

## 1) ENROLLMENT

Thank you for your interest in Milestones! Prior to enrollment we love to meet with parents and children informally to talk about the center, give a short tour and discuss your personal education goals for your child. Once you have decided that Milestones is the right fit for your family, we require a **non-refundable deposit** to ensure your child's spot at the center. The deposit covers the last month's tuition cost should you decide to leave the center for any reason. In order to use the enrollment deposit for the last month's tuition, we must have written notice one month prior to departure. **No cash refunds are given.**

Prior to enrollment at Milestones, the following documentation is required:

1. Completed Registration Sheet (phone numbers, address, etc.)
2. Developmental History form
3. Authorization and Consent form (allowing us to provide emergency first aid and permission to release your child to someone other than a parent/guardian.)
4. Physician's form (physical within the past year)
5. Immunization record as required by EEC
6. Off site consent form
7. Transportation Form
8. Individual Health Care Plan (If Applicable)

**\*All of these forms and all medical forms need to be updated annually. Your child/ren may not return to Milestones prior to any forms given being returned. \***

All of the above named forms are kept in a confidential file on each child. This file will contain not only the forms listed above but all progress reports, accident report forms and any other written information directly related to the welfare of your child while at the center. The information above will only be released to those individuals directly involved in implementing the program plan for your child. Written consent from the parent/guardian must be obtained prior to any information on file being released. Parents have complete access to their child's file at all times.

## **2) CHILDREN'S FILES**

All children's files are personal and confidential. Files are updated annually and contain the application form, medical and developmental history forms, authorization and consent forms as well as progress reports. Parents have the right to view their child's personal file at any time. Parents also have the authority to add information, comments, or other material to their child's file.

## **3) SCHOOL HOURS OF OPERATION**

Milestones is open Monday through Friday from 7:15am until 6:00pm. Drop off cut off time is 9:30am without an excused late call or email or 10:30am if excused. Anyone without an excused call will not be allowed to attend that day.

The center is open twelve months a year other than the holidays listed in this booklet.

## **4) PROGRAM FEES**

Milestones offers 2-5 full day program options. The following are the current center rates:

Full Day Infant Program-\$95.00/day

Full Day Toddler Program-\$90.00/day

Full Day Preschool Program-\$85.00/day

**Deposit Fees-\$1100.00/ 2 or 3 day schedule or \$2100.00/ 4 or 5 day schedule.**

Upon enrollment a one month non refundable deposit is required to hold the spot

as well as to serve as the last month of tuition with thirty days notice in writing of departure.

Milestones closes at 6:00pm. If parents are late picking up a \$1.00/minute late fee accrues. The amount is due to the educator on duty at time of pick up.

Tuition is due on or before the 15<sup>th</sup> of every month. Tuition that is received late is subject to a \$20.00/day late tuition fee.

## **5) BEHAVIOR MANAGEMENT**

Behavior management and guidance will be consistent and based on the understanding of each child's needs and development. We set clear and simple limits and adhere to them so as to provide uniform rules throughout the center. Milestones adheres to the professional standards of behavior management which include the following:

1. No corporal punishment.
2. No child will be subject to cruel or severe punishment.
3. No denial of food for punishment.
4. No child shall be punished for wetting, soiling, or not using the toilet.

We at Milestones focus on recognizing feelings and stress the use of words in order to work out conflicts. We model and praise appropriate behavior and use positive reinforcement to do so. We give children choices between acceptable behaviors as well as divert inappropriate behavior. We involve children in the rule making process and input ideas directly from them as part of the daily routine. We always offer one-on-one assistance to a child who is having a problem and remove the child from the classroom if necessary in order to solve it.

## **6) ALLERGIES**

Due to severe nut allergies, **Milestones is a peanut/tree nut free center.** In order to further protect children from exposure to other potential allergy inducing substances, we ask that upon enrollment parents fill out all known allergies on the health questionnaire registration form carefully and to the best of their knowledge.

## **7) HEALTH CARE POLICY**

In order to keep the center a healthy and safe place, we ask for the cooperation and understanding of each parent. Please keep children home if they are not feeling well. We understand that it is difficult for a parent to leave or miss work, but we need to ensure the health of

the other children as well as the staff at the center. Please keep your child at home if he or she exhibits any of the following symptoms:

1. A temperature of or over 100.4 degrees
2. Vomiting (1)
3. Diarrhea or loose stools (2)
4. Any contagious illness
5. Any unknown rash

If any of these symptoms occur, the child must be kept home until they have been symptom-free for 24 hours. They then may return to school. If they have been kept home due to a contagious illness, we ask that a doctor's note be brought in upon their return to school. If your child exhibits any of these symptoms while at the center they will need to be picked up immediately. **See attachment B for complete Health Care Policy.**

## **8) MEDICATION POLICY**

All medication, whether prescription or non-prescription, must be accompanied by a signed authorization form from the parent that states the medication, time given as well as the dosage before medication is administered to their child. All prescription medication requires a written order from a physician, which includes the label on the medication indicating that the medicine is for the specific child and outlining instructions for administration. The staff member who administers the medication will note the time given on an authorized log form which will be kept in the child's personal file. Only staff members that have been trained in medication administration are allowed to administer any type of medication.

### **NON-PRESCRIPTION MEDICATION**

For all non prescription medication, parents must provide a written authorization form from their physician, a signed statement listing the medication, dosage, and criteria for its use. This written statement shall be valid one week from the date it was signed.

## **See Complete Healthcare Policy Attached**

### **12) GRIEVANCE POLICY**

Milestones encourages open communication with the families we provide care for. If parents have concerns, they should speak to the director as soon as a problem or issue arises.

### **13) PARENT VISITS AND COMMUNICATION**

We are not permitting parents inside the center unless there is a scheduled tour for that day, or it is a child's first day attending in order to keep everyone safe from potential spread of contagious illness. Milestones mainly uses our daily application (ProCare) for non-emergency communication as well as sending home monthly newsletters. We make every effort to communicate with parents on a day by day basis.

### **14) PARENT INPUT**

Milestones realizes the value and importance of parental input at all educational levels. We welcome feedback regarding all aspects of the program. Parental input helps us in molding a center that meets the needs of our families, and we appreciate it.

### **15) PARKING**

Milestones does not have reserved parking for parents and visitors; however, on-street parking in front of the center as well as across the street is allowed. The driveway is reserved for Milestones staff only.

### **16) TRANSPORTATION**

Milestones does not offer transportation and will not assume liability for transportation to and from the center.

### **17) PICKUP**

Milestones requires that only a parent or designated adult be allowed to pick up a child from the center. If a person other than someone on the list is picking up we must have written parental consent authorizing that individual to leave the center with their child. At the time of pickup, the person must present a picture ID in order to be allowed to take the child.

## **18) SCHOOL ABSENCES**

Parents are asked to call the center if their child is going to be absent that day. As a safety precaution, if the child does not arrive at school by 9:30am and no call/Procure message is received, the director will attempt to contact parents at home and at work to make sure everything is okay. Tuition is not credited for a missed day but part time students may be able to make up the day if space is available.

## **19) HOLIDAY CLOSINGS**

Milestones will be closed on the following holidays:

**\*\*Please note that all holidays are billable days\*\***

1. Columbus Day
2. Christmas Break
3. Fourth of July
4. Day after Fourth of July
5. Labor Day
6. Memorial Day
7. New Year's Eve-12:00 closing
8. New Year's Day
9. Patriot's Day
10. Thanksgiving Day
11. Day after Thanksgiving
12. Veteran's Day
13. Martin Luther King Jr Day
14. Juneteenth

## **20) FIELD TRIPS<sup>[1]</sup><sub>[SEP]</sub>**

Field trips generally consist of walking field trips to Victory Field in

Watertown, down Waverley Avenue or to the Orchard Street fire station. There will always be at least two staff members present on a field trip. The educator in charge will carry a backpack containing a first aid kit and all emergency authorization and back up health information on the field trip. A staff member will carry a cell phone to use in case of an emergency. In the case of an injury or illness, the staff member will assess the seriousness of the situation and will administer first aid if appropriate. If necessary, one of the staff members will telephone the parent/authorized adult as well as the center to notify them of the situation. One staff member will keep the child comfortable until the contacted adult arrives. In extreme situations, emergency personnel will be contacted to request emergency transportation. If coverage allows, a staff person will accompany the child to the hospital, carrying the emergency authorization and other health information.

## **21) SNACKS AND MEALS**

Since good eating habits start early in life, we ask that parents pack a nutritious lunch for their child everyday. We also ask that one cup of milk and one cup of water are brought to school as well. Please make sure that all lunches and cups are labeled so as to avoid any confusion. Milestones will provide both a morning snack and an afternoon snack as well. For healthy meal ideas for your child please see **Attachment A**.

## **22) SUPPLIES**

**Infants-** Diapers, Food/Formular, Bottles, 1 Crib Sheet, Extra Clothes.

**Toddlers-** Diapers/Extra Underwear, 1 Crib Sheet, Blanket, Extra Clothes.

**Preschool-** Diapers/ Extra Underwear, 1 Crib Sheet, Blanket, Extra Clothes

## **23) TOYS FROM HOME**

It is very difficult to keep track of special things from home. The item may break or get lost, and sharing is often a problem. Please leave all toys from home at home. Teachers often schedule

“show and tell” days and children may bring things from home at this time. However, children are allowed to bring in a small stuffed animal or snuggly for nap time as long as it fits in their cubby.

## **24) TOILETING**

The staff at Milestones is there to support each child during this sometimes difficult transition from diapers or pull-ups to using the toilet. The training process is one that involves both parents and teachers working together to provide much needed consistency for the child. Milestones will begin training only at the request of the parents and in accordance to each child’s individual needs. Teachers will encourage those children who are training to use the potty with gentle reminders but will never force a child to use the bathroom if they are overly anxious, upset, or apprehensive.

A teacher will accompany the child to the bathroom and only assist when asked by the child or if it is necessary. Toileting is scheduled throughout the day, but for those children training, the bathroom is always available so as to avoid any accidents. Children will never be punished or made to feel ashamed for having an accident. Teachers will react to a child’s accident by giving reassurance and assistance in changing themselves if they need it.

Soiled clothing will be double bagged and labeled with the child’s name to be taken home that day, and any extra clothing used should be replaced the next school day.

## **25) DIAPERING POLICY**

- 1.** Parents supply clean, dry diapers adequate to meet the needs of the child to be kept at the center.
- 2.** Each child’s diaper is changed when wet &/or soiled. The diapering chart is completed noting the time and condition of the diaper.
- 3.** Each child is cleaned using their own personal disposable wet wipes during each diaper change. After changing, the child’s hands shall be washed



using liquid soap and running water. The water faucet shall be turned off and

hands shall be dried using a paper towel.

4. A disposable covering is used on the changing surface which is of adequate size to prevent the child from coming in contact with the changing surface. This covering is thrown away and replaced with a clean one after each diaper change. It is disposed of in a closed, water proof container with a tight fitting cover and disposable liner.
5. The diapering changing surface is washed and disinfected with a mild bleach solution after each diaper change.
6. Dirty diapers will be removed from the center daily or more frequently if needed.
  
7. Staff should wear 1 non latex disposable gloves when cleaning and/or changing a child. After diapering a child, staff must wash their hands using friction with liquid soap and running water. A disposable paper towel must be used to turn off the water faucet and again to dry hands.
8. The changing/diapering surface shall be used for no other purpose.
9. The changing surface shall be smooth, intact and impervious to water.
10. Running water shall be adjacent to the diapering area for hand washing.
11. Diapering areas and hand washing facilities are separate from facilities and areas used for food preparation.

## **26) SAFE SLEEP POLICY**

In order to comply with SIDS reduction practices, infants are put on their backs to sleep. Nothing is allowed in the crib except one fitted crib sheet. No toys or stuffed animals are allowed in the crib at anytime. Infants are supervised during nap times. The infant rooms are well lit and the cribs are all in clear view of educators in the classroom. All cribs meet the usage standards for certified cribs (U16 CFR 1219) or (U16 CFR 1220). If an infant is directed by a physician to be in an alternate sleep position a note must be provided stating why and must be signed and dated by the child's primary physician. All educators working with infants have taken the SIDS training as stated in the EEC Infant Safe Sleep Policy guidelines. Please see attached EEC information sheet for further instructions on safe sleep.

## **27) TRANSITION POLICY**

When children are transitioning from one classroom to the next as they get older,

there is a meeting between the current teacher and the new teacher to discuss the child's abilities and the level in which they are currently at as well as any skills that they may need extra help in developing. Information is shared between staff members only after parental permission to do so is granted.

Transitions are done slowly and at a pace where the child will be able to understand and be comfortable in their new room. First, we have a meeting with the parents and the new teacher as well as the current teacher. We discuss past goals that have been met as well as future goals for the child.

We then have the child spend a half day in the new classroom the first week. After a few hours have passed the child returns to their old classroom for the remainder of the day. We then assess how they are doing in the new classroom as well as their comfort level and then have them stay through lunch and nap and eventually for the entire day.

This process can take up to 2-4 weeks to complete depending on the child.

We make sure to keep parents informed of how the transition process is going and have them meet with both teachers throughout the entire transition.

Children that are leaving for kindergarten or leaving the center for any reason are also prepared by the educators for their departure. The class makes a gift for the child and they celebrate their last day at Milestones as a class.

The preparation process begins at least a month in advance or as far in advance as circumstances will allow.

## **28) PROGRESS REPORTS**

Progress reports for toddlers and preschoolers will be conducted every six months and every three months at the infant level and for children with special needs.

Infants as well as children identified with special needs will be evaluated every three months. Parents will get a copy of the progress report for their records and a copy will be kept in the child's file.

## **29) WITHDRAWAL POLICY**

Milestones requires written notice one month prior to a child's departure from the center. The notice must be received on the first of the month. The last month's tuition will be paid by using the deposit that was given at the time of enrollment. Any parent withdrawing from the program without a month's notice will

be subject to loss of deposit. No cash refunds will be given.

### **30) GUIDELINES FOR TERMINATION AND SUSPENSION**

We at Milestones will try our best to help every child succeed in our program. We try different approaches to help every child succeed in our program. Circumstances under which a child may need to leave the center include but are not limited to:

1. Parental Choice: moving, financial considerations
2. Parental inability or unwillingness to conform to the program's policies and procedures
3. Chronic biting and/or aggressive behavior towards other children or staff
4. Non-payment

The following represents guidelines that will be followed prior to dismissal:

1. Identify the problem
  - Document the issue in a daily journal
  - Inform the director
  - Consult the parents
2. Plan intervention strategies
  - Make changes in the program if necessary and able to do so.
  - Involve parents in the problem solving process.
  - Establish goals for intervention and set deadlines for expected changes

- Schedule follow-up meetings to check on child's progress .
- If intervention goals are not being met, given reasonable time and sufficient alternative plans, meet with parents to dismiss the child from the program. Prepare the child for departure. [L] [SEP]- Alternative resources will be given to parents.

### **31) REPORTING ABUSE AND NEGLECT**

#### **Definitions:**

Child abuse is the non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat of harm to a child's well being. [L] [SEP]

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

All staff members are mandated reporters and must report any abuse or neglect issues. Any and all instances of suspected abuse or neglect should be brought to the attention of the administrator in charge. These [L] [SEP] are documented utilizing the Incident Log. The staff member as well as the administrator date and sign the documentation.

The Director immediately notifies the area office of the Department of Children and Families at 781-641-8500 of the suspicions of child abuse and/or neglect and follows up within 48 hours with a written 51A report to the Area Director of DCF. At this time, EEC shall be notified by phone at 978-681-9684.

### **32) SOCIAL SERVICES REFERRAL POLICY**

In the case of developmental concerns with a child's physical, social, emotional or intellectual growth, teachers will document the observed behavior. In addition, parents will be notified and, when appropriate, referral for additional services will be made. Such services may include special education, psychological evaluation and testing, counseling, etc. Referral agencies include local school departments, the Department of Children and Families or an early childhood intervention program.

Parents will have a conference with their child's teacher and will be given a written summary before any referral is made. Their child's records will be kept confidential and no part of the record will be released without written consent from the parents. The Director will assist parents in making this referral.

Conferences, action plans, and all referrals regarding a particular child will be recorded and maintained in the child's file. If it is determined that the child does not need services or is ineligible, Milestones will review the child's progress every three months to determine if another referral is necessary.

## **Resources**

### Medical

Children's Hospital/ Boston 617-735-7940  
Maternal and Child Health Clinic 781-864-9343

### Dental

Dental referral services 800-428-8774

### Vision

MA Eye and Ear referrals 617-235-7716

### Counseling Services

Wayside Family Support Network 781-891-0555

### Special Needs

Watertown Special Education (age 3+) 617-972-7211

Contact Stephanie Sawyer-Ames

Early Intervention (up to age 3) 781-894-6564

Contact Lorraine Sanik

Department of Children and Families 781-641-8500

### Resources and Referral Service

#### Warm Lines

617-244-4636

#### Child Care Search

800-455-8326

#### Workplace Connections

781-890-5820

#### Watertown Community Partnership

617-926-7762

#### Watertown Family Network

617-926-1661

### **33) EEC LICENSING AUTHORITY INFORMATION**

Milestones Childcare Center and Preschool Inc. is licensed through the Department of Early Education and Care of Massachusetts. The direct number to the agency is 1-978-681-9684. The address for the department is 360 Merrimack Street, Building 9, 3<sup>rd</sup> Floor Lawrence, MA 01843 if there are questions or concerns regarding any and all licensing or regulatory issues.

### **34) ADMINISTRATIVE ORGANIZATION OF PROGRAM**

The director of the program, Adrina Gobbi, is responsible for administrative supervision of all aspects of the program at all times.

### **35) COMPLIANCE HISTORY**

Parents may contact the Department of Early Education and Care for any information regarding the compliance history of the center. The direct number to call is 1-978-681-9684.

### **36) TAX INFORMATION**

Milestones tax ID number is 80-0513580