrival and sign out when leaving. As per Enfield Public Schools and ERfC policy, adults without a current photo ID will not be admitted into the building.

SECTION VIII: EDUCATIONAL PROGRAM PLAN

Children at ERfC programs will follow a flexible daily schedule that meets the individual needs of the diverse population of children and families served by our program, including those with cultural, language and developmental differences.

The daily schedule shall include indoor and outdoor physical activities, which will allow for fine and gross motor development.

The daily schedule will include opportunity for problem-solving experiences that help to formulate language development and sensory discrimination.

Children will have the opportunity to express their own ideas and feeling through creative experiences in all parts of the program, including:

- Arts and media
- Dramatic play
- Music
- Language
- Motor activity
- Language learning experiences
- Experiences that promote self-reliance

- Health education practices
- Child initiated and staff-initiated experiences
- Exploration and discovery
- Varied choices in materials and equipment
- Individual and small group activities
- Active and quiet play
- Rest or quiet activity
- Nutritious meals and snacks
- Toileting and clean up

SECTION X: PLAN FOR CONSULTATIVE SERVICES

Section 19a-79-4a(h) of the Connecticut General Statutes require all licensed child day care centers and group day care homes to develop and implement a written plan that includes the services of an early childhood educational consultant, health consultant, dental consultant, social service consultant and a registered dietitian consultant if the program serves meals.

The Regulations for Connecticut State Agencies require each of the above consultants to provide, at a minimum, the following services to the program:

- Annual review of written policies, plans and procedures;
- Annual review of education programs
- Availability by telecommunication for advice regarding problems;
- Availability, in person, of the consultant to the program;
- Consulting with administration and staff about specific problems;
- Acting as a resource person to staff and the parents; and
- Documenting the activities and observations required in a consultation log that is kept on file at the facility for two years.

Furthermore, the regulations require additional services to be provided by the health consultant as listed below:

- Making, at a minimum, quarterly site visits to facilities that serve children three years of age and older; or for group day care homes, facilities that operate no more than three hours per day, or facilities that enroll only school age children, semi-annual site visits. Facilities that are closed during the summer months may omit the summer quarterly visit. Site visits shall be made by the health consultant during customary business hours when the children are present at the facility;
- Reviewing health and immunization records of children and staff;
- Reviewing the contents, storage and plan for maintenance of first aid kits;
- Observing the indoor and outdoor environments for health and safety;
- Observing children's general health and development;
- Observing diaper changing and toileting areas and diaper changing, toileting and handwashing procedures;
- Reviewing the policies, procedures and required documentation for the administration of medications, including petitions for special medication authorizations needed for programs that administer medication; and

- Assisting in the review of individual care plans for children with special health care needs or children with disabilities, as needed.

The selection of our program's consultants is thoughtful and deliberate, and includes the careful examination of each one's qualifications and experience. A written agreement specifying each consultant's services to the program is on file and updated annually.

SECTION XI: STAFF

Director:

- The Director must have a high school diploma or equivalency certificate, and have experience supervising staff.
- Any Director hired or newly designated on or after January 1, 2010 shall have within one (1) year of being hired or designated at least three (3) credits in administration of early childhood education programs or educational administration from an institution of higher education accredited by the Board of Governors of Higher Education or from a regionally accredited institution of higher education.
- The Director is responsible for the day-to-day administration of the program. He/she is responsible for overseeing all of the other staff, including but not limited to: hiring, training and terminating, as well as making sure staff files are kept current.
- The Director must possess personal qualities to care for and work with children, relate to and supervise staff, and relate to and communicate with parents.
- All of the other staff are to report to the Director. In the event the Director is absent, the staff would report to Executive Director.
- The Director is responsible in ensuring adequate coverage in the classrooms at all times (staff child ratio and group size).

Head Teacher:

- The Head Teacher is required to be present 60% of the hours the Center is in operation.
- The Head Teacher must be at least 20 years of age.
- The Head Teacher must have a high school diploma or equivalency certificate.
- The Head Teacher must meet the qualifications for State of Connecticut approval as a Head Teacher.
- The Head Teacher is responsible for planning and implementing the day-to-day educational portion of the program.
- The Head Teacher is responsible for meeting all of the day-to-day emotional and physical needs of the children.
- The Head Teacher must possess personal qualities necessary to care for and work with children, relate to other adults, including staff and parents.
- The Head Teacher reports to the Director.

Staff:

- The Staff must be at least 18 years of age.
- The Staff must possess a high school diploma or equivalency certificate.
- The Staff must possess personal qualities necessary to care for and work with children, relate to adults, including staff and parents.
- The Staff is responsible for the day-to-day direct care of the children.

- The Staff will assist in meeting all of the children's emotional and physical needs
- The Staff will assist the Head Teacher in implementing the educational portion of the program.
- The Staff reports to Head Teacher.

Assistant Staff:

- The Assistant Staff must be at least 16 years of age.
- The Assistant Staff must work under the supervision of a Staff or Head Teacher.
- The Assistant Staff must possess personal qualities necessary to care for and work with children, and relate to other adults, including staff and parents.
- The Assistant Staff will assist the Staff or Head Teacher in meeting the day-to-day needs of the children.
- The Assistant Staff reports to Head Teacher.