



# TRIUMPH<sup>CO</sup>

## Parent/Guardian Handbook

A reference guide on policies, procedures and services

Updated September 2022  
September 2023

\*Please note—the term parent and guardian is used interchangeably throughout this document.

Parent/Guardian Handbook was reviewed and approved by the Board of Directors and the Policy Council in its entirety in August 2019  
Updates approved October 2022 by both PC and BOD; August 2023

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# **General Information**

Dear Parent/Guardian

The staff at Triumph Inc. would like to welcome you and your child (ren) to our program. We look forward to collaborating with you to prepare your child for success in school and beyond. It is the goal of Triumph Inc. to support your family by providing high quality, comprehensive early childhood services, whether in the home, in one of our childcare centers, or at one of our community partners. Parent/guardians and caregivers are an important part of our success. We hope that you will take advantage of the many opportunities offered to participate in your child's education.

Established in 1965, Triumph, Inc. operates Taunton and Raynham's federally funded Head Start (HS) and Early Head Start Center (EHS) and EHS Home Based programs. We provide educational services for expectant families, and children six weeks through five years of age.

This Parent/guardian Handbook has been created to acquaint you with Triumph's policies, procedures, and services and is the beginning of an informational exchange that will continue throughout our partnership with you. Please keep this Handbook in a convenient location and use it as a reference guide. Thank you for entrusting the care of your child(ren) to us, and we look forward to a long and successful relationship.

*Karen M. Ennis*

Karen M. Ennis  
Executive Director

## Sites & Contacts

Administrative Offices:

### **Riverway Center**

100 Hon Gordon Owen Riverway  
Taunton, MA 02780  
508-822-5388

### Sites:

#### **Riverway Center**

100 Gordon Owen Riverway  
Taunton, MA 02780  
508-822-5388

#### **Fay's Place**

101A Fairground Ave.  
Taunton, MA 02780  
508-822-5388

#### **Quinn Center**

62 Independence Drive  
Taunton, MA 02780  
508-823-4710

#### **25 Barnum Street**

Taunton, MA 02780  
508-822-5388

### **Executive Director's Contact:**

**Name:** Karen M. Ennis

**Address:** 100 Honorable Gordon Owen Riverway, Taunton, MA 02780

**Phone:** 508 822 5388

**Fax:** 508 822 4894

**Email:** [kennis@triumphinc.org](mailto:kennis@triumphinc.org)

### **Management Team**

Karen M. Ennis, Executive Director

Christine Pilotte, Community and Home Based Programming Manager [cpilotte@triumphinc.org](mailto:cpilotte@triumphinc.org)

Melinda Cabral, Early Childhood Education Manager [mcabral@triumphinc.org](mailto:mcabral@triumphinc.org)

Lisa DeMelo, Child and Family Service Manager [ldemelo@triumphinc.org](mailto:ldemelo@triumphinc.org)

Nancy Simmons, Finance Manager [nsimmons@triumphinc.org](mailto:nsimmons@triumphinc.org)

Kathleen Matteson, Pediatric Health & Safety Manager [kmatteson@triumphinc.org](mailto:kmatteson@triumphinc.org)

## **Mission and Vision Statement**

Approved by:

Board of Directors: September 2016

Policy Council: September 2016

Triumph supports the education, well-being and self-sufficiency of young children and their families through high quality early childhood programs and community engagement.

## **Program Philosophy**

Triumph, Inc. Head Start and Early Head Start and their families believe in supporting play to enhance children's development of character, skills and knowledge to prepare them for success in school. We encourage the individual development of children birth to five by creating an educational environment focusing on the social and emotional development of children as the foundation to support growth and learning in the following domains:

Social Emotional Development; Sensory, Motor & Physical Development; Cognition and General Knowledge Development; Approaches to Learning; and Language and Literacy Development

## **Licensing & Federal Funding**

Our programs are licensed by the MA Department of Early Care and Education (EEC). You may contact EEC for information regarding the program's regulatory compliance history.

### **Contact Information:**

Department of Early Education and Care (EEC) (Local Office)

1 Washington Street

Taunton, MA 02780

Phone: 508.828.5025

Web: [www.eec.state.ma.us](http://www.eec.state.ma.us)

Triumph, Inc. is partially funded by a competitive grant awarded by The Office of Head Start (OHS), within the Administration of Children and Families of the Department of Health and Human Services, to provide comprehensive education and developmental services to Taunton & Raynham communities. Triumph, Inc. provides the services as described in the Head Start Performance Standards and in accordance with the Head Start Act of 2007. The office of Head Start is responsible for oversight of Triumph, Inc. to ensure the Performance Standards are met and the best quality of care is provided to the enrolled children. Triumph, Inc. provides comprehensive services to enrolled children and their families. These include health, nutrition, social, cognitive and other supportive services. Head Start services are designed to be responsive to each child and family's ethnic, cultural, and linguistic heritage.

### **Contact Information:**

#### **Administration for Children and Families**

**Region 1**

**JFK Bldg.- 29<sup>th</sup> Floor**

**Boston, MA 02203**

**(617) 565-1020**

**Availability of Regulations:** Triumph, Inc. maintains a copy of the Head Start Performance Standards and Head Start Act of 2007 on the premises of the center. Triumph also maintains a copy of the regulations 102CMR 7.50: Standards for the Licensure and Approval of Group Day Care and school Age Child Care Programs on the premises of each center. Both are available to you upon request. If you have a question about any of the regulations, please ask the front office staff for assistance, or access the link available on our website.

## **Closings and Holidays**

### **Triumph is closed to observe the following holidays.**

January – New Year’s Day  
January—Martin Luther King Day  
February – President’s Day  
April – Patriot’s Day  
May – Memorial Day  
June-Juneteenth  
July – Independence Day  
September – Labor Day  
October – Columbus Day  
November – Veteran’s Day  
November – Thanksgiving Holiday *and* the day after  
December – Christmas Day (plus 4 days before/after)

In addition to the yearly holidays observed, we are also closed a minimum of 5 additional days for staff training or other agency business. Triumph will provide a specific yearly calendar at the beginning of each school year that will reflect any changes or updates to this schedule. For a complete listing of current school, closings, including our yearly calendar, please visit our website [triumphinc.org](http://triumphinc.org)

### **Emergency and Inclement Weather Closing**

In order to ensure the safety of our families and staff, Triumph, Inc. may close the school during inclement weather or other emergency. A program wide automated phone call (and/or text message) utilizing our School Reach system to all families and staff of unexpected school closures, early release or delayed starts will be used. Families should always provide an updated main contact phone number in order to receive these automated phone calls. If you prefer to receive text messages, please let you Family Engagement Specialist or Home Visitor know. You may also check our website and Facebook page at [www.triumphinc.org](http://www.triumphinc.org) for updates as appropriate. Please be aware that Triumph does not always follow city or town closures.

**Non-Discrimination Statement**

Approved by:

Board of Directors: August 2018

Policy Council:

This is to notify all persons that Triumph, Inc. does not discriminate against any person because of his/her race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability or marital status, genetic information, military service, or gender identity in the provision of or access to services, employment and activities. This is in accordance with all applicable federal and state law, including, but not limited to, Section 504 of the Rehabilitation Act of 1973, as amended, Article 114 of the Massachusetts Constitution, Chapters 151B and 272, sections 92, 98 and 98A of the Massachusetts General Laws and Executive Orders 227, 246 and 253.

Employees hired for positions where the primary responsibility is direct childcare must be 18 years of age in accordance with the regulations established by DEEC.

For further information about our policies and grievance procedures for the resolution of complaints, contact:

Executive Director, Triumph, Inc., 100 Gordon Owen Riverway, Taunton, MA 02780, Telephone: 508.822.5388



## **The Role of Staff**

**Executive & Fiscal Offices:** Oversee the delivery of services to all Triumph locations and programs throughout Taunton & Raynham. Provides fiscal management, compliance and oversight, evaluates the delivery of services and arranges for program development. They ensure compliance with all regulatory agencies. The Executive Director oversees the management team and works collaboratively to ensure the overall quality of all programs is met. The Board of Directors provides oversight and direction to the Executive Director.

**Managers & Coordinators:** Each manager oversees and leads a particular content area and the staff that work in those area. They have the overall responsibility for planning and implementing program policies and procedures. They are responsible for hiring, evaluating and supervising their assigned staff. Some managers are supported by program coordinators that assist them in carrying out the day-to-day operations of their departments.

**Education Staff:** The Education content area is made up the following positions to ensure oversight, compliance, and ongoing monitoring of this department: EHS/HS Coordinators, Lead Teachers, Teachers, and Teacher Assistant Floats. All education staff meet or are on a plan to meet the requirements of the Office of Head Start, Massachusetts Department of Early Education and Care (EEC), and the National Association for the Education of Young Children (NAEYC) for their position. Lead teachers and teachers are assigned to a particular classroom and are responsible for implementing the curriculum and all supportive activities to enhance your child's learning. Teacher assistant floats work with the children in several classrooms and support the teachers in day to day operations of the classrooms. The Education team also utilizes substitute teachers in short or long term capacity to fill vacancies.

**Family Engagement Staff:** The Family Engagement Specialist (FES) partner with parents and families to ensure on-going support from the program and the community. The FES support parents in establishing and meeting goals for themselves and their children. They are able to provide referrals to community resources and explore ways for you to be involved in your child's educational experience at Triumph.

**Health & Nutrition Staff:** The Health Specialist or school nurses, are here to ensure your child is healthy and ready to learn. They routinely coordinate with families to obtain necessary health and dental documentation and may refer children to health services. The nutrition staff support our meal selection and distribution, ensure healthy offerings are given and are in line with recommended Child and Adult Care Food Program (CACFP) guidelines. Our Health & Nutrition staff are here to support families in making healthy life choices.

**Child Development Staff:** These staff work closely with classrooms, children and families to support social/emotional well-being and children with disabilities. The Child Development staff work collaboratively with Early Intervention, the Public School and mental health resources to monitor and support the special education needs of your child. They work with classrooms to facilitate the integration of supports to best meet your child's needs. As funding allows, a one-on-one support staff may be assigned to your child for portions of the school day where they require more individual guidance.

**ERSEA Staff:** ERSEA stands for the Eligibility, Recruitment, Selection, Enrollment, and Attendance of children. These staff assist you and your family through the enrollment and transition process. They gather data and documentation, process payments for childcare, oversee contracts and monitor your child's attendance to meet regulatory requirements.

**Program Support Staff:** Program supports include administrative assistants, receptionists, food service staff and maintenance staff. They provide crucial services to ensure our day to day operations run smoothly and efficiently.

## Policy: **Confidentiality Policy and Child Records**

Information and details about children and families may be discussed in staff, supervisory meetings and with program consultants in order that service may be more appropriately managed. All Triumph staff, interns and volunteers sign a confidentiality agreement that outlines how and when information can be shared. Below is the procedure for sharing information both written and verbal regarding your child and families.

### **Purpose of Procedure.**

This procedure is intended to ensure that **Triumph, Inc.** maintains the privacy and confidentiality of records and information concerning children in our **Head Start/Early Head Start** program. It also sets forth the steps **Triumph, Inc.** will follow to ensure Parental access to Child Records and Personally Identifiable Information (PII), as defined below. It is a part of **Triumph, Inc.**'s larger program-wide, coordinated approach to ensuring the management of program data to support effectively the availability, usability, integrity, and security of data as per 45 C.F.R. §1302.101(b)(4).

### **Definitions.**

**Child Records** means records that: (1) are directly related to the child; (2) are maintained by the program, or by a Party acting for the program; and (3) include information recorded in any way, such as print, electronic, or digital means, including media, video, image, or audio format.

**Confidential** means to be kept private with certain specific protections.

**Consent** means written approval or authorization that is signed and dated. It may include a record and signature in electronic form that: (1) identifies and authenticates a particular person as the source of the electronic consent; and, (2) indicates the same person's approval of the information. Consent can be revoked going forward.

**Disclosure** means to permit access to or the release, transfer, or other communication of Personally Identifiable Information contained in Child Records by any means, including oral, written, or electronic means, to any Party except the Party identified as the Party that provided or created the record.

**Party** means an entity or individual.

**Parent** means person or agency legally authorized to act on behalf of the child, typically mother, father, or legal guardian authorized to act in place of the mother or father.

**Personally Identifiable Information (PII)** means any information that could identify a specific individual, including but not limited to a child's name, name of a child's family member, street address of the child, social security number, or other information that is linked or linkable to the child.

### **Procedure.**

- I. **Location of PII.** **Triumph, Inc.** keeps PII from Child Records in the following places: the Electronic Databases, **Child Plus and Teaching Strategies Gold, in locked paper files in the ERSEA office, the Health Specialists office and in the classrooms; the Disabilities/Mental Health office and Transportation Office (if applicable), and the Health and Safety Manager's office.**
- II. **Need to Know Basis.** All Disclosures of PII from Child Records are on a need to know basis or otherwise "deemed necessary" for the purpose of Disclosure. In other words, at **Triumph, Inc.**, we do not disclose PII from Child Records for no reason or any reason. The specific process to release information for each type of PII are outlined in this section. Our process limits the amount of PII disclosed to only that which must be provided, and nothing more.
- III. **Annual Notice.** **Triumph, Inc.** requires our Head Start/EHS program to annually notify Parents of their rights in writing described in this procedure, key definitions, and exceptions for when Parental Consent is not needed. **Triumph, Inc.** uses the [Annual Notice Regarding PII and Parental Rights](#) (attached) and we provide it to Parents during **at our first home visit meeting with parents prior to, or within first week, of attendance.**

**IV. Process.** When someone requests to see a copy of a child record -- whether it is a federal reviewer, an auditor, an official from the state, a Parent or someone else – we follow our process. We never provide information about children in our program without following our process.

- a. First, whoever receives the request for the information shall document receipt of the request in the Social Service Section of the child's file, and in the case notes in the electronic data system under "family service action".
- b. Next, the person who received the request sends it to Family and Child Services Manager and/or the Community and Home Based Services Manager to review it and make sure it is a valid request. If the validity of the request is in question, s/he shall contact the Executive Director who will advise and/or who will forward it to local counsel.
- c. Additionally, if the request comes to us through a subpoena or court order, the Family and Child Services Manager and/or the Community and Home Based Services Manager shall send subpoenas or requests pursuant to a court order to the Executive Director to confer with local counsel for confirmation prior to approving any such request.
- d. Once the above named staff members have determined the validity of the request, s/he shall also determine which of the types of PII Disclosures the request falls under (see Section V below for Types of PII Disclosures).
- e. Once the type of PII Disclosure has been determined, if the type requires a written Consent, the Consent shall be obtained if Triumph, Inc. does not already have it on file.
- f. If instead, the type requires only a written notice to be provided to the child's Parent with an opportunity for refusal, Triumph, Inc. shall provide notice of the Disclosure to the child's Parent.
- g. Triumph, Inc. shall keep a record of Disclosures of PII from Child Records by documenting in the child's paper file; the date, the name of the person or third Party entity, signature, and position of the person releasing or distributing the information; the date; the portions of the record which were distributed or released; the purpose of such distribution or release; and the signature of the person to whom the information is distributed, disclosed or released. This record does not need to be kept for Disclosures made within Triumph, Inc.. This record shall, in effect, become a "log" for Disclosures for each Child Record.
- h. A copy of the request itself shall also be maintained by Triumph, Inc. in the child's paper file under social service section, and an "action" note will also be made under Family Services in the electronic data system.

**V. Types of PII Disclosures.** Disclosures of PII can be made to Parents (as defined above) who have legal authority. Additionally, for Disclosures to Third Parties, there are 3 main types of Disclosures of PII for Head Start/Early Head Start that **Triumph, Inc.** can make; 1) Disclosure Without Parental Consent (Section VI below). 2) Disclosure Requiring Parental Consent (Section VII below). 3) Disclosure Requiring Parental Notification/Opportunity to Refuse, (which does not require Consent)(Section VIII below). Each type of Disclosure has a different process set forth below, and we have different rules to follow for each one.

**VI. Disclosure without Parental Consent.** Triumph, Inc. must disclose PII from Child Records without Parental Consent to the following parties, with the following limitations:

- a. **Within this organization for Head Start purposes.** To officials within Triumph, Inc. if Triumph, Inc. determines it is *necessary for Head Start services*, and Triumph, Inc. maintains oversight with respect to the use, further Disclosure, and maintenance of Child Records;
- b. **To Contractors or Delegates/Sub-Recipients for Head Start purposes.** To officials acting for **Triumph, Inc.**, such as contractors and delegates/sub-recipients, if the official provides services for which **Triumph, Inc.** would otherwise use employees, **Triumph, Inc.** determines it is *necessary for Head Start services*, and **Triumph, Inc.** maintains oversight with respect to the use, further Disclosure, and maintenance of Child Records, such as through a written agreement;

- c. **In connection with an audit or evaluation of education or child development programs or for enforcement or compliance with federal legal requirements.** To officials within **Triumph, Inc.**, acting for **Triumph, Inc.**, or from a federal or state entity, in connection with *an audit or evaluation of education or child development programs, or for enforcement of or compliance with federal legal requirements of Triumph, Inc.*; provided **Triumph, Inc.** maintains oversight with respect to the use, further Disclosure, and maintenance of child records, such as through a written agreement, including the destruction of the PII when no longer needed for the purpose of the Disclosure, except when the Disclosure is specifically authorized by federal law or by the responsible Department of Health and Human Services (HHS) official;
- d. **For studies to improve child or family outcomes or quality of services.** To officials within **Triumph, Inc.**, acting for **Triumph, Inc.**, or from a federal or state entity, to *conduct a study to improve child and family outcomes, including improving the quality of programs*, for, or on behalf of, **Triumph, Inc.**, provided **Triumph, Inc.** maintains oversight with respect to the use, further Disclosure, and maintenance of Child Records, such as through a written agreement, including the destruction of the PII when no longer needed for the purpose of the Disclosure;
- e. **During Disasters or Health/Safety Emergencies.** To appropriate Parties (such as local health departments, police, fire, EMS, etc.) to address a *disaster, health or safety emergency during the period of the emergency, or a serious health and safety risk* such as a serious food allergy, if **Triumph, Inc.** determines that disclosing the PII from Child Records is necessary to protect the health or safety of children or other persons;
- f. **Pursuant to Court Orders or Subpoenas.** To comply with a *judicial order or lawfully issued subpoena*, provided **Triumph, Inc.** makes a **reasonable effort to notify the Parent** about all such subpoenas and court orders in advance, unless:
  - i. A court has ordered that neither the subpoena, its contents, nor the information provided in response be disclosed;
  - ii. The Disclosure is in compliance with an ex parte court order obtained by the United States Attorney General (or designee not lower than an Assistant Attorney General) concerning investigations or prosecutions of an offense listed in 18 U.S.C. 2332b(g)(5)(B) or an act of domestic or international terrorism as defined in 18 U.S.C. 2331.
  - iii. A Parent is a Party to a court proceeding directly involving child abuse and neglect (as defined in section 3 of the Child Abuse Prevention and Treatment Act (42 U.S.C. 5101)) or dependency matters, and the order is issued in the context of that proceeding, additional notice to the Parent by the program is not required; or,
  - iv. **Triumph, Inc.** initiates legal action against a Parent or a Parent initiates legal action against **Triumph, Inc.**, then **Triumph, Inc.** may disclose to the court, also without a court order or subpoena, the Child Records relevant for **Triumph, Inc.** to act as plaintiff or defendant.
  - v. **If a child's record is subpoenaed, the Family Engagement Staff will notify the parent/caregiver via telephone call or in person within 24 hours of receiving the subpoena. A copy of the subpoena will be placed in the child's file and an action note will be written in the child's electronic file.**
- g. **CACFP Monitoring.** To the Secretary of Agriculture or an authorized representative from the Food and Nutrition Service to conduct program monitoring, evaluations, and performance measurements for the Child and Adult Care Food Program under the Richard B. Russell National School Lunch Act or the Child Nutrition Act of 1966, *if the results will be reported in an aggregate form* that does not identify any individual: provided, that any data collected must be protected in a manner that will not permit the personal identification of students and their Parents by other than the authorized representatives of the Secretary of Agriculture and any PII must be destroyed when the data are no longer needed for program monitoring, evaluations, and performance measurements;

- h. **Foster Care Caseworkers.** To a caseworker or other representative from a state, local, or tribal child welfare agency, *who has the right to access a case plan for a child who is in foster care placement*, when such agency is legally responsible for the child's care and protection, under state or tribal law, if the agency agrees in writing to protect PII, to use information from the child's case plan for specific purposes intended of addressing the child's needs, and to destroy information that is no longer needed for those purposes; and,
- i. **Suspected or Known Child Maltreatment.** To appropriate Parties such as Child Protective Services to *address suspected or known child maltreatment* and is consistent with applicable federal, state, local, and tribal laws on reporting child abuse and neglect.
- j. In any instances that fall within the specific guidelines set forth in this Section VI(a) through (i), if **Triumph, Inc.'s** Head Start Director or his/her designee determines the request is valid, s/he shall ensure that copies of the requested PII are delivered to the requesting Party through either a hand-to-hand transaction, first class mail, a courier, or other reliable method.
- k. Notwithstanding the steps above, **Triumph, Inc.** retains the right to determine that such Disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the nondisclosure is lawful.
- l. **Parental Right to Copy of Record. Triumph, Inc.** must, upon Parental request, provide a child's Parent, free of charge, an initial copy of Child Records disclosed to third Parties, unless the Disclosure was for a court that ordered neither the subpoena, its contents, nor the information furnished in response be disclosed.
- m. **Written agreements.** When **Triumph, Inc.** establishes a written agreement with a third Party involving PII, such as a Sub recipient (Delegate) or Contractor (under VI(b) above), Auditor or Program Evaluator (under VI(c) above, or Researcher (under VI(d) above), **Triumph, Inc.** will annually review the agreement and update it if necessary.
  - a. All agreements that involve the Disclosure of PII will include that if the third Party violates the agreement, then **Triumph, Inc.** may either provide the third Party an opportunity to self-correct; or prohibit the third Party from access to records for **one year**, at Triumph, Inc.'s sole discretion.
- n. **Parental Right to Inspect Written Agreements that Involve the Disclosure of PII.** If a Parent requests, **Triumph, Inc.** shall allow him/her to come on-site and review a written agreement with a third Party that involves Disclosure of their child's PII. Any such review must happen on-site and this right only allows the Parent to review the agreement, but not take any photos of it or make, or have copies made of the agreement. Prior to any such Parental review of an agreement, **Triumph, Inc.** shall redact any parts of the agreement that contain business terms, Confidential information, or other trade secrets and shall work with **Triumph, Inc.'s** local counsel to do so, if need be.

**VII. Disclosure Requiring Only Parental Notice/Opportunity to Refuse.** Massachusetts prohibits the distribution or release information in a child's record to anyone "not directly related to implementing the program plan without the written consent of the child's Parent(s) or pursuant to a court order. However, Triumph, Inc. can disclose PII from Child Records without Parental Consent if the PII relates to a child's enrollment or transfer to officials at a program, school, or school district in which the child seeks or intends to enroll or where the child is already enrolled.

- a. To do so, **Triumph, Inc.** shall notify a Parent about the Disclosure by a telephone call by the Family Engagement Specialist or Home Visitor. A note of the conversation will be made in the child's electronic file under Family Services. A verbal refusal of the disclosure will be allowed, with a notation being made in "event notes". If the parent cannot be reached by telephone, a home visit or follow up letter will be sent to the parent's home. This step will be completed within 48 hours or 2 business days from the time of the request.
- b. **Triumph, Inc.** shall provide the Parent *prior to any PII Disclosure to the other Party*, upon the Parent's request, a copy of the PII from Child Records to be disclosed, and give the Parent an opportunity to challenge and refuse Disclosure of the information in the records, before the program forwards the records to the other Party.

- c. If an entity or a Parent requests that PII be disclosed for enrollment or transfer purposes, **Triumph, Inc.** shall provide the Parent a Notice of PII Disclosure for Enrollment or Transfer Form with the accompanying Parental Refusal of PII Disclosure to Program or School Form.
- d. The Notice of PII Disclosure for Enrollment or Transfer Form allows the child's Parent to refuse the Disclosure by following the steps in the Form and completing and returning the Parental Refusal of PII Disclosure to Program or School Form.
- e. If the Parent does not follow the steps within the timeframe set forth in the Notice of PII Disclosure for Enrollment or Transfer Form to refuse Disclosure, **Triumph, Inc.'s** Executive Director or his/her designee shall make a determination that the request for Disclosure is legitimate and will ensure that copies of the requested PII are delivered to the requesting program, school, or school district through either a hand-to-hand transaction, first class mail, a courier, or other reliable method.
- f. Notwithstanding the steps above, **Triumph, Inc.** retains the right to determine that such Disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the nondisclosure is lawful.

**VIII. Disclosure Requiring Parental Consent.** All Disclosures of PII from Child Records that *do not fall in one of the other categories above* (in Sections VI or VII) require written Parental Consent before **Triumph, Inc.** can disclose any data.

- a. **Triumph, Inc.** uses the PII Disclosure Authorization Form to document written Consent from a Parent. This Form: (a) specifies which Child Records may be disclosed, (b) explains why the records will be disclosed, and (c) identifies the Party/Parties to whom the records may be disclosed. It also allows Triumph employees to speak to the named organizations for coordination of services.
- b. The written Consent must be signed and dated, as per the definition of Consent above. If it is not, a representative from **Triumph, Inc.** must contact the Parent to get the Form signed and dated prior to any PII Disclosure.
- c. While the PII Disclosure Authorization Form includes an explanation that giving Consent is voluntary by the Parent and may be revoked at any time, **Triumph, Inc.'s** representative giving the Form to the Parent should also explain this point to them.
- d. If a Parent revokes Consent, revocation is not retroactive. Therefore, it does not apply to any action that occurred before the Consent was revoked.
- e. Upon receipt of the completed PII Disclosure Authorization Form, Triumph, Inc.'s Executive Director or his/her designee shall make a determination that the request for Disclosure is legitimate and will ensure that copies of the requested PII are delivered to the appropriate third party through either a hand-to-hand transaction, first class mail, a courier, or other reliable method. This authorization also allows Triumph employees to speak to relevant parties.
- f. Notwithstanding the steps above, **Triumph, Inc.** retains the right to determine that such Disclosure is not in the best interest of the child and may choose to keep the requested PII confidential, so long as the nondisclosure is lawful. In such instances, **Triumph, Inc.** shall explain the issue to the Parent/legal guardian to help determine next steps.
- g. **Parental Right to Copy of Record.** **Triumph, Inc.** must provide a child's Parent, free of charge, an initial copy of Child Records disclosed to third Parties with Parental Consent.

## **IX. Children Referred to or Receiving IDEA Services for Disabilities<sup>1</sup>**

- a. **Triumph, Inc.** will follow the confidentiality provisions of IDEA Parts B and C (located at 34 CFR Parts 300 and 303) for any children that we served who are referred to, or who are receiving IDEA services. At any time or in any instance that those provisions are stricter than what Head Start/EHS requires, we will follow those stricter IDEA provisions.

## **X. Parental Rights to Inspect Child Records.**

- a. A Parent has the right to inspect Child Records.
- b. If the Parent requests to inspect his/her Child Records, **Triumph, Inc.** shall ensure that the Parent gets an opportunity to come on-site to review the Child Records available within two (2) business days unless the parent allows for a for a longer period of time to gather information. **Triumph, Inc.** shall not allow Parents to take originals of their Child Records off-site, only copies.
- c. If some of the child's record is in a document that contain information on more than one child, **Triumph, Inc.** will ensure that the Parent only inspects information that pertains to the Parent's child. Specifically, a Family Engagement Specialist or Home Visitor will review the requested child file prior to the Parent and will redact the copy of the file before making it available to the Parent.
- d. Additionally, **Triumph, Inc.** will not destroy a child record if there is an outstanding request to inspect and review the record under this section.

## **XI. Parental Right to Ask to Amend the Child Record/Hearing.**

### **a. Right to Ask to Amend.**

1. A Parent has the right to ask **Triumph, Inc.** to amend information in the child record that the Parent believes is inaccurate, misleading, or violates the child's privacy.
2. **Triumph, Inc.** must consider the Parent's request within 2 business days. The Executive Director or his/her designee is in charge of reviewing requests to amend Child Records.
3. If the Executive Director or his/her designee finds the Parent's request to be reasonable, the Family Engagement Specialist or Home Visitor will notate an amendment to the child file that includes the date of the amendment, the content of the amendment, why the change is being made, and the name of the person making the amendment to the file. Any amendment to the child file of this kind will not erase the contents of the prior record, but will instead show where, what, and why changes are being made.
4. If, however, the Parent's request is denied by **Triumph, Inc.**, we shall render a written decision to the Parent within 7 business days that informs the Parent of the right to a hearing.

### **b. Hearing.**

1. **If the Parent requests a hearing** to challenge information in the child record, **Triumph, Inc.** will schedule a hearing within **7 business days**, notify the Parent, in advance, about the hearing.
2. **Person Conducting the Hearing.** The person who conducts the hearing may not have a direct interest in its outcome. As a result, **Triumph, Inc.** will not allow the person who made the initial notation in the file, or the decision not to amend the file as per the Parent's wishes, to lead the hearing.
3. **Content of Hearing.** The hearing shall include a full and fair opportunity for the Parent to present evidence relevant to the issues.

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<sup>1</sup> See Usage Note 4.

#### 4. Outcome of Hearing.

- i. If the person conducting the hearing program determines from evidence presented at the hearing that the information in the Child Records is inaccurate, misleading, or violates the child's privacy, s/he will direct **Triumph, Inc.** to amend the information and notify the Parent in writing.
- ii. If instead, the person conducting the hearing determines from evidence presented at the hearing that information in the Child Records is accurate, does not mislead, or otherwise does not violate the child's privacy, s/he will inform the Parent of the right to place a statement in the Child Records that either comments on the contested information or that states why the Parent disagrees with the program's decision, or both.

5. **Parental Statement in Record.** If a Parent places a statement in the child record, **Triumph, Inc.** will maintain the statement with the contested part of the child record for as long as we maintain the record and we will disclose the statement whenever we disclose the portion of the child record to which the statement relates.

#### XII. Maintaining Records.

Consistent with our "Need to Know" basis above (Section II), **Triumph, Inc.** maintains Child Records in a manner that ensures only Parents, and officials within **Triumph, Inc.** or acting on behalf of **Triumph, Inc.** have access to Child Records. Accordingly, we keep any paper records containing PII of children under lock and key and any on-line records containing child PII are password protected.

- a. As explained above in Section IV (g), we maintain with the Child Records, information on all individuals, agencies, or organizations to whom a Disclosure of PII was made, and why the Disclosure was made. (This does not apply to Disclosures made to program officials within our agency and Parents.)
- b. As explained above in Section XI(b)(5), if a Parent places a statement in the child record, we maintain the statement with the contested part of the child record for as long as we maintain the record and we will disclose the statement whenever we disclose the portion of the child record to which the statement relates.

**Triumph, Inc.** follows our Record Retention Policy outlines how long we keep records, and we destroy Child Records in accordance with State and Federal guidelines that dictate when they are no longer needed or required to be maintained. For more information on how long we keep records, please see the **Record Retention Policy** contained in our Fiscal Policies and Procedures available upon request to the Fiscal department.



## Enrollment, Attendance & Participation

### Enrollment & Program Options

Approved by: Board of Directors: September 2016 Policy Council: September 2016

Upon enrolling in Triumph, Inc. the children and parent/guardians are given an opportunity to visit the program and classrooms prior to the child's entry into the program. As part of this orientation, we seek information about the child(ren) and family's interests and needs. In addition, we request that parent/guardian's share information about therapeutic, educational, social, and support services received by the child. A developmental history is discussed with parent/guardians and is updated annually. It is kept in the child's record.

Parent/guardians initiate an enrollment appointment to determine eligibility and program options. Parent/guardians are notified what program options are available to them and possible start dates. Children are assigned to classrooms based on vacancies and waitlist status. For Head Start & Early Head Start Enrollment, a 'selection criteria' is used for placement of children based on approved criteria. The Waitlist is not based on date of application, but on need of the family. The Triumph, Inc. waitlist is used when openings occur throughout the year. If we do not have an immediate opening, parents are given the option of also being placed on the EEC waitlist for openings available in the community. As parent/guardians begin the process of enrolling their child in their program, they are given the opportunity to meet with a staff member who will help to answer any questions they may have. A home visit is conducted to review pertinent policies and procedures. They are also given the opportunity to visit their child's classroom before their first day.

Our data system requires that we designate one parent as the "primary contact" This is usually the person who comes to enroll the child, whose name the childcare voucher is in, etc. If both parents come to the enrollment meetings, an agreement will be reached on who will be listed as primary. Although this designation has no bearing on the legal relationship to the child, we will contact the "primary" parent first in an emergency situation.

Once it has been determined a child qualifies for the program, they may be enrolled in one of the following program options:

- **Early Head Start Home Based:** Services are provided to infants, toddlers and expectant women and families. Families in the Home-Based option receive weekly visits and opportunities to attend parent/guardian/child playgroups and parent/guardian education groups, as well as occasional field trips and family events. Expectant families receive visits at a mutually agreed upon schedule.
- **Early Head Start Center Based:** This options is available to infants and toddlers whose families meet income eligibility requirements. Children attend 5 days per week 6 hours per day. Families will receive 2 Home Visits from the teaching staff and home visits 4 times per year from their Family Engagement Specialist who will provide support and resources.
- **Head Start Program Center Based:** This option is available to pre-school aged child through age 5 whose families meet the eligibility requirements. Children attend 5 days per week 6 hours per day. The family will receive 2 Home Visits per year by the teaching staff and a minimum of 4 Home Visits by their Family Engagement Specialists who will provide support and resources.
- **Full Day Program:** This option is available to Early Head Start and Head Start children whose parent/guardians are working or attending school full-time and who meet the requirements of the State of Massachusetts childcare subsidy programs. A fee is charged on a sliding scale for hours that are extended beyond the normal 6-hour Head Start/EHS day. The family will receive 2 Home Visits yearly from the teaching staff and a minimum of 4 Home Visits from their Family Engagement Specialist. Extended Day options are available to parent/guardians with a DTA voucher or through our contracted state slots.

**Non-Head/EHS Child Care Programs-** Triumph operates a limited number of slots for children ages 6 weeks-5 years that do not qualify for Head Start or Early Head Start. The family must meet MA EEC childcare income subsidy guidelines or must pay for services in accordance with our fee schedule. Employees who wish to enroll their child/ren in the program may receive additional discounts on tuition as part of the employee benefit package, and if there is enrollment availability.

Please see the “Care of Employee’s Children” Policy as well as the current discount addendum in the Employee Policy Manual for further information. Employment at Triumph does not guarantee placement in our childcare program.

### **Parent/guardian Schedule**

In accordance with the Head Start Performance Standard 1302.11 (B) (1) (iii) Triumph must gather information regarding caregivers’ typical school, work or training schedules for enrolled children. This information assists us with planning our staffing ratios to comply with state and federal regulations. Children’s classroom attendance hours/schedule will be determined based on service need. As a licensed EEC program, Triumph is required to document a family’s transportation plan. This plan is placed in the child’s file, and updated when changes are made. It indicates how the child will arrive and depart from school i.e. car, walk, special education transport.

### **Arrival & Departure Procedures**

Arrival time can be an exciting and hectic time of the day. Each family must ensure each child arrive safely to their classroom. Upon entering the building, please walk each of your children to their designated classroom. Teachers will ask you to sign (either electronically or on paper) the time your child arrives in the classroom. You must also (neatly) sign your name to the paper so we know who dropped your child off. Please do not leave your child(ren) until the teacher has acknowledged your child’s arrival. Your child must be alert and awake to enter school to validate the child is healthy enough to attend. If your child is asleep upon arrival, you will be asked to wake them up and stay until they can transition to the classroom safely.

To ensure your child’s safety, all persons authorized by you to pick up your child must have a valid photo I.D. at the time of pick-up. No child will be allowed to leave their site unless proper identification is presented that accurately matches the written information provided by you on file. For families who older siblings or family members assist with pick up, we leave it up to the family’s discretion on what age this is allowed. However, Triumph only accepts a high school picture identification or passport of a child enrolled in high school to safely release enrolled children. Please let your child’s teacher or Family Engagement Specialist know when there are any written changes to be made. Parent/guardians are required to select a family door code to gain access into our childcare facilities. This code should be shared with authorized individuals picking up your child. The front desk staff at each center can further assist you with this. Please be patient and respectful of front desk staff, as they are required by their job to ask for identification from all persons who do not have a PIN Code to enter the building, even if they are the legal guardian. For your child’s safety and well-being, we must be able to reach you at all times. We need accurate telephone numbers for you and all emergency contacts. A photo identification can be scanned into our database system to help identify the primary caregivers of the child.

Verbal changes to the child’s emergency contact/pick-up arrangements are forbidden. You must speak to your FES to make these changes and fill out a change form. This change takes a minimum of 1 business day and up to 48 hours to become active.

**Parent/guardian Custody/Legal Rights:** At time of initial intake, a copy of your child’s birth certificate is secured for official enrollment purposes and kept with the child’s record. This birth certificate is kept on file as proof of the official legal guardianship. If for any reasons, custody changes since the child’s time of birth, new custody papers must be provided. Parent/guardians names listed on birth certificate will be added to emergency cards unless legal documents state otherwise.

### **Attendance—Absence, Tardy or Late Pick-Up**

A family’s funding source and individual family need determine a child’s school schedule. Center-Based Children receive 6 hours of care and Full Day Children, based on parents schedule may receive up to 10 hours of care (voucher, DCF, private pay, income eligible or similar)

#### **Attendance:**

Attendance is important for children to fully participate in the classroom in order for them to benefit the most from their educational experience. Daily attendance is expected in order to give your child full opportunities for learning and social/emotional development. Schedule and routines influence children’s emotional, cognitive, and social development. Predictable and consistent schedules help children feel secure and comfortable. Also, schedules and routines help children understand the expectations of the environment and reduce the frequency of behavior problems.

Triumph’s attendance, drop off and pick up policies are written to not only foster a sense of consistency for your child, but to begin developing the skills that are needed for families to transition to the public schools.

Excessive absences, tardiness, late pick up maybe grounds for termination from the program. EHS/HS children are expected to attend school regularly. The Head Start Performance Standards require us to maintain at least 85% attendance in our program. We will contact you if this becomes an issue in order to provide support and to develop a plan to improve attendance or make a referral to another program.

If your child is frequently late for school s/he will not benefit from the educational practices and instruction that are important to your child's individual development and readiness for kindergarten. If you have not notified the front desk that your child will be late, have frequent unexcused tardiness, or if you arrive at a time that is determined that your child would not fully benefit from the remainder of the instructional practices and routines, they may not be able to attend school that day. Your child's teachers and Family Engagement Specialist will inform you if this is an ongoing issue and will help you develop a plan to get your child to school on time.

When your child is going to be absent from school or late, you must contact the receptionist at your assigned center and provide the reason. If a child is absent, the front office or your Family Engagement Specialist may call to inquire about your child. If a child is absent for more than 3 days in a row, your Family Engagement Specialist will contact you to discuss your child's attendance and you may be required to develop an Attendance Plan. If a child is out more than 3 days, or if a surgery or hospitalization occurs, a "return to school note" from a doctor is required to return to school. Parents of full day children have signed a contract outlining specific attendance requirements. Families must abide by these policies to keep their full day slot and/or be enrolled in the program

**Excessive late drop offs/pick-ups will be handled as follows:**

1<sup>st</sup> occurrence- Reminder (verbal warning) documented in case notes

2<sup>nd</sup> occurrence- Written warning placed in file, ED or designee notified, possible notification to funding source

3<sup>rd</sup> occurrence- Meeting to establish plan/goal and determine if Triumph is meeting families need for services.

**All children are expected to be in school not later than 9:00 a.m.** If you will be arriving after 9:00 a.m. you must call the front desk at your center to let the receptionist know. **This should not be the norm, and should only happen in rare instances.** Please do not call the child's classroom as this distracts the teachers from the care of the children. Children are expected to be on time to begin their educational day. Our classroom instruction begins promptly at 9:00 am. Early Head Start and Head Start program have strict requirements for a minimum of 6 hours of instruction per day/child. An accurate count of children is also required in order for us to prepare the right amount of food to feed children.

**Parent/Program Notification**

Effective communication with parents/caregivers and staff promotes the safety and welfare of children both in and out of childcare settings. Timely communication ensures that children are accounted for as soon as possible.

Per EEC regulations and Head Start regulations, when a child does not arrive at his or her regularly scheduled arrival time and the parent or guardian has not provided notification of absence or delay, the child is marked absent by the classroom teacher, and a written notice is sent to the receptionist or designee at each building. Once this notification is received, the receptionist will double check with the classroom that the child has not arrived or that the parent did not notify the classroom or FES directly of the absence/tardy. The receptionist will then proceed to contact the parent/guardian to confirm and note the reason for the absence. If the receptionist is unable to contact the family, AND the child is high risk (for example, DCF referral, awareness of domestic violence or custody issues) the receptionist will consult with the Family Engagement Specialist. If deemed necessary, emergency contacts will be called ONLY to gather information on the location of the parent for contact to be made. If the parent or emergency contacts cannot be reached, **and** the child's whereabouts are still not known, a well visit will be done by the FES and another staff member to the home. If contact is not made by the FES at this time, the local police will be contacted to do a well check at the home. For all other families, a well visit will be done after 48 hours of unexcused absences after using the same procedure outlined above for high risk families.

**Departure Times:** Center Based: **Quinn & Riverway:** 2:30 PM; **Fay's Place** 2:15 PM

**Full day children**—No later than 5:30 pm, according to your individual assigned schedule. We kindly ask you do your best to arrive by 5:20 pm so teachers/staff can shut down their classrooms and do a final building safety check.

**If you arrive after your designated pick up time a fee of \$1.00 per minute/per child will be charged.**

You are expected to pick up your child on time each day. Late pick-ups are not allowed. In the event of an emergency or unforeseen circumstance, please call the center immediately. It is the family's responsibility to make other arrangements

for on-time pick-up. Triumph's licensing requirements mandate certain teacher-child ratios and late pick up will effect these ratios.

### **Triumph, Inc. Attendance Requirements for Early Head Start Home Based:**

Families enrolled in home-based Early Head Start program are expected to meet with their assigned home visitor weekly for 90 minutes. In addition to this, Triumph Inc. will offer 2-3 socialization experiences monthly that families are strongly encouraged to attend. While we understand that families may need to cancel home visits from time to time due to illness, vacation, etc., please understand that you will be offered an alternate time to meet to make up the cancelled visits whenever possible. The same will occur should your home visitor need to cancel due to illness, staff training, etc. However, excessive cancellations with inability to make-up visits may lead to termination from program. Please notify your home visitor as soon as you are aware you must reschedule or cancel your home visit.

Maintaining consistent regularly scheduled home visits is required; therefore, your Home Visitor will work with you to create an attendance plan should your family experience difficulty completing home visits. The attendance plan will list barriers to program participation and possible solutions. The plan will also re-address your expectation of the program so we can make the visits meaningful & valuable to you and your family. If completing home visits continues to be a challenge for you after an attendance plan is implemented, the Home Based Manager and your Home Visitor will work with you to determine a more beneficial educational experience for you and your child.

For families with more than one child enrolled in our home based program:

In order for your children to benefit from the program, home visits must be scheduled in a manner that includes enough time to provide individualized support for each enrolled child. Therefore, we will work with you to create a plan that will allow Triumph to deliver both comprehensive and individualized services to your entire family. Please be aware that all home visits need to be a minimum of 90 minutes in duration in order to provide comprehensive services; however, if needed, additional time can be added to fully meet the needs of your family.

For Expectant Families:

During your pregnancy, we can work with you to create an individualized home visiting schedule. Some families will benefit from weekly support; others may require shorter or longer visits. Please establish this plan with your home visitor. Once your baby is born, we will continue to work with you to provide home visiting support as needed while respecting your families need to adjust and welcome the new baby. Please be open with your home visitor about your needs. Triumph's nurse will also visit you and your new baby within two weeks of birth to further support you. Within 6 weeks of birth we will transition your family out of the expectant families' program into an appropriate placement. Services will then be implement according to that program's requirements.

### **Tuition & Fees**

The Department of Early Education and Care (EEC) provides financial assistance to eligible families seeking care at early education and care or out of school time programs. Families must meet income and activity requirements to be eligible for EEC financial assistance. Due to limited funding, eligible families may be placed on the EEC waiting list for financial assistance until funding becomes available. Please refer to the income EEC eligibility table to determine if you qualify for financial assistance.

Triumph, Inc. does not charge a fee for participation in the Head Start or Early Head Start for income eligible families.

Full day program option fees for eligible participants are assessed and charged based on *The Department of Early Education and Care's Sliding Scale Fee* along with the *Income Eligibility Table*. This can be accessed at <https://www.mass.gov/doc/state-median-income-smi-eligibility-chart-fy2023/download> to determine if a family's income meets EEC's income eligibility criteria.

If you need additional assistance determining your eligibility for the subsidized Extended Day or Summer Program services, please contact the Enrollment Office or speak with your Family Engagement Specialist. Families whose income exceeds EEC income eligibility may enroll their children in accordance with the following fee schedule: (effective September 1, 2023)

Option	Infant	Toddler	Preschool
5 Day	\$336.00	\$330.00	\$233.00
3 Day	\$202.00	\$190.00	\$142.00

**Any family requesting enrollment for less than 3 days, must still pay the 3 day pay schedule.**

**Triumph Fee for late pick-up:** \$1.00 per minute/per child. Late fee must be paid in full for the child to remain in care. (Head Start/Early Head Start exempt)

**Security Deposit:** 1-week tuition (fees) paid in advance, prior to first day

**Private Pay Sibling Discount:** 10% discount to parent/guardians who have two or more children in the program. (Discount is given to the older child's tuition)

New families are required to pay a security deposit along with the first week's childcare fee.

Statements of account balances are available at the beginning of each week. The total balance owed must be paid in full the Friday before the week of childcare service begins. Payments are made at the front desk of each building. A receipt will be given.

If a family's fee is not paid on the due date, a warning letter will be sent stating the total balance owed and this amount must be paid by the following Friday. Please contact the Fiscal Coordinator at the Quinn Center if you need to request special payment arrangements. If the account is not paid in full, a termination notice, *as required by State EEC regulations*, will be sent to the family allowing them two weeks to bring the account balance to zero, or they will lose their full-day slot. Once a family is in termination, no special arrangements can be made. Head Start Center based slots may be offered if the family qualifies for Head Start.

All parent/guardians are required to pay for 52 weeks/year including holidays, vacation days, and sick days. 3 Inclement weather days/emergency closing days will be paid by EEC. No tuition credits will be issued for inclement weather closures beyond the three days. Tuition rates are based on an annual cost per child which is then divided by 52 to determine the weekly payment amount.

Returned Check Fee: Triumph, Inc. will charge a \$25.00 returned check fee. A 2<sup>nd</sup> offense of a returned check will result in a cash/money order payment only option; checks will no longer be accepted.

## Transitions

Triumph, Inc. coordinates a birth-to-five program with the integration of all Triumph, Inc. program options in a seamless process. Transitions occur at many points throughout the years that a child is enrolled in Triumph's Head Start/Early Head Start center based and Early Head Start home based program model options. Each type of transition requires planning that is based on the family's individual needs. Demographic information on all families enrolled in any of our program options will be tracked in our data system to strengthen communication and coordinate services for families.

**The transition from Triumph's EHS Expectant Families Program option:** Families enrolled in Triumph's EHS Expectant Families Program have an opportunity to choose from a menu of early childhood options. Transition can begin to a center-based or home-based program when the baby is six weeks old. Helping families plan for this transition should begin from the time the expectant family is enrolled in EHS. Every effort is made to ensure placement in a program option after birth that meets the family's needs.

**Transition between EHS Program Options:** If a family of a child enrolled in one Early Head Start option and chooses to change program options, then a comprehensive and individualized transition plan will be created and implemented as soon as the family informs the program of their intent. The family will also be encouraged to visit the new site and meet new staff. The Enrollment Specialist will work with the family and the staff member to communicate vacancies. Managers may review family files prior to transition in order to best support family needs.

**The transition from EHS to HS:** Triumph must re-verify income eligibility for children who are transitioning from EHS to HS [Head Start Act 645A (b) (7)]. Transition begins six months prior to the child's third birthday by talking to parent/guardians about the process, review of assessments and classroom observations, child engagement in transition activity and parent/guardian updates and site visits.

**The transition from Head Start to Kindergarten:** Throughout the year, teachers track a child's growth and development and review the child's assessment (3 checkpoints per year) with the parent/guardian to ensure the child and family will be ready to start kindergarten in the fall. Triumph, Inc. will coordinate the kindergarten registration process with the local public school to ensure families understand and follow through with documentation and placement of the child in to a local kindergarten program.

**Transitions for children with IFSPs and IEPs:** All children receiving services will participate in all transition activities as listed in the above break downs of transitions throughout the program. In addition to regularly scheduled activities, special transition activities may be provided for children with special needs. For example, EHS/HS staff and the child's parent/guardian may meet with LEA staff in the spring to determine appropriate placement for the following year. Parent/guardians of children with current IEPs/IFSPs are encouraged to supply their new school with a copy of the IEP/IFSP to preclude a delay in services in the new school environment. Transition services are mandated by the Individuals with Disabilities Education Act (IDEA) and may include meetings, assessments, and coordination with community partners. Transitions for children not already enrolled in Early Intervention (Part C) services with identified parent/guardian concern will be supported to request an assessment through the public schools to determine whether or not their child is eligible for special education services.

**Termination from Triumph:** When a family chooses to leave EHS/HS, the Triumph Family Engagement Specialist or EHS Home Visitor will support this transition. The parent/guardian may request copies of their child's records. When the family does not participate in an exit interview, the reason for termination is still documented. If the family chooses to, they can make an appointment with the Intake Specialist to learn about other childcare and enrichment opportunities/programs in their area. Teachers will work with family on how to say goodbye to classroom friends.

**Transition during the summer:** Triumph's Head Start program breaks for summer recess. Families with children in the EHS program who turn 3 over the summer recess will be evaluated and the ERSEA Team will determine if there is availability and a need for continued care. All transitioning procedures will be followed.

**Activities to Support Transition Policy:** The following activities and opportunities are available to families when a change is being made to a child's enrollment. Participation in these activities will be based on the family's individual need throughout this process:

- A Family Engagement Specialist or EHS Home Visitor from the exiting program will accompany the parent/guardian to the application meeting at the new program option;
- EHS Home Visitors from the home based model will accompany parent/guardians on a tour of the center based option;
- Home visit schedules will be shared between program options so a "transition" home visit can be scheduled;
- When a family has a "dual enrollment" (dual enrollment refers to EI and/or Special Ed. Preschool) every effort will be made to hold dual child/family reviews. If this is not possible, information will be shared between family workers/advocates on the outcome of the meeting;
- Kindergarten Transition meeting for parent/guardians will be held with Triumph, Inc. and the local public school, with representation of Triumph, Inc. educational staff and social service staff present when applicable.
- Kindergarten Teacher Luncheon is held annually where information is shared between Triumph classroom staff and receiving Kindergarten teachers to better support children's transition to Kindergarten.
- If schedules permit, provide each child transitioning to Kindergarten an opportunity to visit their respective school.
- Education Manager and/or Child and Family Service Manager or designee may observe a socialization or play group attended by child who is transitioning from EHS to HS.

## **Dismissal or Withdrawal**

Children enrolled in the Triumph, Inc. program may be excluded/suspended or terminated for any of the following reasons:

1. The family fails to provide or maintain necessary program documentation in accordance with established program procedures (i.e. proof of income, immunization status or annual physical exam information as required by local, state, and/or Federal agencies)
2. The family remains out of compliance with program fee schedule (if applicable)
3. Inconsistent or excessive absences from Head Start/ Early Head Start. Children are expected to attend school regularly. The Head Start Performance Standards require us to maintain at least 85% attendance in our program. We will contact you if this becomes an issue in order to provide support and develop a plan to improve attendance
4. Parent/guardian actions are deemed of violating any policy or procedure outlined in the Parent/guardian Handbook
5. The child's behavior is an ongoing threat to him/herself, other children, and/or staff. (See Child Guidance Policy) Supports and referral to more appropriate placement will be given to parent/guardians.

In the event of a proposed suspension/termination, a meeting will be held with the parent/guardians to discuss and provide written documentation stating specific reasons for the proposed suspension or termination of the child and the circumstances under which the child may return, if any.

## **Family Partnerships & Engagement**

### **Parent/Guardian Code of Conduct**

Approved by: Board of Directors: September 2016 Policy Council: September 2016

At Triumph, Inc. we are very fortunate to have supportive and involved parent/guardians. Our parent/guardians recognize that educating children is a process that involves partnership between home and school and understands the importance of a good working relationship to equip children with the necessary skills for success. For these reasons we welcome and encourage parent/guardians and caregivers to participate fully in all activities the agency offers.

This guidance supports the implementation of a Home-School Agreement. Triumph, Inc. expects parent/guardians and caregivers to show respect and concern for others by:

- supporting and respecting the culture of our Agency by setting a good example in their own speech and behavior towards all members of our school community;
- working together with all staff for the benefit of children: this includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- correcting own child's behavior, especially in public where it could otherwise lead to conflict, aggressive or unsafe behavior
- respecting the school environment, including keeping the school tidy by not littering;
- following the driving and parking rules and being cautious when bringing children to and from school
- restricting cell phone use upon entering of the building.

In order to support a peaceful and safe school environment, Triumph, Inc. will not tolerate:

- disruptive behavior which interferes with the operation of a classroom, an office area, busses, vans or any other part of Triumph property;
- using loud and/or offensive language, profanity, or displaying elevated anger or aggressive tones,
- threatening harm or the use of physical aggression towards another adult or child: this includes negatively correcting your own child or another person's child on school premises (Some actions may constitute an assault with legal consequences); This also includes physical punishment.
- damaging or destroying school property;
- abusive or threatening emails, phone or social network messages;
- smoking, consumption of alcohol or other drugs or accessing the school site while intoxicated or distribution/sale of such items (this may have criminal consequences)

The above behaviors on Triumph property, or while a home visit is being conducted, will be reported to the appropriate authorities and may prohibit an offending adult from entering the school grounds to safeguard our school community or lead to suspension/termination from our program, activities or services. We trust that parent/guardians will assist Triumph, Inc. with the implementation of this policy and thank you for your continuing support.

### **Family Engagement**

Head Start programs must integrate parent and family engagement strategies into all systems and program services to support family well-being and promote children's learning and development. Every Head Start content area is responsible for implementing the Family Engagement Performance Standards. Communicating regularly and positively with Head Start families is the key to successful, strong caregiver involvement. All activities outlined below may be conducted virtually or in-person at the discretion of the management team. Staff and parents will be notified on the appropriate setting for family engagement activities.

There are many ways for families to be involved in the program and we encourage you to join us in both planning and participating! Our classrooms support an "open-door" policy. You are encouraged to stay for breakfast, help your child with tooth brushing or settle in for the day. Please refer to the Volunteer Policy for more information.

Below is a partial listing of ways Triumph, Inc. will engage families:

Triumph, Inc. uses volunteers to the fullest extent possible. All regular volunteers must attend an extensive orientation before they can begin their volunteer hours. This is done, as needed, throughout the school year.



**Parent/guardian volunteers:** Triumph, Inc. maintains an open door policy with parents and guardians. You are encouraged to volunteer in our classrooms, on field trips, as guest storytellers, at special events and in countless other ways. All of our volunteers are valued! However, establishing a daily classroom routine, as well as forming a relationship with their teachers and friends is crucial to your child's success. All parents/caregivers should wait at least 60 days from your child's first day of school (or new classroom) before signing up to be a regular volunteer. Staying to help your child get settled into their day is helpful to both you and your child and can begin on day one! Please contact your Family Engagement Specialist or the Human Resource Coordinator if you want to start volunteering on a regular basis. All regular volunteers must attend an extensive orientation before they can begin their volunteer hours, as well as completing a CORI/SORI Fingerprint check if there is a potential for the volunteer to have unmonitored contact with other children.

**Parent Education, Curriculum, and Activities** In accordance with HS Performance Standards, Triumph will offer various opportunities throughout the year for parents to participate in a research-based parenting curriculum that build parents' knowledge and offer the opportunity to practice parenting skills. We also offer workshops and activities on a range of subjects to support our mission and provide caregivers with individual and group learning.

**Parent/guardians Input** We encourage parent/guardians to be an active participant in their child's education. Triumph has many opportunities throughout the year to meet individually with your child's teacher and Family Engagement Specialist or Home Visitor to review your child's progress in the program. We also encourage parent/guardians to make suggestions for activities that might help their child to be successful in school.

**Meeting with Parent/guardians** As parent/guardians begin the process of enrolling their child in the program, they are given the opportunity to meet with a staff member who will help to answer any questions they may have. Typically, this is their Family Engagement Specialist or ERSEA staff. They are also given the opportunity to visit their child's classroom before their first day. Virtual or outside meetings are available upon request.

**Family Partnerships** Our vision for families is to create an environment of partnership and mutual respect that will involve the whole family in all aspects of our program. We support parent/guardians as the primary educators of their child and honor their efforts to nurture their children. We encourage parent/guardians to advocate for their child and work to ensure that all parent/guardians have an opportunity for significant involvement in our programs. Parent/guardians are encouraged to provide input into policies and decisions for our program and participate in our advisory committees (education, CFCE advisory, health, etc....). This is the foundation of our success.

**Family Events** Triumph, Inc. supports parent/guardians spending quality time with their children and provides opportunities to learn and have fun together. Flyers will be distributed to announce these events.

**Parent/guardian Workshops** Throughout the year, we offer workshops on a variety of topics based on family interests and needs. Common topics include, dealing with challenging behaviors, understanding child development, emergency preparedness, financial literacy, etc. Parent/guardians should ask their Family Engagement Specialist or Home Visitor for more details.

**Policy Council** The Policy Council is a group of elected parent/guardians and interested community members who act as the School Committee for our Head Start and Early Head Start programs. They make program policy and budgetary decisions and assist in evaluating how the program can best meet the needs of all Head Start and Early Head Start families in the communities of Raynham and Taunton. The meetings are held once a month at a designated time. A stipend is given to parent/guardians who attend to help with any costs incurred for child care and transportation. 51% of Policy Council members must be current parents from the program, and all program options must be represented.

**Parent Committee** Each center/program has monthly committee meetings where all parent/guardians are invited to receive updates from Policy Council, give input on training topics and community resources. A key activity at these meetings is parent/guardians' suggestions for classroom and building activities. Although we welcome all ideas, we do reserve the right to select those activities that support our educational and school readiness goals.

**Program Evaluation & Self-Assessment** Each spring, we ask parent/guardians to help evaluate our program in order to improve our services to both parent/guardian and children. Parent/guardians are asked to fill out surveys that are sent home. Self-Assessment is when the program looks at data collected throughout the year to help us make decisions on professional development, improvements, and changes to programming to best support our families.

**Monthly Calendar and Newsletter** Each month you will receive a calendar that will identify all of the important happenings scheduled to take place. Please post this calendar in a place you can see every day to make sure that you stay updated on all of our current events. Triumph produces a regular newsletter with important information for families. If

at any time parent/guardians have ideas for items they would like to see in the newsletter, they should contact the Parent and Community Outreach Coordinator at the Riverway Center. All children's classrooms and/or home visitors will also send home regular newsletters and calendars that let parent/guardians know what is happening specifically in their child's classroom.

**Communication Folders** Parent/guardians are provided with an orange "Home/School Communication Folder" at the beginning of the school year. There are two pockets in the folder; one is labeled "keep at home" and the other is labeled "return to school." **IT IS VERY IMPORTANT** that parent/guardians check this folder each day and send the folder back to school with their child every day! This is the way that critical information is communicated to parent/guardians. The documents placed in the "Keep at Home Folder" are for parent/guardians to keep at home and contains important information. Items placed in the "return to school" side generally require parent/guardians to sign and return (this might be something like a field trip permission slip). If at any time parent/guardians need to send information to school to let the staff know something important about their child, they can simply place a note in the "return to school" side of the folder and the teacher will receive the note in the morning. Early Head Start parent/guardians will receive a parent/guardian-teacher 'daily communication sheet' that contains information about your child's day.

**School Reach Automated System** Parent/guardians will be updated regularly throughout the year using our automated School Reach system for announcements related to the entire program, weather and school cancellations. Parent/guardians are encouraged to always have an updated phone contact on file with your Family Engagement Specialist or Home Visitor in order to receive these phone calls automatically. This system also allows for "text messaging." The ERSEA team, your Home Visitor or FES will help you to select this option.

**Online Platform** Triumph's staff utilize an App called ClassDojo to communication individual child, classroom, or family events. You must download the App on a smart device to receive these types of communication. You may also contact your teacher or Family Engagement Specialist through the App. ClassDojo allows for information to be translated into the family's primary language to ensure accurate and linguistically sensitive communication.

**Parent/Guardian and Teacher Conferences** Individual Guardian/Teacher conferences are scheduled at a minimum three times per year to discuss your child's progress and development. These meetings may be scheduled as a home or center visit. We encourage you to stop in to visit our centers at any time, but you may want to call to schedule a time to meet with the teacher whenever you have questions or information to share.

**Family Reviews** In order to provide comprehensive program services, our Head Start and Early Head Start center-based programs use a case management system. This system includes a review of your child and families' needs and accomplishments every month by the staff that works with your child and family. Family Reviews may include looking at assessment information, reviewing goals, progress toward goals, current referrals, etc. It also includes individual case conferences and child study meetings as needed. Parent/guardians are encouraged to be involved in this process. If appropriate, the parent may be invited to a meeting or will be given an opportunity for input through home visits and conferences. See your teacher, Family Engagement Specialist or Home Visitor for more information.

**Incident and Accident Reports** When an event occurs where your child is hurt, or behaves in a manner that needed atypical intervention, you will receive a written report that will be discussed with you. Parents are required to sign and return this document to school for our records. You may also retain a copy. Your signature indicates you have been made aware of what happened.

## Home Visits

**Educational Home Visits:** Parent/guardians whose children are enrolled in our Center Based programs will receive 2 home visits from their child's classroom teacher(s). Teachers will visit with children and parent/guardians in their homes unless a parent/guardian requests otherwise. During these visits, parent/guardians are able to review their child's individual outcomes and set goals for their child's development with their teacher for the year. Families not enrolled in the Head Start or Early Head Start program will not receive regular home visits, but should feel free to contact our Education component if you would like information on developing your child's educational goals.

**Family Engagement Home Visits:** Parent/guardians whose children are enrolled in our Head Start/Early Head Start/Center Based programs will receive home visits from an assigned Family Engagement Specialist. Family Engagement Specialists will schedule home visits with guardians at their convenience. Head Start/EHS program enrollees receive 4 home visits per year, and for families receiving Department of Child & Family services, 1 time per month. Additional home visits may occur at any time there is a need. The Family Engagement Specialist will

partner with families to develop Family Partnership Plans, act as an advocate on their behalf as well as resource and referral agent.

Families not enrolled in the Head Start/Early Head Start programs may also request home visit services and/or request support services and referrals by contacting the Family Engagement Component.

### **Home Visits-Home Based:**

During the once a week home visits, Triumph staff work with parents and their children to support learning and play. Together, the home visitor and parents observe and think about the child. They plan ways to help the child learn using parent-child interactions, daily routines, and household items.

Home visits may be postponed or completed virtually if there is an emergency situation or there is a communicable disease present.

### **Referrals & Family Support**

Triumph will work collaboratively with families to identify the best possible resources for their child and family. Other resources available to families are, but not limited to: emergency assistance, basic needs (food, shelter, clothing, fuel assistance, and education), training opportunities (GED, ESL, parent education), job training, WIC, SNAP, transitional assistance or employment agencies. Please inform your Family Engagement Specialist or Home Visitor if you are in need of any of these resources.

### **Translation/Interpretation Services**

Triumph Inc. will provide an environment of acceptance that supports and respects gender, culture, language, ethnicity, and family composition; serve foods that reflect cultural and ethnic preferences; communicate with families in their preferred or primary language or through an interpreter. Triumph aims to hire multi-lingual staff who speak the home languages represented by our families. We promote family participation in literacy-related activities in both English and the home languages. Translation services are available upon request.

### **Parent or Community Concerns and Grievances: (Please also see Confidentiality and Privacy Policy)**

#### **Concerns:**

Triumph, Inc. values the feedback provided by our parents and the community. There may be situations during your time with us that you may not be satisfied with, or need further clarification on a procedure or policy. If you, or member of the community have a question regarding the services being provided to you or your family members, every attempt should be made to resolve the issue at the lowest level of authority, with the least possible amount of program disturbance. Triumph, Inc. and its staff take complaints and concerns brought by parents or the community seriously and will look to find solutions quickly.

For example, if you are unhappy about a certain aspect of the classroom this must first be addressed directly to the classroom teacher before it is brought to the attention of the teacher's supervisor. If you are unhappy with the meals, you would talk to a member of the Health & Safety staff. This informal feedback will help us to improve our services. We will do our best to address matter and ensure you are satisfied with the resolution. Please do not bring staff issues to your Family Engagement Specialist. The FES and other staff are colleagues and confidentiality must be maintained.

If you are unable to resolve the issue after direct discussion with the staff member, please contact the staff's direct supervisor. After this discussion, if the issue is not yet resolved, you may request to meet with the Executive Director. At this time, a resolution or consensus should be agreed upon.

Allegations of criminal acts or any eminent danger to children are dealt with immediately by **the Executive Director** (Please refer to Institutional Abuse, under the Child Abuse and Neglect Policy)

**A Grievance** is a written complaint by someone other than a Triumph staff alleging that Head Start Regulations, Program Policies and Procedures, or EEC Regulations were *intentionally* not followed or were administered in a discriminatory (unequal) fashion; or were administered in an arbitrary and unfair fashion. Copies of all regulations and standards are available in our centers upon request. Triumph, Inc. also operates based on an approved set of policies and procedures many of which are outlined in this Handbook. Parent/guardian may access a copy of the handbook on our website, [www.triumphinc.org](http://www.triumphinc.org) or upon request.

Every effort should be made to resolve the issue before moving to a formal grievance process. If, after following the procedure outlined above, you still feel a policy, procedure, or regulation has been violated, follow these steps:

Please submit information in writing, signed and dated to the Executive Director\*. Whenever possible the regulation you believe the agency is in violation of should be referenced. Anonymous complaints will not be considered. Witnesses may be called at the discretion of the parties involved.

The Executive Director will have 7 working days to respond.

If, after the Executive Director's response, you need further assistance, you can request your written grievance and its response be submitted to Triumph Board of Directors and/or the Policy Council concerning within 7 working days. This request must be made in writing. Responses and recommendations of the governing bodies will be final and binding.

Situations may arise that are not covered by any existing policy and/or procedure. If needed, the management team, along with the Policy Council/BOD may develop new policies or procedures from time to time.

\*If the concern or grievance involves the Executive Director, the written information should be directly submitted to Board of Director President, whose contact information is available on our website, [www.triumphinc.org](http://www.triumphinc.org)

***Please Note the Following:***

Recommendations for new program policies or procedures should be addressed at the Parent Committee meetings. If you are unable to attend, you may write your suggestion and give to your FES or HV to bring to the meeting. This will allow discussion between other program parent/guardians, program staff and a member of the policy council. Recommendations will then be brought to the Head Start/Early Head Start Policy Council by the PC representative at the parent meeting, or by a staff member. It is important to become familiar with Triumph's Organizational Chart, also available on the Triumph website.

**Parent & Staff Boundaries**

**Social Media:** The following policy addresses parent/caregivers of enrolled children's participation in social media. Social media, includes, but is not limited to, personal blogs, websites, Facebook, LinkedIn, Snapchat, Instagram, Twitter, or similar. This policy applies whether the caregiver is posting to their personal sites, commenting on Triumph site or others' site. Social Media postings are permanent and can go "viral" quickly. Inappropriate postings can create immediate and lasting damage for the Agency and the families and children we serve.

As part of our duty to safeguard children, it is essential to maintain the privacy and security of all our families. We require that photographs taken within the school setting or at special events be posted for public viewing, *except those of your own child*. Parents are prohibited from taking photographs of anyone else's child or uploading/posting photos of anyone else's child(ren). Posting photographs of child(ren) without parental consent is strictly forbidden. Please be aware of "privacy" and "security" setting on all of your social media accounts so that information shared is restricted to those you want to see it.

Parents/caregivers must avoid posts that have the effect of impairing the work of the Agency including harassing, demeaning, or creating a hostile environment for any staff member; disrupting; or harming the goodwill and reputation of the Agency. No public discussions are to be held or comments made on social media sites regarding the children, families or staff that could be construed to have any negative impact on the Agency's reputation. Please follow all applicable Triumph policies that would also apply to social media: i.e. Confidentiality & Child Record, Parent Code of Conduct, or Complaints & Grievances. All of these policies have the potential of being violated through improper use of social media.

Parents must not reference personal information about another child, parent/caregiver, or employee of the organization. Your social media name, handle or URL cannot not include Triumph's name or logo. Current employees of Triumph are not allowed to "friend" or accept a "friend request" of a current student, parent, or primary caregiver. Parents who are "friends" with each other should remain professional, use good judgment and be accurate and honest in your communication to each other, keeping in mind our Parent Code of Conduct at all times.

Use of social media that involves any kind of criminal activity or harms the rights of others may result in criminal prosecution or civil liability to those harmed, or both.

Triumph reserves the right to remove, block or reject comments, posts or users at any time which fail to comply with these standards at its sole discretion. Triumph reserves to block future submissions from users who fail to comply with these

standards. Triumph reserves the right to discontinue any social media account at any time in its sole discretion. Written permission from parent/guardians is obtained before any images of you or your family is used on any Triumph social media platforms.

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the agency and those associated with it, it is not appropriate to do so. Following the chain of command and the procedures in the Parent Handbook is a much more effective way to have your needs addressed. Triumph considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only):

- Naming children, posting photographs or videos, making any comments about children (other than their own) who attend Triumph Inc.
- Making allegations about staff or anyone else connected with the agency;
- Making any posts that could be deemed to be cyber-bullying;
- Making complaints about the agency or staff;
- Making defamatory statements about the agency or staff, children or other families;
- Posting negative or offensive comments about staff or any other individual connected to the agency;
- Posting racist, sexist or ageist or other discriminatory language or comments;
- Posting comments which threaten violence;
- Posting comments or engaging in online discussions with children other than their own.

**Babysitting** Triumph, Inc. recognizes the importance of parent/guardians trusting the care of their children to our teaching staff and the bond that occurs between teacher and child. However, staff members are not allowed to provide services to children outside of work duties (i.e. babysit or transport) unless it is a family relative and the parent/guardians request the employee be added to the pickup list. We ask that all parent/guardians adhere to this policy and not initiate the need of babysitting or emergency contact services to our staff, as it is a terminating offense for staff. Former staff who are listed on the [Family Contact Sheet](#) emergency pick up list may be removed if it is the best interest the agency.

Parent/guardians are reminded of this policy upon orientation into the program. This policy is outlined in more detail in the Personnel Policies for staff.

# **CLASSROOM & HOME BASED INFORMATION**

## **Policy: Education and Curricula**

All classroom physical spaces may be modified to promote the health and safety recommendations and to facilitate infection control activities.

Our program provides for learning experiences that promote the growth of the child with activities and interactions based on the age and the developmental stage of each child. There is a wide range of equipment and materials for children of all ages. Some of the materials include sand and water tables, dramatic play, puzzles, pegs, matching/sorting games, play dough, painting, cutting, drawing materials, climbing equipment, books, music, and science tools.

Our staff is highly qualified and participates in more than the state mandated amount of professional development hours each year.

All parent/guardians are provided with a variety of opportunities to meet with their child's teacher throughout the year to discuss their child's progress and development. Parents/guardians will receive a copy of the quarterly progress report and another will be kept in the child(ren)'s records. The progress reports are based on observations/documentations of the child in a range of activities over time and may include samples of the child's work. Based on all information gathered from staff working with your child, the teacher will complete 3 to 4 progress reports per child.

## **Infant/Toddler Center Based Creative Curriculum Policy & Guidance**

Our Early Head Start classrooms use the Creative Curriculum for Infants, Toddlers, and Twos. This curriculum helps our teachers to appreciate and find joy in the everyday discoveries that delight our youngest learners. It is a comprehensive curriculum that helps teachers achieve the very best program for children under three years old. When children have interactions and experiences that are nurturing, consistent, loving and appropriately challenging, then they will grow and flourish. In such an environment, children learn to trust and joyfully explore their surroundings, making discoveries and developing a sense of themselves as competent learners and caring human beings. This curriculum helps teachers to create everyday routines, experiences, and environments that provide the tools for literacy development. We utilize nurturing relationships, listening, talking, discovering the world through words and experiences, sounds, rhyme, rhythm, and songs. This curriculum is consistent with the Head Start Program Performance Standards and is based on sound child development principals about how children grow and learn.

Daily Infant/Toddler schedule: During arrival, teachers welcome parent/guardians and children; open-ended activities are provided to children. Parent/guardians receive a daily information form on their child's morning activities. Examples of typical daily activities may include: parent/guardian/teacher conversations, feedings/breakfast/snack, diapering/toileting every two hours and on demand, monitoring naps, individual activities based on goals of child, small group activities, creative movement/circle time, songs and finger plays, gross motor activities, feedings/lunch/snack, every two hours and on demand, afternoon naps, individual activities based on goals of each child, small group activities, creative movement and gross motor activities. (Bus children then depart and departure of remaining children occurs).

## **Early Head Start Home Based Curriculum**

The home based program implements the Growing Great Kids™ curriculum. The program uses comprehensive strength-based approach to growing nurturing parent-child relationships and supporting healthy childhood development. Growing Great Kids leads with building the parent-child attachment relationship. Staff support parents in developing emotional attachment to their child and develop relationships to help support parent articulate and support what they want for their child. Socialization play groups provide an opportunity to extend the learning with other children and parents.

## **Preschool Curriculum:**

Our Head Start classrooms use the Opening the World of Learning (OWL) Curriculum. This curriculum provides guidance for teachers to implement six thematically organized units, with Family, Friends, Wind and Water, The World of Color, Shadows and Reflections, Things That Grow and Animal Friends and Foes. This curriculum develops language and literacy skills through rich, integrated content in all domains of early learning, incorporates favorite children's books, songs, and poems. It also provides a comprehensive curriculum for full- and half-day program format options. Below is a brief overview of each of the components that make up the OWL classroom daily schedule.

Center Time provides plans for setting up and orienting children to self-selected activities in which they explore, experiment, deepen their understanding of new concepts, and practice building skills.	Let's Find Out About It builds students' background knowledge using information from nonfiction texts and hands-on experiences.
Story Time guides teachers as the class reads and discusses one or two trade books. Each book is read two times over a period of time	Let's Talk About It is an alternating feature that addresses topics of social and emotional importance to children and teachers.
Songs, Word Play, Letters builds children's phonological awareness, alphabet letter knowledge, and vocabulary with fun literacy circle activities.	Small Groups provides three small group activities each day to address math, writing, language and print manipulatives, science, and book browsing.

During arrival, teachers welcome parent/guardians and children; open-ended activities are provided to children. A typical daily schedule may include morning meetings, center time, story time, target transitions, songs, wordplay, Let's Find Out About It, Let's Talk About It, nap/rest time, snack, meals and outdoor time.

Other curricula and activities may be used in your child's classroom to support/implement OWL are: The Pyramid Model for Social/Emotional Learning; Pedestrian Safety Curriculum; Health Curriculum and Conscious Discipline.

## **School Success Goals**

Triumph, Inc. Head Start and Early Head Start and their families believe in supporting play to enhance children's development of character, skills, and knowledge to prepare them for success in school. We encourage the individual development of children birth to five by creating an educational environment that focuses on the social and emotional development of children as the foundation to support growth and learning in the following domains:

### **Social Emotional Development:**

- Children will engage in and maintain positive, secure adult-child relationships and interactions
- Children will engage in and maintain positive peer relationships and interactions
- Children will identify and express a range of emotions in self and others
- Children will display situationally appropriate behaviors and emotions with increasing independence
- Children will demonstrate an understanding of routines and expectations including conversational rules
- Children will manage actions and/or words with increasing independence
- Children recognizes self & others as unique individuals having their own abilities, characteristics, emotions and interests

### **Motor, Physical and Sensory Development:**

- Children demonstrate effective and efficient use and control of large muscles for creative movement, position and exploration
- Children use sensory information to guide their interactions and experiences with objects and other people
- Children demonstrate effective and efficient use, strength and control of small muscles
- Children demonstrate increasing interest in healthy eating habits and making nutritious food choices
- Children demonstrate healthy behaviors with increasing independence as part of everyday routines
- Children demonstrate knowledge of safety practices and routines

### **Cognition and General Knowledge Development**

- Children will develop and utilize their cognitive skills to remember, adapt and apply information to observable phenomena in the world around them
- Children will use exploration, observation and manipulation to ask questions (verbal/non-verbal) to gain better understanding of information and activities in their surroundings
- Children will use math regularly and in everyday routines to count, compare, classify relate, identify patterns and problem solve

### **Approaches to Learning**

- Children maintain focus and sustain attention with gradually decreasing adult support
- Children show increased persistence in processing information and performing tasks
- Children will demonstrate increased flexibility and creativity in actions and behaviors
- Children will explore various modalities of learning – art, music, movement, creative play
- Children will explore the world around them with curiosity and initiative

### **Language and Literacy Development**

- Children will communicate needs and wants non-verbally and by speaking their primary language and/or English
- Children will listen, respond and understand increasingly complex language through conversation with others in their primary language and/or English
- Children will demonstrate that spoken language is composed of smaller segments of sounds and those sounds can be combined to form words and sentences with increased developmental progression
- Children make written marks and use them to represent spoken word, objects, actions, letters or words with increasingly significant sophistication
- Children will demonstrate comprehension of oral and/or written literature through telling/retelling songs, poems and books
- Children will demonstrate a growing understanding of the structure and function of written language through varied experiences with text and illustrations



## **Supervision of Children**

Children must receive direct supervision at all times. Direct supervision means that educators must be able to see and hear the children without interference. No child will be left alone at any time. Procedures differ for center based and home based field trips.

On home based field trips, a responsible, parent/guardian must attend and supervise their own children at all times.

All staff have been trained in what to do in the event a child is missing from their classroom, the playground or a field trip.

A missing child requires notification to the local police and to Triumph's licensing agents; the Office of Head Start and The Department of Early Education and Care.

## **Child Guidance/Behavior Management**

Behavior management is about teaching, not punishing or disciplining. Through pro-active positive reinforcement, we allow children to learn lifelong skills. Positive reinforcement satisfies a child's need for safety and security and assists in the development of problem solving, decision making, healthy communication, and positive ways to express emotions, cooperation, reasonable risk-taking, and respect for authority. Positive reinforcement contributes to the development of self-control and healthy self-esteem because it teaches empathy and compassion, is grounded in a healthy relationship based on mutual respect, and children feeling competent and successful in their learning.

Triumph, Inc. utilizes best practice from experts in early childhood from the Office of Head Start, the National Association for the Education of Young Children (NAEYC) and the Center on the Social and Emotional Foundations for Early Learning (CSEFEL)'s guidelines to develop our protocols for supporting social/emotional development and addressing challenging behaviors.

Triumph Inc. utilizes an evidence-based Social Emotional Learning and Classroom Management tool known as Conscious Discipline (CD). This is an evidence-based, trauma-informed approach that provides an array of behavior management strategies and classroom structures that educators and parents can use to turn everyday situations into learning opportunities. Through Conscious Discipline, we strive to create a School Family by using routines, rituals and structures creating a fundamental shift in education and classroom management. The program uses motivation, helpfulness, problem-solving and connection to support both your child's classroom & home. To learn about Conscious Discipline, please visit this FREE website. <https://consciousdiscipline.com/>

Parents will not see teachers using "time out" in our classrooms. We provide an "alone space" in each classroom to allow children to calm down and assist them with regulating their own behaviors and emotions. Redirection, verbal and visual cues are used more commonly to prevent or divert challenging behaviors.

Children speak through the language of their behaviors as well as their words. There are common behaviors that children may use to communicate, including but not limited to biting, teasing, name-calling, clinging, ignoring adults, testing limits, arguing, refusing to cooperate, aggression, temper tantrums and withdrawal. When prevention is not possible, teachers-intervene quickly when children are physically aggressive with one another. Teachers will use positive and consistent guidance based on the child's individual needs and development. Parents, teachers and the structure of the physical environment create a system to support each child as they are developing their self-regulation skills.

At no time will children be subjected to corporal punishment, humiliation, or abuse of any form. Children will not be punished for soiling, wetting, or not using the toilet. No child will be left alone, unsupervised or socially isolated. There will not be any verbal or physical abuse, neglect or abusive treatment. Sarcastic or derogatory language about the child or child's family will not be tolerated. Staff will not deprive children of meals or snacks, or force feed children or otherwise use food punishment or reward. Physical activity or outdoor time cannot be used as a form of punishment or reward. The Dept. of Early Education and Care does not allow licensed childcare programs to use discipline techniques that require the use of any physical restraint.

If the child's behavior is an ongoing threat to him/herself, other children, and/or staff which cannot be alleviated through positive guidance, behavior management techniques, and reasonable classroom accommodations, the program will inform families and discuss strategies that might be incorporated at home and/or school. The program will pursue options for supportive services to the program, including internal or external consultation, educator training or coaching. Reasonable modifications to the classroom environment and/or behavior modification techniques will be developed and implemented. If feasible, additional staff may be assigned to assist this particular child. If these modifications are not able to ensure the safety of all children and staff, another meeting will be held with the family to begin the referral process. This meeting will be to discuss all options to support a successful school experience for your child(ren). Each situation will be dealt with on an individual basis depending on the needs of the child and the family. Other program options such as home-based services or alternate/modified schedules may be introduced to avoid suspension or termination. If child continues to display behaviors that endanger the safety of themselves or other children after an alternative schedule or other agreed upon options have been tried, the program will support the family with an external referral to another program to better meet the child's needs. *Please refer to Disabilities and Mental Health Services section of this document for more information.*

## **Toys from Home**

**Please do not allow your child to bring toys from home.** Anything brought to the facility will be put away safely until the child is picked up. If valuables or toys are sent to school with your child, staff will put them up away from children's reach, but we are not responsible for lost or broken toys. However, children may bring a SMALL stuffed toy to be used only at naptime or to comfort a child in times of distress or sadness. Safety regulations must be followed with all materials and equipment used by children in our classrooms. We need to prevent the potential risk of a toy that has not been sanitized or has small parts that could cause a choking hazard

## **Dress Code**

Children need to be prepared to engage in a variety of early childhood activities including messy activities and active movement with no limitations or safety restrictions due to clothing or footwear. Children must arrive at school, and maintain wearing comfortable, safe, and weather-appropriate clothes and shoes. Shoes are required for all mobile children. No one is allowed barefoot to school. Developmentally appropriate undergarments (diapers, pull-ups or underwear) must be worn at all times.

Children's clothing should not be their best clothes in case they do participate in messy activities with glue, paint, water, etc. The preschool aged child should be able to manage their clothes themselves for toileting. Shoes should be well fitting such as sandals or sneakers with no openings for sand or mulch to enter their shoes. Children may not wear flip-flops, open toed shoes, slides or heels as these inhibit safe running, jumping and climbing necessary for proper gross motor development. Jewelry and hair accessories should not be dangling as they can be a danger or choking or entrapment hazards.

If your child's teacher feels that your child is not appropriately dressed, s/he may remove/replace any article of clothing that poses immediate danger and/or notify you if replacement clothing is needed. If you need resources regarding obtaining clothing or shoes for your child/family, please speak to your Family Engagement Specialist.

If your child gets any human bodily fluid or secretion on their clothes, they will be changed and the soiled items will be placed in a bag to bring home to be washed. **Parent/guardians must supply at least one extra set of clothes to remain at school in case of accidents or spills.** If you need help obtaining an extra set of clothes to remain at the program, please talk to your FES for resources.

## **Birthday and Holiday Celebrations**

All foods offered to children while at Triumph, Inc. must be prepared and/or approved by our Pediatric Health and Safety Manager. Foods that are not part of the programs food service are prohibited from classrooms. Please refrain from sending your child to school with food from home. Triumph understands that holidays, religious activities and birthdays are an important part of family life. However, Triumph serves a very diverse population with many different backgrounds and traditions. In order that no child or family feels that their background or tradition is less important than anyone else's, Triumph classrooms cannot observe religious or cultural holidays during classroom, parent/guardian meetings or Group Socialization time. Additionally, some families may not have the resources to provide their child with a group birthday celebration, and doing so in the classroom may lead to some children feeling bad about themselves or their family. Accordingly, Triumph will not conduct holiday or child celebrations including, but not limited to, holiday parties, Valentine exchanges, Halloween costume parties, gift exchanges, or birthday parties. Instead, we will celebrate the seasonal changes that take place during the year. Holiday activities and child celebrations may take place on home visits with Head Start staff present, if initiated by parent/guardians. When children initiate discussions or when children direct activities teachers and staff will follow the children's lead.

**Diapering and Toileting:** Triumph, Inc. provides disposable diapers and wipes for infants, toddlers and preschoolers who are not toilet trained in our programs. Your child will be changed at regular intervals throughout the day and as needed. Unscented wipes are used when changing your child. Triumph makes sure our changing surface is smooth and intact and cleaned before each use. Our changing surface is protected with a covering that covers the surface so your child does not come in contact with the changing surface. Educators wash your child's and their hands with soap and water after each changing. Parents/caregivers will be told the brand of diapers and wipes available through Triumph. If the parent/caregiver uses or prefers a different brand, the parents must provide it themselves. If your child has an allergic reaction to the diapers provided, you should also bring in diapers from home. Due to sanitation requirements, cloth diapers are not allowed.

If your child needs diaper cream, parent/guardians are to provide it and label it with the child's name, along with a permission slip to administer the cream. We do not use baby powder or any powder substances on any child.

Parent/guardians are responsible for diapering at EHS Home Based activities and visits. We have a changing station located at the Barnum building for these programs.

**Toilet Education:** Toddlers who show signs of toileting readiness will have a plan to assist with toilet training. The plan will be made with the child's parent/guardians so that the plan is consistent and continues at both home and our centers. Children need to be physically, emotionally, and cognitively ready to start a toilet education plan. Triumph does not formally start a toilet education plan until the child is 24 months of age or shows signs in all three areas. We encourage parent/guardians and teachers to communicate when a child starts to show signs of readiness, including: dryness for long periods of time (at least 2 hours), regular and predictable bowel movements, curiosity about toilet and underwear, child indicates by words, facial expressions or posture that he/she is about to urinate or have a bowel movement, ability to take pants on/off and walk to/from the bathroom, child's displays discomfort with soiled diapers. No child will be excluded from any program regardless of toileting readiness. Children must wear developmentally appropriate undergarments (diapers, pull ups or underwear) at all times during the toilet education (potty training) process.

**Sleeping:** Triumph, Inc. follows the DEEC Childcare regulations that require an extended period of sleep, rest or quiet activities be provided for children in care for longer than four hours. Children who choose not to sleep or awaken early will be offered quiet activities for the remainder of the sleep or quiet activity period. Just as adults use knitting, painting, reading, etc. for rest and relaxation, quiet activities will support children's growth and development as well as their need for rest and relaxation, and will help prevent children from seeing rest time as "punishment." Space between cots and cribs will be placed in accordance with EEC and Head Start regulations.

Infants nap according to their own schedules. If an infant falls asleep while being held, rocked or out in the stroller, they will be placed in a crib to continue their sleep. Infants will be placed on their backs to sleep. Infants are provided with a firm, tight-fitting mattress in a crib that meets current safety standards. No pillows, bumpers, comforters, blankets, stuffed toys or other fluffy products are in the crib. Two children never share a crib at the same time. A fitted sheet will be provided for your infant. Parent/guardians may provide a sleep sack. As your child grows and matures, cot sleeping will be encouraged. This will assist your child in the transition from Infant rooms to Toddler rooms, as toddlers nap on a cot. Toddler and preschool children will have a rest period of 45 minutes but not exceed 2 hours. All bedding for infants and toddlers is provided and laundered at the center. The bedding on the cribs and cots is washed once weekly or as needed. The bedding in preschool classrooms is sent home every Friday to be washed and returned to school on Monday. When illnesses are prevalent, laundering will happen more often. After every sheet change, the cots or crib mattresses are disinfected. There is a washer and dryer in each center. Infant soft toys are able to be washed as much as needed to prevent the spread of germs.

**Pacifiers:** Triumph, Inc. supports social and emotional development and understands that some children need external support to fall asleep or self soothe. Children will be allowed pacifiers. All pacifiers need to be stored in a sanitized, closed container that is labeled with the child's name. Triumph, Inc. does not supply pacifiers and parent/guardians are responsible for supplying an appropriate labeled container.

**Shoe Free Environment in the Infant Rooms:** With infants commonly on the floor, Triumph, Inc. wants to provide a clean, safe and healthy environment in our infant rooms. We practice a "shoe free" policy in these rooms. We ask that all adults entering the room please slip on pair of shoe covers over their shoes. We take this action to prevent outside contaminants from being brought into the room and spread onto the floor.

**Biting:** Biting in toddler and infant rooms is not uncommon and is a normal stage in child development. It causes more upset feelings than any other behavior in our centers. Teachers and parent/guardians all want the behavior to end as quickly as possible. Children up to the age of two learn through 'mouthing objects' and people. When biting does occur, we take it very seriously and try to extinguish the behavior as quickly as possible by helping the child to develop positive social skills. Confidentiality of all children is always maintained whether your child is bitten or is the biter. Parent/guardians will be notified as appropriate and pertains to individual children involved.

**Outside time:** Children go outdoors on a daily basis, weather permitting. They also go on short walks in the strollers to provide them with fresh air and sunshine. Playing in the rain and snow is a great learning opportunity for your child...and is just plain fun! During the spring and summer months the program provides sunblock and it is applied with parent permission to children 6 months or older. We use slides, balls, sandboxes, bikes, and water play, etc. to keep your child active. Please see our dress code section (above) for further information on how to prepare your child to play outside. If the heat index is over 90, the air quality is deemed poor or in the winter when the temperature with the wind-chill is below 32 degrees we will not go outside. Parent/guardians may not request their child to stay inside while the rest of the group is outside. All Triumph teachers are expected to include outdoor experiences during all seasons.

**Field Trips:** The curricula in our classrooms involve using community resources such as stores, libraries, park, farms, playgrounds, etc. Weather permitting, classes go outside daily to play, walk, or visit the neighborhood. If your child is leaving the school grounds for one of these activities, your classroom teacher will notify parent/guardians in writing in advance. A parent/guardian or legal guardian will sign a permission slip for all field trips requiring transportation which must be returned or the child may not participate. Guardians are always welcome to participate (Please refer to policy: Background Record Checks).

For home based field trips, an adult parent/guardian must attend and supervise their own children at all times.

### **Screenings & Referrals**

Within 45 days of the child entering the program, developmental and behavioral screenings are completed to determine if your child is developing at an age appropriate pace. With parental consent, developmental, behavioral, motor, language, social, cognitive, and emotional skills will be assessed. Triumph will use one or more research-based developmental standardized screening tools to complete the screening. The program will gather information from family members, teachers, and relevant staff familiar with the child's typical behavior as part of the screening process. For children who do not speak English, screening tools will be administered in the child's home language if appropriate.

Triumph, Inc. will obtain records from physician's offices when available and/or appropriate or health staff will perform within classroom environment. Screenings are done only with the parent/guardian's written permission and results are shared with parent/guardians. The following required screenings are done by trained staff/volunteers and state certified professionals.

Vision: the SPOT vision screener

Hearing: Audio test is performed

Developmental: An assessment of a preschool child's developmental milestones, ASQ&ESI

Behavioral: ASQ SE is completed yearly

Blood Pressure: 3 years old and up

In addition, Triumph may meet with parent/guardians if there are ongoing concerns to introduce additional tools to gather further information if needed.

Once the screenings are completed, they are discussed with the parents/guardian. If it is determined that the child needs immediate attention, parent permission will be obtained to process a referral to the DPH Early Intervention (EI), the local public school or one of several resources for early childhood mental health (see mental health services policy). If more information needs to be gathered, the Child Development Specialist or Mental Health Consultant will perform an observation of your child, and gather information from your child's teacher/home visitor. Based on that information, a determination will be made to do a referral to one or more of the resources listed above or to continue offer supports within the context of the program. We will continue to monitor your child's progress to conclude if a referral should be made at a later time.

## **Disabilities and Mental Health Services**

### **Disabilities**

An initial developmental screening on every child in the program is conducted within the first 45 days of their start date. This screening serves as a "quick look" at the child's development in the areas of language, fine and gross motor, and cognitive reasoning and self-help skills. Each child's individual needs are addressed through natural play experience inside/outside of the classroom. If concerns arise, or further assessment is needed, a member of our staff will meet with parent/guardians to discuss making a referral to Early Intervention or the local school system. (See screenings and referrals, above)

Triumph, Inc. has working agreements with the public school systems (Taunton and Bridgewater/Raynham), as well as the local Early Intervention Program which can provide in depth evaluations to identify and service children with disabilities. These collaborative relationships assist Triumph and families determine the most appropriate and least restrictive environment for those children with a diagnosed disability or complex mental health needs.

Children with special needs often require unique supports in the program. Triumph staff, although not special education teachers, will receive basic training to provide assistance to your child to facilitate full participation in the program. We reserve 10% of our federally funded enrollment slots for children with diagnosed disabilities.

## **Mental Health**

As a Head Start and Early Head Start grantee, Triumph is required to provide a broad spectrum of mental health services. These services include mental health screenings, promotion, prevention, early identification of mental health concerns, and referrals for treatment of children and families. Triumph will work collaboratively with families to identify and access services and resources. Triumph employs a mental health professional who facilitates mental health services to children and families including, but not limited to, providing mental health consultation, designing program practices to promote social emotional development, effectively address challenging behavior, and providing education on mental health issues. These services will meet the needs of most children and families that enroll at Triumph. However, in some cases, a referral for outside services will be made in partnership with families. Once a referral has been made, program staff will continue to provide support and guidance that best meet the child's and family's needs and to determine the most appropriate placement for those children with a complex mental health needs. Some of the outside services that may be accessed are described below:

**On-Site Mental Health Consultant**—Triumph contracts with a Mental Health Consultant(s), with a specialty in child psychology. The consultant is available to work with staff, children, and families in developing strategies to support social/emotional development. This may be done in a variety of ways, including but not limited to, observations, review of child's files, meeting with Triumph employees, parent and staff trainings, special education service providers and parent/guardians or consultation with outside providers. If deemed necessary, the consultant also makes referrals to outside agencies (some listed below) if a child is in need of specialized support in partnership with the child's guardians and Triumph staff.

**Outpatient Therapy**—may include individual, family and group therapies. Outpatient therapy is delivered in a clinician's office. Outpatient therapy is a good place to start to receive guidance and better understanding of your child's needs. Sometimes, a clinician may provide these therapies at one of the Triumph facilities.

**In Home Therapy**—is a flexible service that allows provider to deliver intensive family therapy to the children in the home, early childhood setting/school or other community setting.

**Intensive Care Coordination**—ICC is an intensive, individualized care planning and management process for children with serious emotional disturbance. ICC can be a good service for a child who needs or receives services from multiple providers and schools because it ensures that interventions and services are effective and coordinated.

**Mobile Crisis Intervention (MCI)**-- Mass Health provides emergency behavioral health services called Mobile Crisis Intervention (MCI). This is a 24 hour, 7 days a week short-term treatment service. MCI teams stabilize and resolve issues to crisis situations to reduce the immediate risk of danger to the child or others. The team travels to where the emergency is happening. Although it is not typical for MCI teams to receive requests from childcare providers, in rare instances Triumph may utilize this service. Triumph will contact a parent or legal guardian before requesting MCI services. The parent should be prepared to come to the center immediately, however the MCI will arrive within 60 minutes of being called. If a parent or guardian cannot be reached, we will continue to call others on the emergency list to make them aware that MCI has been called. (Please also read "Emergency Health Care Plan")

**Examples of Early Childhood Mental Health Providers:** Early Childhood Mental Health Consultations Services, Massachusetts Association for Infant Mental Health; Regional Consultation Program—this is not an exhaustive list.

## HEALTH & SAFETY

### **Reporting Child Abuse & Neglect**

Federal and State Law mandate all childcare providers have policies and procedures in place to report child abuse and neglect. Triumph, Inc. will adhere to the following DEFINITIONS ACCORDING TO MASSACHUSETTS LAW AND DCF REGULATIONS:

**CHILD ABUSE** is defined as the non-accidental commission of any act by a caretaker upon a child under age 18, which causes or creates substantial risk of serious physical or emotional injury; or constitutes a sexual offense under the laws of the Commonwealth.

**CHILD NEGLECT** is defined as: failure by a caretaker, either deliberately or through negligence or inability, to take actions necessary to provide minimally adequate food, safety, clothing, shelter, medical care, supervision, emotional stability and growth or other essential care; provided, however, that such inability is not due solely to inadequate economic resources or to the existence of a handicapping condition.

**DOMESTIC VIOLENCE** is a reportable condition under this definition. Substance abuse can lead to or occur with issues of domestic violence. Substance abuse is a reportable issue to DCF and a 51A may be filed with the Department of Children and Families.

**DCF** (Department of Children and Families) is the state agency responsible for taking and investigating complaints about alleged abuse and neglect and providing necessary follow-up services to children and their families.

**51A** is a report of alleged child abuse or neglect made to the Department of Children and Families. The report is usually made first by telephone within 24 hours and must be followed up by a written report within 48 hours.

**MANDATED REPORTER:** All program staff is a mandated reporter under M.G.L. c. 119, § 51A and must make a report to the Department of Children and Families whenever he/she has reasonable cause to believe a child in the program is suffering from serious physical or emotional injury resulting from abuse inflicted upon the child, including but not limited to sexual abuse, or from neglect, including but not limited to malnutrition, no matter where the abuse or neglect may have occurred and by whom it was inflicted.

### **Procedure for Reporting Suspected child abuse and neglect:**

Employees/Volunteers/Interns/Students/Consultants who have observed, been informed of, or suspect possible physical, sexual, or emotional abuse or neglect of a child are required to tell the designee listed in the Employee Handbook. This policy should be discussed in detail at the initial home visit.

It is the general practice of Triumph, Inc. to inform parents prior to filing a 51A Report with the Department of Children and Families. The Child & Family Services Manager or the Home Based and Community Services Manager will offer guidance, suggestions and assistance to help the FES or Home Visitor speak to the family. If it is not feasible to contact the parent/guardian, or notification to the family is not in the best interest of the child, the Executive Director or designee will make the decision to waive this notice. The FES or HV in consultation with their supervisor, is responsible for follow-up with DCF and the family.

- **Decision to file:** The Family Engagement Specialist (FES) or Manager or Home Based and Community Programming Manager will inform the Child & Family Services Manager or Executive Director of the reportable condition and decision to file. The FES or Manager/Coordinator will support the MANDATED REPORTOR with oral report to be made to DCF by phone call first within 24 hours, later followed by a 51A written report to DCF within 48 hours. All of the above information must be documented in the child's record.

Discussion or Home Visit with the family should include the following:

1. Specific information about program concerns.
2. Opportunity for the parent to respond to allegations.
3. Explanation of our role as mandated reporters.
4. Explanation of 51A and DCF investigation process.
5. Discuss parent's emotions/reactions and potential anger/reprisal against the child.
6. Offering support throughout the process.

- **Decision not to file:** Should a decision not to file be made by either the Agency, this does not prohibit a mandated reporter from filing a 51A on the child's behalf. When a mandated reporter feels strongly that a situation needs to be filed, the reporter

must speak openly about their concerns and the reporter's concerns must be respected and supported by the designee representing the agency.

- **Collateral Agency filing:** If Triumph, Inc. is notified by another agency regarding intent to file a 51A on a program family, Triumph, Inc. will honor the other agency's policy in regards to informing the parent of the intent to file. No Triumph, Inc. employee/volunteer/intern/student/consultant should assume that another agency has informed a family of the filing of a 51A report, nor should such person assume or confirm the identity of the reporter. Once a family is aware of the filing, Triumph, Inc. will offer support services to the family.
- Requests from DCF for on-site child interviews: Triumph, Inc. cooperates with federal, state, and local laws and the Department of Children and Families in regards to 51A/B investigations. DCF may request to interview a child at Triumph, Inc. If DCF requests to interview a child on site at Triumph, Inc., the request will be honored. In most instances, DCF has informed the family of their intent. When DCF thinks a child may be at further risk if the parents are notified, DCF may request to interview a child at Triumph, Inc. without parental permission. In these circumstances, Triumph, Inc. will comply with this request.

**DCF Reporting: 1-800-792-5200      Local Office: 508-821-7000**

**Parent Stress Hotline: 1-800-632-8188**

## **Suspected Child Abuse or Neglect by a TRIUMPH STAFF OR VOLUNTEER**

**The Executive Director must be contact immediately and directory when an allegation of child abuse or neglect are made involving a Triumph employee, volunteer, intern, student, or consultant, the person witnessing the abuse. If the Executive Director is unavailable, contact your nearest MANAGER**

- The person will give a written and oral report to the Executive Director.
- If a parent/caregiver brings this type of abuse allegation to their Family Engagement Specialist or other staff member, the staff member must assist the parent in immediately contacting the Executive Director.
- If a child is in imminent danger, staff must intervene immediately to ensure the child's safety and then report to the Executive Director.
- Any staff involved in an alleged incident must be immediately removed from working with children in accordance with EEC regulation 7.05(3). Appropriate EEC ratios will always be maintained. Educators are responsible for abuse and neglect if: the educator admits to causing the abuse or the educator is convicted of the abuse or neglect in a criminal proceeding.
- The Executive Director, in conjunction with employee's supervisor when possible, will meet with members of the child's classroom team, including any other individuals with knowledge of the incident to assess internal factors that may have contributed to the situation and to gather sufficient information to provide an accurate account to DCF and EEC in order to make appropriate decisions regarding personnel actions.
- All staff involved or with knowledge of the incident will submit a written account with as much detail as possible within 24 hours to the Executive Director.
- The Executive Director or designee will contact the parents of the child involved as appropriate.
- The Executive Director will initiate personnel action(s) in accordance with the Department of Early Education and Care regulation 7.05(3) and Triumph, Inc. Personnel and Child Abuse and Neglect Policies. One of the following personnel actions will be initiated immediately.
  1. Employee will be placed on administrative leave/investigatory suspension with or without pay; or
  2. Reassigned to other duties that do not involve direct contact with children pending outcome of investigation; or
  3. If immediate dismissal is warranted, the Policy Council and Board of Directors will be notified.
- The Executive Director or designee calls the Department of Children and Families to file 51A report. The department is informed that an allegation of abuse or neglect exists and occurred while the child was in our care. Phone contact/report within 24 hours, written report to local DCF Office within 48 hours.



- The Executive Director or designee inputs a report into the LEAD PORTAL of the Department of Early Education and Care to report the incident to our licensor, appraise licensor of the personnel action taken and the status of the employee. This must be completed within 24 hours of the report to the Executive Director.
- The Executive Director will consult with the Regional Office at ACF to determine if an official report needs to be made within 7 days of the filing.
- Once a report is filed, an employee may not return to work in the program until DCF screens the report out and investigations by DCF and EEC are concluded and the agency has received verbal and/or written notices of the findings. EEC determines based upon its own investigation or an investigation conducted by DCF subsequent to a report filed under 51A and 51B that there is a reasonable cause to believe that the educator or any other person caused the abuse or neglect while children were in our care. The Executive Director, and/or Human Resource Coordinator will keep employees informed regarding the progress and expected timeframes of the investigation and closure of same.
- Should an allegation of abuse or neglect be substantiated after investigation by DCF/EEC, a report is then given to the Board of Directors to assist in determining program and personnel actions.
- The Executive Director will inform the President of the Triumph, Inc. Board of Directors, the Policy Council Chairperson and/or Administration of Children and Families Program Specialist regarding any DCF supported allegation of institutional abuse or neglect in accordance with Performance Standards.

**Contact Karen Ennis - Executive Director: 508-822-5388 x 107**  
**100 Honorable Gordon Owen Riverway, Taunton**

## **Smoke Free Environments & Substance Abuse**

### **Smoking**

The Smoke-Free Workplace Law prohibits smoking in all enclosed workplaces, including public and private schools. In addition, Massachusetts requires that all public schools through high school prohibit smoking on school grounds, on school buses, and at school sponsored events. The success of this policy will upon the thoughtfulness, consideration, and cooperation of smokers and non-smokers. All employees shall share in the responsibility for adhering to and enforcing the policy. Parent/guardians in the program who smoke and would like to participate in smoking-cessation programs should contact the Pediatric Health and Safety Manager

Smoking is prohibited within all buildings, company vehicle at any time or while home visits are being conducted. This policy also includes any classrooms, staff, offices, kitchens, restrooms, parent/guardian and staff meeting rooms (used in the evening as well as the day), hallways, outdoor play areas and vehicles use for transporting children. This policy applies to all employees, parent/guardians, contractors, volunteers and visitors. Staff who wish to smoke in their private vehicles must park out of sight of the children and off Triumph, Inc. premises, including driveway/roadway.

There will be no smoking by staff members on home visits, field trips, or any other agency functions where parent/guardians and/or children are in attendance. Parent/guardians must refrain from smoking during these times also. This includes electronic cigarettes or other tobacco related products.

“No Smoking” signs shall be posted at all building entrances and throughout the building.

### **Substance Abuse**

All Triumph, Inc. locations are “Substance Free.” Triumph, Inc. will promote positive strategies to do so through resources and referrals. Your child will not be released to you or your designee, if they are exhibiting behaviors that is deemed unsafe and would put your child at imminent danger. This could be due to having consumed alcohol, illegal drugs, or prescribed medication or substances. This policy is enforced regardless of medical or emotional conditions. Triumph has a voucher agreement with a local cab company for emergency transportation.

The following steps will be executed by a Triumph staff person at the center:

- The adult will be reminded of this policy
- The adult will be told that someone else on the emergency card needs to come and pick up your child.
- The director or manager of the program will be informed immediately.
- 51A may be filed with the Department of Children and Family Services. All of the staff are mandated reporters. All staff members are required and responsible to ensure the safety of all of the children enrolled in the program.
- You will be referred to your Family Engagement Specialist to address your concerns in a supportive manner.
- If the impaired individual does not follow this policy and becomes aggressive in any manner, the local police will be called.

If a staff member arrives for a scheduled or unscheduled home visit and the staff member detects that a caretaker appears to be impaired by exhibiting behaviors that is deemed unsafe or would put your child at imminent danger and/or has been informed of illegal drug activity occurring in that environment, the following will occur:

- The staff member will determine if the child is safe and being supervised by a competent adult.
- The staff member will leave the premises and contact the content area manager or Executive Director immediately.
- They will call the police or other emergency services if deemed necessary.
- 51A may be filed with the Department of Children and Family Services. All of the staff are mandated reporters. All staff members are required and responsible to ensure the safety of all of the children enrolled in the program.
- You will be referred to your Family Engagement Specialist to address your concerns in a supportive manner.

## **Weapon Free Workplace Policy**

To ensure Triumph maintains a workplace safe and free of violence for all employees and participants, the company prohibits the possession or use of dangerous weapons on company property.

All Triumph employees are subject to this provision, including contract workers and temporary employees as well as visitors and clients on company property. A license to carry the weapon on company property does not supersede company policy.

“Company property” is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company’s ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property.

“Dangerous weapons” include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

## **Searches of Personal Property**

Triumph reserves the right at any time and at its discretion to search all company-owned or leased vehicles, plus packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon or illegal substance is being, or has been, brought onto its property or premises in violation of these policies. A member of the Triumph management team will call the local police authority to aide them in the search. Employees (or parents) who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including exclusion from program or termination from employment.

## Policy: **Background Record Check Policies** (BRC)

All Triumph, Inc. current and prospective employees or other persons regularly providing child care or support services (volunteers/interns) with potential for unsupervised contact with children in the program must complete a consent for a Background Record Check (BRC) consisting of Criminal Offender Record Information (CORI) check and a Department of Children and Families (DCF) background record check conducted by the Department of Early Education and Care (EEC). A consent to submit the Check must be obtained by Triumph. This consent will be given in person by filling out the EEC required forms and supported by a photocopy of an accepted form of identification of the candidate. A conditional offer of employment will be given to prospective employees, volunteers and interns, until the results of the Background Record Checks (BRC's) are received.

BRC's are performed only by EEC approved Licensee & Reviewers of Triumph, Inc. A Licensee/Reviewer is a person authorized to receive, review, and discuss the BRC results of other potential employees, regular volunteers, or interns in the program. Triumph will ensure that EEC is notified of when an approved reviewer leaves employment. Triumph will further assure that new BRC's are completed for our program's Licensee and Reviewers at each license renewal and for every staff member and regular volunteer/intern who has the potential for unsupervised contact with children, at least every two (2) years.

Triumph will also complete a new BRC review for an employee or volunteer or intern any time the program receives information that may indicate that a new Background Record Check review is appropriate (for example, notification that a staff member has been arrested or has been named a person responsible for abuse and neglect of a child).

Massachusetts legislation changes enacted on September 3, 2013, now require Sex Offender Registry Information (SORI) check and fingerprint-based national and state criminal history database checks in addition to criminal Offender Record Information (CORI) and Department of Children and Families (DCF) background record checks. SORI checks are reviewed by EEC and are completed at the same time as CORI and DCF background record checks.

Once CORI, DCF, and SORI checks have been approved, EEC shall notify Triumph to direct the candidate to register for a fingerprint scan. Registration is either done on-line or by phone to arrange an appointment at one of several designated vendor locations in the local area. The appointment will take approximately 5 to 10 minutes. Applicants will receive a receipt as proof that fingerprints were taken which then must be returned to Triumph. There is a processing fee of \$35 that may be paid by credit or debit card at the time of registration or by bank check or money order at the time of fingerprinting (personal checks and cash will not be accepted). Current employees in addition to prospective employees are expected to pay the cost. All must turn in the receipt of payment to Triumph as proof of scan. Employees and parent volunteers of currently enrolled children are eligible for reimbursement of the processing fee however, must await the results from the fingerprint scan with no disqualifying information, in order to be eligible for reimbursement.

Triumph, Inc. may only hire new staff after the CORI, DCF, and SORI checks are completed and approved. Offers of employment will be conditional until the fingerprint database checks are reviewed and approved by EEC. The EEC approval process may require 4-6 weeks before Triumph is notified of the results. "Provisionally Approved" candidates for employment may begin work, but may not have unmonitored contact with children until the employee is designated "Suitable" in the BRC records system.

If the applicant has a pending status, and EEC requires further documentation or information to process the request, it is the employee or potential employee, volunteer or intern's responsibility to provide this information to EEC in a prompt manner. Once the fingerprint scan results are received, EEC will then notify both the applicant and Triumph, Inc. as to whether the applicant has been approved for hire therefore finalizing the hiring decision. Federal law prohibits EEC from sharing the results of fingerprint-based databased checks directly with employers.

If EEC finds a candidate or a current employee, intern, or volunteer, "Unsuitable" or "Not Conditionally Approved" based upon the findings of the fingerprint-based check of the state and national criminal history databases, the offer of employment to the candidate, opportunity for intern or volunteer will be void. If this determination is made for a current employee, intern or volunteer, the Agency must immediately suspend or terminate employment or placement.

## **CHILD GENERAL HEALTH GUIDANCE**

Health practices at Triumph, Inc. will be implemented according to all Head Start Performance Standards, Massachusetts Department of Early Education and Care, Caring for Our Children: Basics, QRIS and NAEYC regulations.

### **Health Requirements and Documentation**

In order to maintain a safe and healthy environment for all children and staff Triumph, Inc. requires parents to provide documentation of ongoing preventative health care according to the Massachusetts EPSDT schedule. An annual physical exam is required for continued participation for preschool children and more frequently for infants and toddlers. Documentation of up-to-date immunizations, lead screening, and hematocrit and hemoglobin results are required as part of a child's well check or physical exam. Health Specialists will continuously track ongoing preventative healthcare for all children and work closely with families in ensuring appointments are scheduled, attended and current documentation of exams and follow-up treatment is on file.

Program staff will work in partnership with families when required medical documentation has not been received by the program. Triumph will follow the McKinney-Vento Homeless Assistance Act for all families experiencing homelessness to ensure that families are not denied access to the services offered by the program.

### **Immunizations**

Immunization records are reviewed according to the current age-appropriate, state specific immunization schedule for all enrolling and enrolled children by a Health Specialist or the Pediatric Health and Safety Manager. Incomplete immunization records are reviewed with the child's primary care physician and parent/guardian to determine if a catch-up schedule is in place. Families who choose not to immunize their child may be permitted on a case by case basis and must speak to the Health Manager for further guidance. Triumph, Inc. will consult with the local Board of Health and Health Care Consultant upon learning of a vaccine preventable disease outbreak and appropriate temporary exclusions will be implemented to ensure the safety of all children and staff. Appropriate incubation periods will be determined in collaboration with the Board of Health, Health Care Consultant and the child's primary care physician. Per Head Start Performance standards, parents/guardians of an enrolling or enrolled infant who has not been immunized due to the child's age should be informed if/when there are children in care who have not had routine immunizations due to exemption. Children experiencing homelessness as defined by the McKinney-Vento Act will receive Triumph, Inc. services while parents/guardians take necessary actions to comply with required immunizations. A catch-up schedule or plan will be initiated upon enrollment and must be completed as soon as possible. The Health Specialist will continue to track immunization progress and support parents/guardians as needed. Failure to obtain age-appropriate immunizations anytime during enrollment may result in temporary exclusion until documentation of current immunizations is provided to the program. Early Head Start/Head Start services may be provided in the home during this time.

### **Oral Health Care**

All children ages 12 months and older must provide documentation of a current (within the last year) dental examination within 90 days of enrollment. Triumph partners with Commonwealth Mobile Oral Health Services to provide two, on-site dental clinics during the school year for all children, with parental consent that do not receive regular dental care by a dentist. Children will participate in oral health care practices with their classroom during the school day. Triumph provides toothbrushes and fluoride toothpaste for all children and brushing is included in each classrooms daily schedule. Health Specialists will continuously track ongoing preventative oral healthcare for all children and work closely with families in ensuring appointments are scheduled, attended, and current documentation of exams and follow-up treatment is on file.

**Handwashing and Hygiene** We firmly believe in teaching and modeling hygiene practice to promote good health. Hand washing is one of the best ways to prevent the transmission of germs. All Triumph, Inc. staff in all classrooms follow proper handwashing techniques throughout the day, according to CDC recommended guidelines. This includes but not limited to: before entering the classroom, before and after handling food or medication, before and after feeding a child, before and after diapering/toileting a child, after administering first aid. Children also frequently engage in handwashing throughout the day, and will be closely monitored for proper technique. Sinks have been added to the playgrounds to ensure handwashing is available at all times during the school day. Staff will assist children with maintaining and practicing good hygiene at school. All children enrolled in our program must have sufficient, weather appropriate spare clothes to change into in the event that their clothing needs to be changed during the school day. CDC handwashing instructions, in-multiple languages, are posted at each sink and throughout the center. Hand Sanitizer may be utilized at times if handwashing is not available as appropriate to the ages of the children and only with written parent permission. Children will be encouraged to avoid touching eyes, nose and mouth. Teachers will model how to properly cover sneezes and follow healthy habits.

**Non-Emergency, invasive physical exam or screening**

In general, Triumph, Inc. will not conduct physical examinations of a student without parent consent to do so or by court order, unless the health or safety of the student or others is in question. Parents have the right to opt their child out of any non-emergency, invasive physical examination or screening that is (1) required as a condition of attendance; (2) administered by the school and scheduled by the school in advance; and (3) not necessary to protect the immediate health and safety of the student, or of other students. Parents will be notified at the beginning of the school year of the approximate dates of when any non-emergency, invasive physical examination or screening will be administered. An invasive physical exam does not include hearing, vision or lice checks. Parents will receive approximate dates of hearing and vision screenings at the beginning of the school year. Results of such screenings will be shared with parents promptly after the screenings are completed.

**Mask and/or Face Covering may be required during a public health emergency. Triumph will implement mandated universal mask requirements when the Taunton/Raynham community is deemed high risk.**

**Universal masking is required for all individuals 2 years of age and older when:**

- Indoors in a setting when EHS/HS services are provided.
- Two or more individuals are in a vehicle owned, leased, or arranged by the Head Start program.
- For those who are not fully vaccinated, outdoors in crowded settings or during activities that involve sustained close contact with other people.

**Exceptions**

- Children and adults when they are either eating or drinking.
- Children when they are napping.
- The narrow subset of individuals who cannot safely wear a mask because of a disability as defined by the Americans with Disabilities Act (ADA), consistent with U.S. Centers for Disease Control and Prevention (CDC) guidance on disability exemptions. (Documentation should be provided to Triumph, Inc. asap)
- When a child's health care provider advises an alternative face covering to accommodate the child's special health care needs. (Documentation should be provided to Triumph asap)

**Child Health Care Policy****Contact Information**

<p align="center"><b>Health Care Consultant</b> Jennifer Sharland, RN (please see one of the nurses for contact information if needed)</p>	<p align="center"><b>Emergency Back-up Person</b> Kathleen Matteson Pediatric Health &amp; Safety Manager 508-822-5388</p>
<p align="center"><b>Local Health Care Authority</b> Taunton Board of Health 45 School St. 508-821-1400</p>	<p align="center"><b>Ambulance Emergency- 911</b></p>
<p align="center"><b>Taunton Fire Department Emergency- 911</b></p> <p align="center">Non-Emergency 508-824-4024</p>	<p align="center"><b>Taunton Police Department Emergency-911</b></p> <p align="center">Non-Emergency 508-824-7522</p>
<p align="center"><b>Poison Control Center</b> 1-800-222-1222</p>	<p align="center"><b>Morton Hospital Emergency Department</b> 508-828-7100</p>

**Emergency Information**

All parents are required to complete a Parent Contact Sheet upon enrollment into the program. It is the responsibility of the parent to keep all information current and accurate. Parents are encouraged to contact their Family Engagement

Specialist to inform them of any change in contact information. It is imperative to the health and safety of all children that we are able to get in touch with parents at any and all times.

The following information is collected must be obtained:

- Child's information
- Primary Care Physician and Dentist information
- Pertinent health information; health insurance, pertinent medical history, allergies, medications, special diets
- Custodial information
- Emergency Contacts

The following consents are collected:

- Parent authorization for emergency transport to the nearest hospital
- Permission to administer first aid/CPR
- Permission to transport in agency vehicles
- Permission to transport in privately owned vehicles
- Permission to photograph/videotape
- Permission to apply sunscreen and bug spray
- Permission to use hand sanitizer

Parent Contact Sheet and consents for all children are kept in classroom attendance books which accompany the classroom at all times throughout the day, including field trips. A copy is kept in each child's individual record. Emergency information is entered into Triumph's electronic data base for non-classroom staff to access.

Allergy and meal accommodation lists are maintained by the Health Content area and provided to all classrooms. These lists provide teachers and staff with information regarding individual food allergies, intolerances, or foods that are not consumed due to religious or cultural beliefs and the appropriate accommodations that are to be provided as a replacement. These lists are updated as needed or at a minimum, monthly. Meal accommodation information is shared with the catering company and appropriate substitutions are made. Triumph's nutrition staff provide necessary meal and snack accommodations to meet the dietary needs of all children. Nutrition staff are ServSafe certified and have completed the Massachusetts Allergen Awareness training.

Individual Health Care Plan lists and medication lists are maintained by Health Specialists and provided to all classrooms. These lists provide teachers and staff with information regarding Individual Health Care Plans, prescription medications and non-prescription medications for the child. These lists are used as a reference to identify children that have health care plans and the treatment associated with their chronic medical condition. All prescription and non-prescription medications are listed with a brief explanation of the appropriate time to administer such medication. All official IHCP and Medication paperwork is kept in the classroom with the child and is available for teachers to review in detail.

## **Injuries**

Triumph strives to create and maintain healthy and safe environments for all children, staff and families. Health Specialists maintain an adequate inventory of necessary first aid supplies at all Triumph centers. Classrooms are equipped with first aid bags that accompany the classrooms at all times. Unfortunately, there may be times that injuries occur. All injuries are documented on the Department of Early Education and Care Injury Report form. Injury reports are completed by Triumph staff that were present at the time of the injury and shared with parents and Health Specialists. Your signature is required to indicate you have received the information about the injury. Health Specialists maintain ongoing logs of center injuries in order to identify any trends. All classroom staff receive regular CPR and First Aid training in compliance with the Department of Early Education and Care regulations.

The following steps will be followed when a child is injured:

1. Triumph staff will assess the injury.
2. Appropriate first aid will be determined and administered by trained staff.
3. Staff will complete an Injury Report to provide to parents.
4. If determined that the nature injury requires parental notification before the end of the child's day the parent will be contacted using the primary contact information provided on the Parent Contact Sheet. In the event that we are unable to contact the parent, emergency contacts will be called.
5. If the injury requires emergency medical treatment, 911 will be initiated. Staff will contact the Pediatric Health & Safety Manager or the Executive Director any serious injury or illness that requires medical attention

6. Parents will be contacted immediately following the call to 911. Emergency contacts will be called if we are unable to get in contact the parent.
7. A Triumph staff member will accompany the child in the ambulance to the nearest hospital and remain with the child until the parent arrives.
8. Triumph will report all serious injuries to the Department of Early Education and Care in accordance with their injury reporting policy. Parents will be asked to provide follow-up documentation of any medical treatment their child received due to the injury, and a return to school form if applicable. Triumph will include this documentation in the report as well as in the child's record.

The above procedure will be followed during all field trips. First aid kits and emergency medications brought on field trips are accessible at all times.

Creating and maintaining safe environments is crucial in minimizing the occurrence of injuries. Daily safety observations of all buildings are conducted by Facilities and classroom staff.

All toxic substances, sharp objects and other hazardous objects are stored out of the reach of children.

### **Illness**

Children often get sick during their first school experiences because their bodies are learning to fight new germs and viruses that they are exposed to. It is not our intent to allow children who are truly sick to stay at the center but it is also not our intent to exclude children who are only mildly ill. Triumph relies on parents to make good decisions regarding their child's health. When appropriate, parents will keep their child home due to illness to avoid spreading further illness to other children and staff. Health Specialists or designee will contact parents when a child is found to be too ill to remain at school. If the parents cannot be reached the Health Specialists or designee will contact the emergency contacts. Parents are expected to pick up their child as soon as possible and within a reasonable time frame as determined by the Health Specialist or designee. Children that are absent for 3 or more days due to illness will require a doctor's note to return to school. If a child displays symptoms requiring emergency medical attention, staff will follow the injury and steps 1-8 above.

The following is a general guide for determining temporary exclusion due to illness:

1. Teachers must contact Health Specialists to inform them of an ill child. In the absences of the Health Specialist, the Pediatric Health & Safety Manager or an Education Coordinator may be contacted.
2. Health Specialists or designee will evaluate each individual case.
3. The Health Specialist or designee will determine if the child needs to be sent home and will inform the parent if a medical evaluation is necessary for remittance into the program.
4. Children may be able to remain in care if exhibiting only mild symptoms that do not meet the restrictions listed below.

### **Health Restrictions**

The program will determine temporary illness exclusion based on the following instances:

- **Lack of participation-** children must be able to participate comfortably in all daily activities without requiring a greater need for care than the staff can provide without compromising the health and safety of other children.
- **Fever-** An infant four months of age and younger will be sent home and encouraged to be seen by their pediatrician for a body temperature of 100.4 degrees or higher. Children older than four months will be sent home when their body temperature reaches 101 degrees or higher. Children may not return to the program until their body temperature has returned to normal for at least 24 hours without the use of fever reducing medications.
- **Diarrhea-** Defined by watery stools that are not associated with changes in diet. Children will be excluded from the program if stools are looser than normal for the child and the child has two or more occurrences than usual in a day. Children can return to the program after their stools return to normal and they are symptom free for 24 hours without taking medication.
- **Vomit-** Children will be excluded when there are two or more occurrences of vomiting. One episode of vomiting that is accompanied by other symptoms will result in exclusion. Children can return to the program once vomiting has stopped and they are symptom free for 24 hours without taking medication.
- **Rash accompanied by fever or behavioral changes-** Children will be excluded until it is determined by a health care professional that the symptoms do not indicate a communicable disease or illness.
- **Head Lice-** Children will be excluded when live lice is found. Children may not return until a treatment has been administered and there is no evidence of live lice.



The following communicable diseases require a diagnosis from a health care professional and will result in temporary exclusion from the program. This list is not exhaustive of all types of communicable illness but rather a list of the most common illnesses found in school settings. Children cannot return to the program until exclusion criteria has been resolved as determined by a health care provider. A physician's note clearing the child to return to school may be required upon return.

- Conjunctivitis
- Strep Throat/Scarlet Fever
- Chickenpox
- Impetigo
- Scabies
- RSV
- Croup
- Flu
- Staph Infection/MRSA
- COVID-19 in accordance with COVID-Mitigation Policy

Whenever a child has or may have a contagious condition parents must notify the program as soon as possible. This notification will provide important information and allow the program to communicate with other parents. Letters will be sent home to parents to inform them of cases of contagious illness and guidance should their child become ill.

### **Management of Infectious Disease and Infection Control**

Triumph adheres to the above exclusion policies and practices for all serious illness, contagious diseases and reportable diseases in accordance with regulations and recommendations set by the Division of Communicable Disease Control and the Department of Public Health. The agency follows the recommendations of the Department of Public Health regarding the use of insect repellents and maintains an Integrated Pest Management plan with the state of Massachusetts in compliance with the Children's and Families Protection Act. Triumph's COVID Mitigation Policy is available on our website or in written form upon request.

Classrooms clean and sanitize furniture throughout the day with soap and water, bleach and water solutions as specified by the Department of Early Education and Care regulations. Toys are cleaned and sanitized regularly and all toys that a child places in their mouth are removed immediately until properly cleaned. All buildings are cleaned daily by program staff. Daily classroom custodial duties such as vacuuming, mopping and restroom cleaning are conducted while children are not present in the classroom. All infant rooms are shoe-free environments. Shoe covers are available for staff, parents and visitors to wear in order to keep floors as clean as possible. All staff practice universal and standard precautions to avoid contact with bodily fluids. Universal and standard precautions involve the use of personal protective equipment, such as gloves, gowns and face shields along with proper handwashing practice to avoid contact with potentially infectious materials.

**Bed bug infestation** can be a challenging situation for some families. Children will not be excluded from the program when they are suspected of or have a confirmed case of bed bugs in their home. Triumph, Inc. centers will not close as a result of finding bed bugs, unless short-term closure is necessary for bed bug treatment handled by a pest control company.

### **Medication Administration**

Medication, both prescription and non-prescription will be administered at Triumph, Inc. centers when necessary and only when all required authorization paperwork has been completed by the parent, prescribing physician and Health Specialist. Health Specialists or the Pediatric Health and Safety Manager will review all requests or the administration of medication to determine if it is appropriate for the agency to administer. Parents and primary care providers are encouraged to arrange a dose schedule that does not involve the hours that the child is at the center whenever possible. [Medication authorization forms](#) are valid for one year unless dosing amounts change.

All medication must be provided by the parent and must be in the original container with the original prescription label. Only medication with approved authorization paperwork will be accepted. Parents must refrain from sending any medication to school with their child in their child's backpack.

Medication must be delivered to staff person by the parent. Medication will be stored appropriately to ensure sanitation, preservation, security and safety. All emergency medications must be immediately available for use as needed.

All controlled medication will be stored in the Health Specialists office. The only staff authorized to administer a controlled medication must receive individual training by the Health Specialist. Controlled medications are counted daily by two staff. Parents must count medication with the Health Specialist when providing the supply and document the count on the administration record.

Triumph staff will not administer any medication contrary to the directions on the original container, unless authorized to do so by the licensed physician. The first dosage of all medications must be administered at home by the parent. Staff will document each time a medication is administered to a child on the Administration of Medication form. Each child with medication on site will have an individual record to track all administration of medication. Any errors that are made while administering medication will be documented on the Administration of Medication form as well as in the child's record. Parents will be contacted to inform them of medication errors or if the child refuses to take the medication. Any staff authorized to administer medication must have completed the Department of Early Education and Care's Five Rights of Medication Administration training.

All unused or expired medication will be returned to the parent for disposal. All returned medications will be documented in the child's record. If return to the parent is not possible the agency will properly dispose of such medications.

The chart below specifies all consent and documentation requirements according to the Department of Early Education and Care.

Type of Medication	Written Parental Consent Required	Health Care Practitioner Authorization Required	Logging Required
All prescription	Yes	Yes, must be in original container with original label containing the name of the child affixed	Yes, name of child, dose, date, time, staff signature; missed doses must also be noted along with the reason(s) why the dose was missed
Oral Non-Prescription	Yes, renewed weekly with dosage, times, days and purpose	Yes, must be in original container with original label containing the name of the child affixed	Yes, name of child, dose, date, time, staff signature; missed doses must also be noted along with the reason(s) why the dose was missed
Unanticipated Non-Prescription for Mild Symptoms (ex: acetaminophen, ibuprofen, antihistamines)	Yes, renewed annually	Yes, must be in original container with original label containing the name of the child affixed	Yes, name of child, dosage, date, time, staff signature
Topical, Non-Prescription (when applied to open wounds or broken skin)	Yes, renewed annually	Yes, must be in original container with original label containing the name of the child affixed	Yes, name of child, dosage, date, time, staff signature
Topical, Non-Prescription (NOT applied to open wounds or broken skin)	Yes, renewed annually	No. Items not applies to open wounds or skin may be supplied by the program with notification to parents of such, or parents may send in preferred brands of such items for their own child(ren)'s use.	No, for items used solely for prevention, such as sunscreen, insect repellent and chap stick.

### Individual Health Care Plans

Centers will maintain an Individual Health Care Plan (IHCP) for all children with a chronic medical condition as diagnosed by their primary care physician or specialist. IHCP's are created and maintained in collaboration with parents, prescribing physicians and Health Specialists to ensure that individual health care needs are met. Emergency medications prescribed as part of a child's IHCP must be kept on-site to ensure it is readily available. Emergency medications must be provided in the original package with the prescription label attached before the start of the program. Expired medications or failure to provide a supply as needed throughout the school year may result in temporary exclusion until necessary medication is provided to the program. Training on individual health care plans will be given by Health Specialists or parents to all of the child's regularly scheduled care providers at the program. All classroom staff receive the Five Rights of Medication Administration provided by the Department of Early Education and Care upon hire and yearly thereafter. Individual Health Care Plans are updated yearly, or sooner if conditions or treatments change.

### Child Nutrition

Good nutrition is an important part of a healthy lifestyle. Healthy eating provides pregnant women and children with the essential nutrients and vitamins they need to stay healthy, strong and active. Triumph, Inc. promotes healthy lifestyles by offering a variety of nutritious meals and snacks to all children. We are committed to providing children with nutritionally sound meals served in a relaxed setting that encourages independence.

### **Nutrition Information**

Parents are asked to complete a Nutrition Information form for their child at enrollment and yearly thereafter. This form collects information about food allergies, eating habits and cultural practices and is reviewed by the Nutrition and Food Service Specialist. The Nutrition and Food Service specialist gathers additional information, such as height/weight and blood work from the child's record to assess whether the child is at a healthy weight and provides resources to parents to support children that are categorized as underweight or overweight based on their BMI or height/weight percentage. Nutrition education services are available to all families upon request.

### **Prenatal Nutritional Support**

Women enrolled in our Expectant Mother's program receive nutrition education guidance to help support both the mom and growing baby. Staff will discuss the benefits in breastfeeding and offer information on external resources that can help support the mother throughout her breastfeeding journey once the child is born. A nutrition information form is completed by the expectant mother to ensure that she is maintaining a healthy diet and receiving the appropriate vitamins and nutrients that are essential to fetal development.

### **Meals and Snacks**

All children receive nutritious meals during the school day that follow the Child and Adult Care Food Program (CACFP) standards to ensure that all appropriate menu components are provided and meals and snacks meet age appropriate dietary and safety recommendations.

We provide food that are high in vitamins, minerals and fiber and low in sugar, fat and sodium. Infants and toddlers receive breakfast, snack, lunch and afternoon snack daily. Preschool children receive breakfast and lunch. Preschool children enrolled in the full day program receive an afternoon snack in addition to breakfast and lunch. Children enrolled in the Home Based program will receive a snack during socialization and field trips. Children are always encouraged to try all foods but never forced to eat.

Mealtime is an important part of each child's day. Children and staff sit together and practice family style meal service. Children are encouraged to serve themselves to help develop new fine motor skills as well as practice proper table manners. Children are introduced to a variety of new and healthy foods throughout the school year. Teachers offer opportunities for discussion during lunch time to support the mealtime experience for each child. They often discuss serving sizes, manners, tastes, textures and how the food is prepared.

### **Food Safety and Sanitation**

Triumph, Inc. prepares and serves meals according the Child and Adult Food Care Program (CACFP) guidelines. Food is prepared under sanitary conditions by personnel trained in food safety and sanitation. **Food from home is strictly prohibited in order to ensure that food is safe, sanitary, complies with CACFP regulations and meet nutritional** For the safety of all children, Triumph, Inc. is a nut safe environment and all food served to children is nut free.

### **Meal Accommodations**

We take food allergies seriously and provide alternative meals and snacks to all children with documented food allergies, intolerances, or religious preferences. A physician's note documenting the food allergy or intolerance is required prior to enrollment and yearly thereafter. Children that develop food allergies or intolerances during the school year are also required to provide us with a medical statement to ensure that the appropriate accommodations are made. Special meal accommodations are made for families that practice vegetarianism, veganism and other similar nutrition practices.

### **Infants**

We encourage and support breastfeeding as the best food for your infant but respect that you may choose to formula feed. We provide formula for all center based infants that are enrolled in our program. The brand of formula that is provided is generally the same as WIC to help families maintain consistency. A physician's note is required if your child requires a formula that is not provided by the program. Breastmilk is accepted in clean bottles labeled with the individual child's name and date that the milk was expressed and is stored in sanitary classroom refrigerators. For your child's

safety, formula and breastmilk are warmed using warm tap water only. Any unused portion of a bottle is discarded after each feeding.


Infants are fed on demand. They have a natural instinct that tells us when and how much they want to eat. We do not control their intake. Infants are held and talked to while feeding and bottles are never propped up or given to infants in their cribs. Infants may begin eating cereal and other solid foods, provided by the program at 6 months of age as long as the parent has started to introduce foods at home. Once your infant starts eating solid foods you will complete our Introduction to Foods Form. It is important to continuously communicate with your child's teacher regarding their developing and nutritional needs. Infants will begin to transition to fluid milk at 12 months of age. We begin to introduce the cup to your child at 5 months of age and encourage you to do the same at home. Utensils are provided to all infants that are eating solid foods and they are encouraged to practice self-feeding.

### Emergency Management

Triumph, Inc. strives to create and maintain safe environments for all children, families and staff. All Triumph, Inc. centers have a comprehensive Emergency Preparedness Plan. Staff and volunteers are trained in emergency evacuations and response procedures and practice evacuation drills monthly. Evacuation plans are posted in all classrooms and provide staff with a primary and secondary escape route from the classroom. Emergency response drills are practiced throughout the school year to help prepare children and staff with responding safely to emergencies.

### Response Types

EMERGENCY RESPONSE				
<p><b>EVACUATION</b></p> <p><i>Issued when it is determined that an internal threat makes it safer outside the building than inside.</i></p> <ul style="list-style-type: none"> <li>• Grab attendance book, iPad and First Aid Bag</li> <li>• Promptly exit your classroom or office using your designated primary or secondary exit routes</li> <li>• Once evacuated to outside location, conduct a name-to-face count to ensure all children/staff are accounted for. Alert management if someone is missing</li> </ul>	<p><b>SHELTER-IN-PLACE</b></p> <p><i>Issued when a weather related threat is perceived in the surrounding area to the school.</i></p> <ul style="list-style-type: none"> <li>• Continue with normal business in classrooms and offices</li> <li>• Listen for response instructions if relocation within the building is deemed necessary</li> </ul>	<p><b>LOCK DOWN</b></p> <p><i>Issued when an imminent threat of violence could jeopardize the safety of the children and staff.</i></p> <ul style="list-style-type: none"> <li>• If the threat is external, clear hallways and playgrounds and return to your classroom or office</li> <li>• If the threat is internal, clear hallways and return to your classroom or office. Classrooms outside on playground should evacuate the premises</li> <li>• Close and lock all doors, turn off lights and cover as many windows as possible</li> <li>• Move all children and staff away from the door and remain as quiet as possible</li> <li>• Remain in lock down until management or emergency personnel clear you</li> <li>• May lead to evacuation</li> </ul>	<p><b>SECURE AND HOLD</b></p> <p><i>Issued when a non-imminent threat is occurring in or in-proximity of the building. This may be used when there is a need to isolate movement within the building.</i></p> <ul style="list-style-type: none"> <li>• Carry on with normal activity within the classrooms and offices</li> <li>• Refrain from going outside or using the playgrounds</li> <li>• Continue to pause movement outside of classrooms and offices until given the "all clear" or further instructions</li> </ul>	<p><b>CODE YELLOW</b></p> <p><i>Issued when a child leaves a classroom unattended or when a child is unaccounted for.</i></p> <ul style="list-style-type: none"> <li>• Classroom staff will page and announce "CODE YELLOW" and identify their classroom number</li> <li>• Classrooms must remain in radio</li> <li>• All office staff must block office doors and exit doors</li> <li>• Available office and classroom staff will look for the child and return them to their designated classroom</li> <li>• If child cannot be located, contact 911</li> </ul>



**TRIUMPH**<sub>INC</sub>

### Fire Prevention

- Monthly drills are practiced at various times of day and during different weather conditions.
- Fire extinguishers are inspected regularly. Located throughout the buildings and readily available when needed.
- Exits are clearly marked and free from obstruction.
- Emergency telephone numbers are posted next to classroom and office telephones.

- Quarterly inspections of the sprinkler and fire alarm system are conducted by a professional company.
- All staff are trained to recognize and address potential fire hazards.
- Building and Fire inspections are conducted yearly by the City of Taunton.
- All buildings and grounds are smoke free.

**Reunification with parents**

Some emergencies may require you to pick up your child at an alternative location. Parents and guardians will be given reunification instructions and locations by Triumph staff through School Reach. The Executive Director and Management will collaborate with Emergency Personnel as needed to determine appropriate reunification logistics prior to contacting parents. Triumph staff will maintain and follow our Child Release policy to ensure the safety of all children.

Reunification primary locations for off-site evacuations are as follows:

<b>CENTER</b>	<b>EVACUATION SITE</b>
Riverway Center	Taunton High School
Quinn Center	Boston Globe
Fay's Place	Riverway Center
Barnum	Riverway Center

If these locations are not available, Triumph leadership will contact local emergency personnel to determine a secondary location. Parents will be notified as soon as possible.

**Long term shutdown due to pandemic or other emergency:** If a long term shutdown is required in response to a health emergency or other disaster, Triumph will institute a virtual learning platform using options such as ZOOM, Dojo, YouTube, Facebook (live) or similar, if feasible. Parents will be provided with regular updates to changes in the program by the Executive Director or designee through School Reach or one of these platforms. Triumph will make every effort to supply essential supplies to conduct home activities.

**Limited Transportation in Company Vehicles by Triumph Staff Members**

To address an emergency or other occasion, one or more staff members may use a company vehicle to transport children and/or their caregivers. If this occurs, only staff with a valid driver's license and proof of insurance on record in Triumph's Finance office will be allowed to transport children. Safety rules and regulations, safety belt restraints and car seats age appropriate for the children they are transporting must be adhered to. Triumph staff will complete a row by row safety check to insure all passengers have safely exited the company vehicle before parking the company vehicle.

## Community Partnerships & Volunteers

**Coordinated Family and Community Engagement (CFCE)** is a state funded grant program carried out by the Triumph, Inc. Community and Home Based Programming Manager. Information about Early Education and Care options and resources for families are shared with parent/guardians and child care providers throughout the community about literacy and other developmental topics. The program provides free literacy based playgroups, screenings and parent support throughout Taunton, Raynham and Bridgewater.

### Community Resource Library

The Community Resource Library located at our Barnum Site, is managed by Triumph's Coordinated Family & Community Engagement (CFCE) Grant. Our parent/guardians and the community are able to access books on a wide range of topics. In addition, there is an on-line computer workstation with on-line access, community resource board and a private area for nursing mothers. Please contact the main number to schedule access to the computer.

**ParentChild+** Triumph Inc.'s ParentChild+ program brings high-quality literacy-based play to your home for children ages 16 months to 4 years old. All families will be visited by a home visitor two times per week for 30 minutes each visit. During these visits, you and your child will have lots of fun through play! Your home visitor will provide you with free books and toys to support you on your parent/guardian journey. Please contact the Home Based and Community Program Manager at 508-822-5388 for more information or to apply for this free program.

**Foster Grandparent/guardians-** Some classrooms are provided with a "foster grandparent" to help support the classroom team. For more information, please contact Citizens for Citizens at 508.679.0041. These individuals receive training from our qualified staff. Your child will benefit from the relationship of a loving elder person. Foster Grandparents take part in many activities and help ensure that every child receives one-on-one attention.

**Volunteers** All regular volunteers are given an extensive orientation before they can begin their volunteer hours, as well as completing a CORI/SORI Fingerprint check if there is a potential for the volunteer to have unmonitored contact with other children.

**College and High School Volunteers** We are incredibly fortunate to have volunteers from local high schools and area colleges to join us in our classrooms throughout the school year. Students receive guidance from our classroom staff and ongoing supervision from a staff member at their respective schools.

**High School and College Interns** Triumph, Inc. serves as a placement site for technical high schools and colleges. All interns are supervised by one of our leadership team. We benefit tremendously from having additional talented adults on-site and these students benefit from the opportunity to spend time in our high quality programs while learning about Early Childhood Education, Social Work and Nursing or other relevant topics.

**Community Partner Volunteers:** Occasionally, Triumph may use volunteers from one of our many community partners to conduct a training for staff or parents, help with maintenance tasks around the building, or assist the Agency in some other way. We ensure these volunteers are accompanied by a staff member at all times.

\*\*\*\*\*end\*\*\*\*\*

**Signature Page—Please remove and return to Family Engagement Specialist**

\_\_\_\_\_, parent/guardian of \_\_\_\_\_,  
verify I have received the Triumph, Inc. Parent/guardian Handbook and understand  
it is my responsibility to read and follow the policies and procedures contained  
within while my child is enrolled in the Triumph, Inc. program.

Parent/guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_