



Jump Start Parent Handbook

Infant, Toddler & Preschool Programs

A Place to Learn, Grow & Shine!

605 Springfield Street
Feeding Hills, MA 01030
413-789-4987

800 Amostown Road
West Springfield, MA 01089
413-301-5694

6 Mainline Drive
Westfield, MA 01085
413-642-3714

www.JumpStartMA.com

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Welcome

We, at *Jump Start*, would like to welcome and thank you and your family for choosing us to be a part of your child's early education and care.

We provide a play-based atmosphere with a developmentally age-appropriate curriculum. We are dedicated to the values of respect and dignity for every child and their parent(s)/guardian(s). It is our goal to foster an atmosphere that will help promote experiences in growing by building confidence, positive self-concept, and socialization skills, while also focusing on knowledge and independence.

We value tradition and diversity while valuing the love of children. It is our desire and responsibility to help create a safe, playful, and learning environment designed for early and long-lasting childhood success.

Our teachers are trained professionals committed to helping your child achieve quality education and recognize their great potential. We understand and appreciate the trust you place within us when you enroll your child/children in our program and strive to go above and beyond to exceed your expectations when it comes to exceptional care and education for your child.

Policy Review

This Parent Handbook supersedes and replaces all prior Handbooks and policies.

The policies in this Handbook will be reviewed annually and updated as needed, at the sole discretion of *Jump Start* leadership and in accordance with Massachusetts Department of Early Education and Care (EEC) regulations.

Each family will be required to sign an annual acknowledgement of receipt and understanding of this Parent Handbook. Families are required to abide by all policies contained herein, as a condition of continued enrollment.

Our Philosophy

Jump Start is committed to implanting a life-long love for learning, while providing a nurturing environment that helps promote self-image and self-esteem in all children. "Your child's *Jump Start* beginnings start with baby steps that turn into giant leaps!"

Our Mission

Jump Start's mission is to provide quality care, education, and development for each child to reach their greatest potential: cognitively, physically, socially, and emotionally.

We strive to maintain the highest standards by:

1. Nurturing children with love and care
2. Providing a safe and secure environment
3. Provide a clean, well-organized facility
4. Offering quality educational programs that focus on:
 - Social/Emotional Development
 - Physical Development
 - Cognitive Development

- Language Development
- Whole Child Development
- 5. Enforce basic core values such as:
 - Respect for Self and Others
 - Pride in Self and Community
- 6. Develop Teacher/Professional Staff Members.
- 7. Have a Strong Partnership with the Community.

Our Staff

We take great pride in the competency of our staff. Each member of our team strives to maintain the highest integrity and professionalism, while making every child and family feel loved. Our teachers come to us with high recommendations, and we make our final selection based on education and experience. We seek employees who value working as a team with parents and colleagues.

Every member of our staff is required to complete in-service training before being placed in a classroom. All classroom staff must maintain at least twenty hours of professional development training per year required by department of Early education and care. Twenty-five percent of these training hours will be in diverse learners. Jump Start expectation is that all staff be First Aid and CPR certified. An in-depth background check is completed for each employee prior to their first day of employment.

Administration

The Department of Early Education and Care (EEC) is the licensing authority of *Jump Start*. Our EEC regional office is located at 1441 Main Street Springfield; MA 01103 and the phone number is 413-788-8401.

All parents are welcome to contact EEC for information regarding *Jump Start Center's* compliance history.

Owner / CEO: Loulou Hannoush

Senior Program Director overseeing 3 Sites: Allyson Lopez

Contact Your Program Director

Feeding Hills Program Director

FeedingHills@JumpStartMA.com
413-789-4987

West Springfield Program Director

WSpringfield@JumpStartMA.com
413-301-5694

Westfield Program Director

Westfield@JumpStartMA.com
413-642-3714

Hiring Staff to Babysit

Jump Start strictly prohibits staff from babysitting for enrolled families, as this may become a conflict of interest within the center and families.

Children Served

Jump Start is a year-round program offering full-time and part-time services.

We serve children from 6 weeks to 5 years of age. Being toilet trained is not a requirement for enrollment. *Jump Start* does not discriminate in providing services to children based on color, race, religion, national origin, cultural, marital status, political beliefs, disabilities, or sexual orientation.

Children are enrolled on a first-come first-serve basis. If the center becomes filled to its licensed capacity, a waiting list will be put into effect and parents/guardians will be notified of opening as they become available.

Our Programs

- Feeding Hills offers services for Preschoolers, aged 2.9 months-5 plus years.
- West Springfield offers services for Preschoolers aged 2.9 months-5 plus years.
- Westfield offer services for Infants, Toddlers & Preschoolers aged 6 weeks to 5 plus years.

Hours of Operation

- Feeding Hills is open Monday Through Friday from 7:00 AM to 5:30 PM
- West Springfield is open Monday Through Friday from 7:30 AM to 5:30 PM
- Westfield is open Monday through Friday from 7:30 AM-5:00 PM

Our structured daily program starts at 9 am. We highly recommend all children arrive no later than 9:30 am to ensure an easier transition for their day.

If you are unable to reach the center by closing time, please plan for someone to pick up your child. *See Child Release Policy.

Holidays & Vacations

Please check attached annual Closures & Events Calendar at the end of this handbook

Please note there will be NO reduction in tuition fees for holidays and Professional Development Days.

Tuition

Our tuition schedule has been established to provide your child with the best possible care at the most reasonable cost to you. Tuition and fees help us provide your child with house field trips and program materials.

The first week of payment is due prior to enrollment. After that, tuition is due in advance every Friday for the following week. A parent/guardian may pay for more than one week at a time, but all such payments must be made in advance to avoid late fees.

If your child will not attend *Jump Start*, for any reason-illness, vacation, *teacher prep day*, professional development days, snow days and or holidays, tuition still applies, as

this will guarantee their space upon return. End of the year tax statements are available at the end of January upon request.

Jump Start accepts payment for tuition and fees in the form of personal check, cashier's check, money order, and/or cash. Please provide payment in an envelope with your child's name on it and place it in a money box by the office door.

We offer a 10% Discount for Siblings Or 10 % Military Discount and Vouchers Accepted.

Feeding Hills Tuition

Full Day Rates

- Monday – Friday \$300 per week
- Monday, Wednesday & Friday \$237 per week
- Tuesday & Thursday \$158 per week

Half Day Rates

- Monday - Friday \$237 per week
- Monday, Wednesday & Friday \$142 per week
- Tuesday & Thursday \$95 per week

West Springfield Tuition

Full Day Rates

- Monday - Friday \$300 per week
- Monday, Wednesday & Friday \$237 per week
- Tuesday & Thursday \$158 per week

Half Day Rates

- Monday - Friday \$237 per week
- Monday, Wednesday & Friday \$142 per week
- Tuesday & Thursday \$95 per week

Westfield Tuition

Full Day Rates

- Infants aged 6 weeks-15 months \$355 per week
- Toddlers aged 15 months-33 months \$340 per week
- Preschoolers aged 33 months-5 years \$305 per week
- Before and After School Full week \$275 per week
- School age 5 Years Plus Full week \$295 per week

Application / Registration Fee

A non-refundable application fee of \$50 per child or \$75 per family is required when the application is accepted, and prior to enrollment. This fee will not be applied toward tuition payments.

Delinquent Accounts / Late Payments

Tuition payments are due each Friday and any payments that are not received by 5:00pm on the following Monday will be considered late. A late fee of \$5 a day is due after that time.

Only one late fee per year may be excused with the program director's permission.

Jump Start will end services to families whose account balance is equal to or greater than two times the weekly tuition charges. Should your account become delinquent, you will not be able to attend until payment arrangements have been made. Childcare services will resume once all outstanding balances have been settled.

Returned Check Fee

If your check is returned for insufficient funds, we will make two electronic or draft attempts to collect from your account, which will result in additional fees being charged **based on check return fee**.

Note: After 3 returned checks, you will be required to make your payment in a money order, cashier check, or cash.

Late Pick Up Fee

Your child may become very upset when you are late picking them up. Please make every effort to pick up your child on time. If tardiness is unavoidable, please notify the Center immediately and arrange for your child to be picked up by another adult.

If you arrive after your program schedule hours, a charge of \$1 per minute per child's past closing will be billed to your Brightwheel account. If you are more than one hour late and *Jump Start* has been unable to contact an authorized pick-up person listed on your child's enrollment forms, we will have to call the Department of Children and Families, (413-205-0500), who will pick up your child for safekeeping. Your commitment to picking up your child on time will help your child feel comfortable at *Jump Start* as well as allow us to focus on the well-being of the child, and the other children in our care.

Confidentiality

All information regarding children and families will be kept confidential and shared only with authorized individuals and agencies with written parental/guardian consent, in accordance with state regulations.

No licensee or educator may distribute or release information about a child or their family to any unauthorized person or discuss with any unauthorized person information about a child or their family without the written consent of the child's parent/guardian.

Children's records will be kept confidential and will not be released without the written permission of the parent/guardian. Parents/guardians may add/delete personal information from their child's file at any time. Written parental consent is needed to transfer a child's file to another center. Only authorized staff, as well as the Department of Early Education & Care will be allowed to view the child's file in the office area only. All information will be updated on a yearly basis.

Enrollment

We require all children to tour *Jump Start* at least one time prior to enrolling. The visit will give you and your child the opportunity to meet teachers, future friends, and to explore the new surroundings. This visit also provides an opportunity for the parents/guardians the time to ask questions or inform the teachers of any concerns you may have.

Enrollment packets are provided to interested parents/guardians upon completion of an "Orientation Tour". All admission requirements must be met at least two business days prior to the first day of attendance.

Admission Requirements

Admission Requirements are as follows:

1. Completed Enrollment Packet, including all required signatures
2. A Physician's Health Statement (updated annually) and a current Immunization Record and Lead Test is required for all children per EEC requirements. (Lead test first done between 9-12 months and updated annually after 2 years of age)
3. Any required **Individual Health Care Plan** forms for chronic medical conditions, including allergies, and asthma, as applicable.
4. A signed copy of the Parent Agreement Contract, including the last page of this Handbook
5. Copy of Custody Agreements, Court Orders or Restraining Orders, if applicable

Each family is encouraged to meet with the program director before the first day of attendance to complete additional paperwork and go over *Jump Start* policies. Feel free to ask questions or discuss any concerns you may have at this time as well. We welcome and value your questions and input!

Please be sure to always update all emergency information as needed, including address, home, cell, and work telephone numbers, and individuals authorized to pick up your child.

Immunization Records

Jump Start requires, on admission, a physician's certificate that each child has been successfully immunized in accordance with the Department of Public Health's recommended schedule. No child shall be required, under 102 CMR 7.00 to have any such immunization if their parents/guardians object, in writing, on the grounds that it conflicts with their religious beliefs, or if the child's physicians submit documentation that such a procedure is contradicted. This must be maintained in the children's file.

No child will be admitted into *Jump Start* without the required documentation for immunization. **(Childhood Lead screening must be done on all children; it is not considered immunization).** The program will maintain a list of the children who have documented exemptions from immunizations, and these children will be excluded from attending the program when a vaccine preventable disease is a concern at the program. The Massachusetts Immunization Program provides free childhood vaccines. The toll-free telephone number is 1-800-658-2850.

Child Record Updates

Westfield families should fill out a *Change of Information Form*. Feeding Hills and West Springfield families should update their child's online Registration Form immediately if there is a change in any of the original enrollment information, including release information and emergency contacts. We will do a file update every year to make sure all the information in our file is correct. In addition, all children files must have an updated development History form and child/ren information form at the end of each year.

Child Placement & Classroom Transitions

Your child will be enrolled in the class within their age group. All children will be placed in a class base by their age grouping. They will stay in that class until they age out. When this happens, before they move to the next class, there will be a transition period. The transition will be planned with your child's individual needs in mind. The goal is to create a positive and supportive experience that promotes confidence, independence, and a sense of belonging. This transition period will include visits in the morning, visits in the afternoon, and rest time visits. This transition time is important for your child, so they will be comfortable with their new surroundings, teachers, and peers. Prior to the transition, parents will be notified and included in the child's individual transition plan. Educators in both the new and current room will meet to share information about the child. If you have any questions or concerns, please do not hesitate to contact your program director.

The First Day & Beyond

It is very important that your child's day begins on a positive note. When you arrive at *Jump Start*, please accompany your child to their classroom. Please make sure to let the teacher know your child has arrived. *Jump Start* finds that many children enjoy when their parents spend a few moments in the classroom at the beginning of the day, and we encourage parents to do this if it works for their family. In some instances, long goodbyes can make the child upset. If you see this is the case, we recommend the parent/guardian leave promptly after saying goodbye. Please do not disappear or try to sneak out of the classroom without saying goodbye to your child as this can cause them to be further upset.

Arriving together: The first day at *Jump Start* can be emotional for everyone involved, however there are some positive steps you can take to help make the day a great experience for your child.

1. Talk with your child about what is to come: new friends, fun toys/activities, and a nice teacher.
2. It is optional, but you can bring a small security item (blanket, soft stuffed animal, family picture etc.) to the center. This item will need to be stored in your child's cubby, but your child's teacher will show them where it will be for safekeeping, and if needed for comfort.
3. The child cubby should be emptied each Friday by the parents to be laundered and items to be returned on each Monday.

*Toddler and Preschool families: Your child is required to have 2 crib sized sheets, and a blanket to be used at rest time. Please label everything. Since children will be arriving and departing at various times, please enter quietly and try not to disturb any activities in progress. You may also call-in advance if drop-off or pick-up differs so we can have your child ready for you.

To ensure the safety of all children during arrivals and departures, please observe the following suggestions:

- Children must be taken to and picked up from their classroom. Please do not drop children off on the playground with anyone other than their teacher.
- Never leave the child in the car alone.
- Never leave the car running.
- Open doors cautiously to assure they do not swing into a family entering the building.
- Please make sure the door is closed behind you as you enter and leave.
- Hold your child's hand when coming into or departing *Jump Start*.

Please know the first day can be a time of nervousness for families as well. We encourage you to call and check on a child at any time. Most children adjust to a routine within a few days, but there still can be a two-to-three-week adjustment period. This is all perfectly natural. *Jump Start* primary goal is to work with you to provide a safe, nurturing, fun environment for your child in which to learn and develop.

Unenrolling

If you find the need to unenroll your child/children from our care, a two-week notice is required. These last two weeks will serve as a transition time for the child and allow the program time to prepare the child for the transition out of the program. These last two weeks will need to be paid in full whether your child is in attendance or absent.

Communication

It is our goal that parents and staff will become partners in the education of your child/children. To do this, *Jump Start* will need your help from time to time. Since you know your child best, we ask that you share any information that may help us to understand your child better and to meet their needs. We will also want to share with you the progress your child is making. This partnership requires two-way communication. We will try to keep you informed in the following ways:

1. Open House
2. Parent meetings
3. Informal chats at arrival or departure time
4. Parent-Teacher Conferences
5. Phone calls or daily notes

Brightwheel

Jump Start utilizes the Brightwheel app as its primary digital communication and management platform. This system allows parents/guardians and caregivers to have access in real-time to important information regarding their child's day.

Through Brightwheel, families are able to:

- View daily reports and updates on their child/ren activities
- Sign children in and out of the program
- Make tuition payments securely
- Access billing statements and reports
- Communicate directly with teachers and staff throughout the day

Each family will receive their own individual door code and Brightwheel access code to sign and enter the building.

The use of Brightwheel helps ensure consistent communication, accurate record-keeping, and a strong connection between families and the center.

Parents/guardians are expected to download and actively use the Brightwheel app to stay informed and engaged with their child's care and learning experience throughout the day.

All information shared through Brightwheel is kept confidential and is intended only for authorized family members and staff. Families are responsible for maintaining the privacy of their login information.

Bulletin Boards / Parent Notices

There will be a Parent Board upon entry to *Jump Start*. Here you will find information about lesson plans, class notes, classroom schedules and evacuation routes and pathways to parents and local public library brochures. Please check the Parent Board as it frequently changes.

Complaints

A parent with a complaint concerning a staff member should contact the program director to address your concerns. The program director will address the concerns/complaints and follow up with the parents.

Absences / Last Minute Schedule Changes

Please send us a message on Brightwheel if your child is not attending on a certain day. This helps us plan our days. A message on Brightwheel, to say if your child will be arriving late or picked up earlier, would also be appreciated.

Photographs

Jump Start would like to take pictures of children enrolled in our center, and the activities that they do together. These pictures will be used strictly for our classrooms. We would like to use photos for our website and Facebook page, only if authorized by the parent/guardian with written consent on the Media Release Form in our Enrollment Packet/Forms.

Personal Belongings

Sometimes toys and belongings brought from home often cause tension and jealousy, we ask that you not allow your child to bring items from home, unless specifically requested by the teacher for a special activity, or on the first day. However, we do allow

each child to bring one small, soft toy or special blanket to be kept in their cubby for nap time. Please make sure everything is labeled, and your child's teacher is aware you have brought the item from home.

Clothing

Please dress your child for fun! Our program loves to get dirty, paint, and explore all sorts of hands-on learning. Our program spends lots of time outside as well, so please dress for the weather. No flip flops or open-toed shoes, as they become hazardous during play. It is necessary to provide extra changes of clothes for your child. These changes of clothes become necessary for emergencies. We require that you label all changes of clothes and that they are swapped out per season.

We will go outside in the winter if it is not too cold. Please send your child with snow gear as we get closer to the colder months, this includes hats, mittens/gloves, snow pants, snow boots and a jacket. Please label all winter belongings as multiple children in a classroom may have identical belongings. These belongings can stay at *Jump Start* all winter.

Jewelry

Jewelry may be easily damaged and sometimes be hazardous during active play. We encourage parents to have their children not wear any loose jewelry. A teacher may feel it necessary to remove jewelry if we find it to become a hazard and will inform the parents of the reason for the removal. **Jump Start is not responsible for any jewelry or belongings that your child is wearing or brings from home.**

Parent Code-of-Conduct

Jump Start has developed the Parent Code-of-Conduct to ensure that you, your child, our staff, and all that enter our center enjoy a safe, welcoming, and respectful environment. Actions that demonstrate respect for others are expected in our center. Behavior that is inappropriate, illegal, threatening, or disrespectful in nature or language that is abusive or instigative is not acceptable. We reserve the right to refuse service, without warning, to anyone who violates that Parent Code-of-Conduct, including refusing access to the center. This includes message on Brightwheel.

Safety & Security

Jump Start strongly believes in the importance of security for you, your child, and our staff. Therefore, we have the following procedures in place for pick-up and drop-off of the children in our care. The front door will always be locked and must only be opened by a *Jump Start* staff member.

Signing In & Out

Please remember it's important at dropoff and pick-up all children must be logged in and sign out before and the end of each day. This step helps us keep numbers and head count of all children entering and leaving the program. *Jump Start* will maintain a current daily attendance list. Staff will be responsible for signing children in and out of the center by arrival and departure time.

In addition, please take a few minutes to share with your child's teacher how their morning started and how their day ended.

Child Release Policy

Your child will not be released to anyone that is not on the child's enrollment form as authorized to do so. Anyone not recognized will be asked to show proper ID, such as a driver's license, and will be confirmed as an authorized person. (For the safety of everyone, an ID may be required to be viewed several times after that individual's first time picking up the child). As we get to know the parents/guardians, the need for the ID may only be necessary if a substitute teacher is working.

The parent or guardian must inform *Jump Start* in advance of anyone other than themselves picking up their child, even if they are already listed on the child's enrollment form as authorized to pick up the child. If, for some reason the parent is unable to pick up the child or wishes to send someone not listed on the enrollment form, written notice must be on file in the office before the child will be released.

AUTHORIZATION FOR PERSONS NOT LISTED ON THE ENROLLMENT FORM WILL NOT BE ACCEPTED BY PHONE.

Inclement Weather

In case of inclement weather, *Jump Start* will take into consideration the safety of the children and staff while making the decision to close. All parents will be called, texted, or emailed, whichever communication is desired by the parent/guardian if the center is closing.

We will be following local Public Schools' delay and cancellation procedures. If the town Public Schools have a delayed opening or are cancelled due to inclement weather, *Jump Start* will follow the same delays and cancellations. If, for any reason, *Jump Start* deems it is unsafe to open or stay open based on local weather reports, we will be closed or close early. In addition, if there is a two-day closing between Feeding Hills, West Springfield and Westfield, the program will decide on a full day closing, early closing and or a delay open on the second snow day.

Information about weather-related delays or school closings can be viewed on News Channel 22 or 40, or our Facebook Page.

*If a weather emergency arises, and the town shuts down and/or the mayor declares a state of emergency, then the center will close immediately. Parents will be notified by phone to pick up their child. If parents are unavailable, then emergency contact people for your child will be notified.

Contingency Plans for Emergency Situations

Emergencies are often not conducive to calm and composed thinking. To prevent rash and sometimes wrongful decisions, *Jump Start* has put forth the following policies, to be put into effect if an emergency arises.

Emergency procedures are posted at *Jump Start*. If an emergency occurs, it is crucial that children respond in a safe and orderly manner. Therefore, your child will participate in regular drills and practice so they will know what to do in case of an emergency.

Should an emergency affect *Jump Start*, we will notify families as soon as possible. As a safety measure, the program director will have an updated file of your child's emergency contact info available.

In addition to, *Jump Start* will immediately report to the Department of Early Education & Care any injury to, or illness of, any child that occurs during the hours while the child is enrolled in care which requires hospitalization or emergency medical treatment.

****When appropriate, *Jump Start* will listen to and follow advice given to the public via news media and alerted by the national safety council's warning tone, as well as advice from local authorities****

Flood / Tornado / Hurricane

If weather becomes a threat while child/ren are attending *Jump Start*, the following actions will be taken:

- Children will stay at *Jump Start* until the threat passes.
- Children and staff will remain in the office hallway, away from all windows and doors.

Fire / Evacuation

Emergency Evacuation fire drills will be conducted monthly at various times during the day. Children and staff will practice using different evacuation routes so they will be familiar with them.

The program director will maintain documentation of the date, time, number of children and staff, exit route used, place of meeting, reason the drill was used and effectiveness of the drill. This documentation can be found in the Fire Drill Log and will be maintained for five years.

In a fire, evacuation or drill, Teachers are responsible for leading the children out of the building. Assistant teachers and other staff will assist in the evacuation, focusing on the children.

All classrooms will follow the evacuation routes posted in the classrooms, and will evacuate to the side yard, where the program director will contact the local authorities by cell phone to inform them of the center's location. After the authorities are called, the program director will determine if it is safe enough for children and staff to stay at the side yard or if they should move to the emergency evacuation locations, provided below.

For any emergency that requires transportation away from the neighborhood, the designated location will be shared with parents directly at that time. Once it is determined where the center will evacuate, the Program Director will contact the local authorities by cell phone about the center's relocation. Staff and children will access Five-Star buses. Once all children are at a safe location, the program director will **notify parents** by cell phone of the situation.

In an Evacuation, staff will take:

- Daily attendance sheet. The attendance will be kept on top of the cubbies and be readily accessible in case of an emergency evacuation. The **teacher will be responsible for taking the attendance list and for accounting for all the children** in the class once they are safely out of the building.
- Emergency bag
 - Classrooms with children in diapers will have spare diapers and wipes in the emergency bag
 - All rooms will also have diapers, wipes and food for feeding children

In an Evacuation, the Program Director will:

- Make a **visual inspection** of each classroom before exiting the building.
- Take all parent and town emergency numbers
- Take business cell phone
- Take child and staff medications
- Account for all children and staff once the building has been evacuated

Fire / Evacuation Plan – Feeding Hills

*Emergency Evacuation plans will be posted at all exits**

Jump Start Feeding Hills: will be evacuated to:

- The designated area in the side yard of the property, or when necessary,
- **Lighthouse Christian Church**
522 Springfield Street, Feeding Hills Ma, 01030
Phone: 413-821-9037

Fire / Evacuation Plan – West Springfield

*Emergency Evacuation plans will be posted at all exits**

Jump Start West Springfield: will be evacuated to:

- The designated area in the side yard of the property, or when necessary,
- **John R. Fausey Elementary School** West Springfield
784 Amostown Road, West Springfield, MA 01089
Phone: 413-263-3314

Fire / Evacuation Plan – Westfield

*Emergency Evacuation plans will be posted at all exits**

Jump Start Westfield: will be evacuated to:

- The designated area in the side yard of the property, or when necessary,
- **Architects of Packaging** located across the street at:
11 Mainline Drive Westfield, MA 01085
Phone: 413-568-3187

Loss of Heat / Water / Electricity

Program Director will contact the town service providers.

Depending on the estimated length and time before services are restored, *Jump Start* will determine as to whether the center will remain open.

If such a scenario should take place **before noon and during extreme cold weather, parents would be notified** that the center is closing before the regular business hours.

If such a scenario should take place **later in the day and temperatures are reasonable**, the possibility of the center **staying open** for the remainder of the day is **high**.

Factors considered before making such a decision would include but are not limited to:

- Loss of telephone services, fire alarms, lighting, electricity, running water, proper food storage, heat and/or hot water.

In Case of an Intruder

- Staff members will follow guidance to find the safest location for themselves and the children in their care.
- Staff will call 911 as soon as possible.
- Staff will remain in the selected safe location/s until the police tell them it is safe to leave.
- No one will be allowed into the building until the situation has resolved, unless escorted by police.
- Families will be notified once it is safe to do so and a dismissal / reunification plan will be shared when appropriate.
- The EEC will be notified once all children have been dismissed.

In Case of Missing Child

The program director will:

- Quickly check the center (inside and outside)
- Review of the attendance sheet

If the child is not located, the program director will:

- Contact local authorities
- Contact the parent/guardian of the child
- Contact EEC

Reporting Abuse / Neglect

All staff members are mandated reporters according to Massachusetts General Law C119, Section 51A. This means that if a staff member has a reasonable suspicion of abuse or neglect of a child, they **MUST** file a report with the Department of Children and Families. See attached information for definitions, reporting procedures, etc.

The following procedures will be implemented:

1. All staff members who suspect abuse or neglect must document their observations including the child's name, date, time, child's injuries, child's behaviors, and any other pertinent information. The staff members will discuss this information with the program director.
2. The program director will make a verbal report to DCF, to be followed by a required written report 51A within 48 hours.
3. If a staff member feels that an incident should be reported to DCF, and the program director disagrees, the staff member may report to DCF directly.
4. All concerns of suspected abuse and neglect that are reported to DCF will be communicated to the parents by the program director unless such report is contra-indicated.

Reporting Child Abuse / Neglect While in Care

It is *Jump Start* commitment to protect all children in care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the center's care. Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Children and Families and the Department of Early Education and Care. A meeting will be held with the staff members in question to inform the filed report.

The staff member in question will be immediately suspended from the program without pay, pending the outcome of the DCF and EEC investigations.

If the report is screened out by DCF, the program director has the option of having the suspended staff member remain on suspension pending EEC investigation or allowing the staff member to return to the classroom. The decision will be made by the program director and will be based on the seriousness of the allegations and facts available.

If allegations of abuse and neglect are substantiated, it will be the decision of the program director whether the staff member will be reinstated. The program director and staff will cooperate fully with all investigations.

***Jump Start* puts the well-being of children first always!**

- **Department of Children and Families:** 413-452-3200 or 1-800-792-5200
- **Department of Early Education & Care:** 413-788-8401

No Smoking

Jump Start is a non-smoking facility. Smoking and vaping are not permitted on the premises or surrounding the building.

Visitors

All visitors must state the purpose of their visit by signing the visitor log. To ensure the security of the children, teachers, the program director will require a picture identification from any unfamiliar visitor. If a visitor is listed as an authorized person to pick up a child, the visitor must still show picture identification if they are not known by the program director and/or teachers.

Parents are welcome to come and visit their child anytime they would like. We welcome you into our center as you are critical to your child's development. For this reason, we have an open-door policy which allows you to come and visit your child. Feel free to check in with your child's teacher on a good time of day to swing by.

Transportation Plan

Jump Start does not provide regular transportation. All parents are required to fill out and sign an individual Transportation Plan for their child explaining how the child will arrive and depart from *Jump Start* and who will be transporting the child.

Any emergencies that may result in needing immediate medical attention, 911 will be contacted and the child will be transported by ambulance. ALL CHILDREN'S MEDICAL INSURANCE ON FILE WILL BE SHARED WITH ALL MEDICAL TRANSPORTERS.

Jump Start will not provide transportation unless it is an emergency evacuation as explained in our **Contingency Plan for Emergency Situations**.

Bathroom Information

Children are free to use the bathroom as needed basis with adult supervision as well as during the following scheduled bathroom times: 9:30am, 12:00pm and 2:30pm.

Scheduled bathroom time and handwashing are required at the end of lunch as children prepare themselves for rest time.

Jump Start will be in full compliance with the Department of Early Education and Care policy regarding universal precautions when handling body fluids, sanitation, and proper disposal of pull-ups and/or diapers. The food prep staff will not be allowed to change children. Families are to provide the center with pull-ups and/or diapers, wipes (when necessary), as well as a change of clothing labeled with their child's name. The school also maintains spare clothes for emergencies. Any soiled clothing is placed in a plastic bag, dated, and is sent home to be laundered. If a child has any sensitivity towards wipes, ointments, diapers, the parent should send in a written letter stating the sensitivity so *Jump Start* will not only have it on file but also be aware and take all necessary protocols to assist with any sensitivity. If a child has a diaper rash or any type of abnormality in the diapering area, the staff member will add a note to our daily log and send a message to the parents/guardian a message on Brightwheel.

Hand Washing

Please have your child wash their hands upon entering their classroom at *Jump Start*. Frequent and proper handwashing helps prevent the spread of many germs. Both staff and children are instructed with proper hand-washing procedures. Parents, teachers, and children must always wash their hands before and after eating, after using the toilet or diapering, sensory play, and outside play.

Diapering

A changing area is located inside the infant, toddler and preschool classrooms. Parents supply all diapers, wipes, and any diaper creams that you would like applied by the staff members. Please label the children's names on the wipes and cream. Each child has their own clearly labeled diaper bin in their own cubby. Diapers are frequently checked.

Diapers are changed every two to three hours or more often if required. Soiled diapers will be changed immediately.

The diaper changing area is cleaned and disinfected between each diaper change, and hand washing of child and provider is performed after each change. Once supplies are low, a message will be sent on Brightwheel requesting additional supplies. It is essential that the parent and teacher communicate about the needs of the child (example, if the child has a rash). Staff will use the proper methods and keep record of the child's bathroom use.

For infants, toddlers and preschoolers, messages of child/ren day will be posted on Brightwheel, so that you are aware of any changes or concerns. For toddlers who are transitioning from diapers to pull-ups, it is helpful to have pull-ups with side fasteners for your child. Please let your child's teacher know that you are starting toilet training so that we can work as a team to provide consistency between home and *Jump Start*. It is strongly encouraged to have extra clothes stay at the center. Please label all spare clothing.

Toilet Training

Toilet training is an important developmental milestone usually beginning in toddlerhood. At *Jump Start*, each child is observed to monitor their bathroom needs. Teachers discuss any bathroom concerns with parents on an individual basis and will work on a plan with parents for toilet training. Children are treated respectfully and not disciplined for toileting accidents. Staff will be consistent with the child's physical and emotional abilities.

Nutrition

Jump Start provides a light breakfast and healthy snacks. Parents and or guardian will provide healthy and nutritious lunches. **Please pack cold lunches with an ice pack, and warm lunches in a thermos. We are not allowed to heat children's lunches.**

Children are encouraged to drink water frequently. Please provide your child with a labeled sippy cup/reusable water bottle so we can refill each child's cup as needed throughout the day.

Breakfast & Snacks

Jump Start will be providing breakfast and snacks. Your child will not need to bring anything for morning or afternoon snack. We will provide nutritious snacks that may include yogurt, fruit, cheese, vegetables, crackers, pretzels, etc. Milk and water will be provided.

Jump Start wants to ensure that we provide a healthy and safe environment for the children in our care.

1. Food Allergies, Religious, or Special Dietary Needs: All arrangements for special dietary needs must be discussed with the *Jump Start* program director prior to enrollment to determine if your child's needs can be accommodated. In some cases, a physician's note may be required.

2. Birthday Treats: Special treats brought in to share with your child's class and/or other children must be commercially prepared and packaged. Please check with your child's teacher to see if there are any children with food allergies that may need to be accommodated. In such instances, the teacher in your child's classroom is responsible for inspecting the food. They will look at the expiration date, serving directions, etc., to ensure the food we serve your child is healthy and safe. If food is brought in for any reason above, it must be clearly labeled with your child's first and last name and current date.
3. *Jump Start* has a no-peanut policy, meaning that members of the *Jump Start* community are prohibited from bringing peanuts onto our property, including our buildings and our playgrounds. We expect, but cannot guarantee, full compliance.
4. If a program has any child/ren with any additional life-threatening food allergies, families will be informed.
5. *For better nutrition, we are asking parents and or guardians to refrain from sending your child in with sugary snacks.*

Infants

Infant parents provide breast milk, formula, food, and bottles on a daily basis.

- Families who send breast milk should prepare the bottles at home. We will store all bottles with breast milk in the refrigerator until it is time to serve.
- Families who send formula should send the clean, empty bottle along with the formula powder or liquid and staff will prepare the bottle before each feeding.
- Please be sure to label all bottles and formula with the infant's name and the date.

All bottles will be sent home at the end of the day to be cleaned and sterilized.

Nap / Rest Time

Jump Start offers a nap/rest period for your child. We recommend that each child bring a small blanket, and a fitted crib sheet for rest time. NO PILLOWS, but your child may bring in a soft toy if desired. These items will be kept at the center in your child's cubby during the week and will be sent home on Fridays to be laundered and brought back on Monday. Soiled items will be sent home during the week and should be replaced the following day. Preschool and Toddler classrooms scheduled naptime is from 12:30pm-2:30pm. If your child does not want to take a nap, they will be allowed books, puzzles, and quiet activities.

All infants will be placed on their backs for rest in a portable crib. The infant will only be placed in the crib, no blankets, and no stuffed animals. This is to reduce SIDS. If an infant needs an alternative sleep position, then a Physician Authorization in writing must be provided to the program director.

All staff working with infants must have taken the SIDS training as stated in the EEC Infant Sleep Safe Policy. Any questions on sleep positions, please see the program director or your child's teacher.

Health Care Policy

Please see the Health Care Policy for more detailed information regarding emergency procedures, injury prevention, managing injury and first aid, emergency preparedness, infection control, the plan for medication administration, meeting specific health care needs, safe sleep policy (SIDS), and the procedure for identifying and reporting suspected child abuse or neglect located in the program lobby on bulletin board.

Plan for Mildly Ill Children

Children who are mildly ill may remain in school if they are not contagious (please refer to the Plan for Infectious Disease in our Health Care Policy Handbook), and can participate in the daily program including outside time.

Please note, if the child's condition worsens, or if it is determined the child poses a threat to the health of others, or if the child cannot be cared for by the classroom staff, the program director will contact the child's parent(s). The parent(s) will be asked to pick up the child. The child will be cared for in a quiet area, a classroom or in the center's office by a qualified staff member or director until parent arrives.

All mats, toys, and/or blankets used by ill child will be cleaned and sanitized immediately before use by another child.

Plan for Managing Infectious Diseases

Children DO NOT NEED to be excluded for other minor illnesses, *unless*:

- They are too sick to participate comfortably in program activities
- They need more care than staffing levels allow, or,
- They have unusual lethargy, irritability, persistent crying, difficulty breathing, or other signs of possible severe illness

Jump Start will take extra precautions when children exhibit symptoms of the following types of infectious diseases, such as gastrointestinal, respiratory, skin, and or direct contact infections. Children may be excluded from care if they have the following symptoms, and they can return to *Jump Start* as indicated below:

- Fever of 100.4 or greater – can return after 24 hours fever-free without the use of a fever-reducing medication
- Chicken Pox – for 5 days after the onset of the rash or when all lesions are crusted, whichever is later
- COVID-19 – remain at home until at least 24 hours fever-free without the use of fever-reducing medication
- Diarrhea, two or more times – for 24 hours especially if the stool contains blood or mucus
- Head lice – must be nit and lice free before returning, and checked by Program Director prior to entering the classroom
- Hepatitis A – for one week after the onset of the illness
- Impetigo – for 24 hours after the treatment has begun
- Influenza – remain at home until at least 24 hours fever-free without the use of fever-reducing medication

- Measles – for 4 days after the rash appears
- Mouth sores – unless the physician states the child is noninfectious
- Mumps – for 9 days after the onset of gland swelling
- Pertussis – after 5-day antibiotic treatment has been completed
- Purulent conjunctivitis (defined as pink or red conjunctivitis with white or yellow discharge, often with matted eyelids) – until examined by a physician and 24 hours after treatment has begun
- Rash with a fever or behavior change – until the physician has determined that the illness is not a communicable disease
- Ringworm – after treatment has begun
- Rubella – for 7 days after the rash appears
- RSV – remain at home until at least 24 hours fever-free without the use of fever-reducing medication
- Scabies – until treatment is completed
- Strep infection – until 24 hours after treatment and the child has been without fever for 24 hours
- Tuberculosis – until the child's physician or local health department states the child is non-infectious
- Vomiting – remain home for 24 hours

If a child has already started their day at *Jump Start* and begins to show signs of illness, (for example, a fever equal to or greater than 100.4 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc.), they will be offered their mat, cot, or other comfortable spot in which to lie down. At this time, a parent/guardian will be called to pick up their child within 30 minutes, to help protect everyone from illness.

When a communicable disease has been introduced to *Jump Start*, parents will be notified in writing by the program director. Whenever possible, information regarding the communicable disease shall be made available to the parents/guardians. The program director shall consult the Child Care Health Manual for such information. DPH must be contacted when there is a reportable communicable disease in your program.

Jump Start seeks support from our EEC approved certified Health Care consultant.

Medication Administration Procedure

1. The first dosage must be administered by the parent at home in case of an adverse reaction.
2. All medications must be given to the teacher or program director directly by the parent.
3. All medications will be stored in the kitchen, out of the reach of children, (in the right upper cabinet or on the refrigerator door shelf, if refrigeration is necessary). All medications that are considered controlled substances must be locked and kept out of reach of children. The medication will always be in a labeled cabinet or refrigerator so that it will be easily recognized. Epi-Pens will be located in the children's classroom out of reach of children.

4. The lead teacher will be responsible for the administration of medication. In their absence, the program director will be responsible. There will always be a witness to medication administration.
5. *Jump Start* will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to normal skin), which will include the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication. The completed record will become part of the child's file.
6. All unused medication will be returned to the parent.

Prescription Medication Requirements

Prescription medication must be brought to school in its original container and includes the child's name, the name of medication, the dosage, the number of times per day and the number of days the medication is to be administered. This prescription label will be accepted alongside an Individual Health Plan (IHP) from your child's physician, in addition to the Medication Consent Form. *Jump Start* will not administer any medication contrary to the written order of the child's physician. The parent must fill out the Authorization for Medication Form before the medication can be administered.

Non-Prescription Medication Requirements

Non-prescription medication will be given only with written consent of the child's physician. *Jump Start* will accept a signed statement from the physician listing the medication(s), the dosage, and criteria for its administration. The statement will be valid for one year from the date that it was signed.

Along with written consent of the physician, the center will also need written parental authorization. The parent must fill out the Authorization for Medication form, which allows the center to administer the non-prescription medication in accordance with the written order of the physician. The statement will be valid for one year from the date that it was signed.

Topical Ointment & Lotion Requirements

Topical ointments, and sprays such as diaper cream, petroleum jelly, sunscreen, and bug lotion, etc. will be administered to the child with written parental consent. The signed statement form from the parent will be valid for one year and include the list of topical non-prescription medication. All medication and injury are administered by certified staff with CPTR/First aid.

Curriculum

Jump Start will be utilizing emergent curriculum, meaning that teachers will observe the children and create our lesson plans based on what emerges from the children; their needs, interests, skills, etc. Teachers will observe the children regularly, both inside the classroom and outside in the play yard, taking notes about what the children are doing, what they are saying, what skills they have mastered, and how they are interacting with each other. Through this approach, teachers gain a greater understanding of each child, allowing for thoughtful and individualized programming that is tailored to the specific children in our programs.

A successful emergent curriculum approach means that teachers thoughtfully plan the environment, offering many visible choices, based on your child's skill and needs.

An emergent curriculum develops an appreciation for and skills in working with diversity in all its forms, including:

1. Learning Styles
2. Temperament
3. Life Orientations
4. World View

Assessments

At *Jump Start*, we are committed to the assessment of each child in our program. Our teachers will document your child's progress as they play, learn, and engage with their peers and in the classroom. This documentation is used in understanding their strengths, needs, and interests. Forms of documentation may include observations, checklists, work samples, conversations between the center and families, and confidential photo documentation. From this information, we can plan an appropriate challenging curriculum for the children, document specific needs, arrange for developmental screenings and referrals for diagnostic assessment when indicated, improve the curriculum, adapt the teaching practices in the environment, identify children's interests and then plan for program improvement. This information is documented in a portfolio and shared with the parents in forms of progress reports and conferences. All staff involved in the assessment of the children receive ongoing training and teaching resources to support their understanding of the assessment process.

Progress reports will be issued as follows:

- For Infants and children with identified special needs, *Jump Start* will be completing progress reports every three months.
- For Toddlers and Preschoolers, *Jump Start* will be completing progress reports every six months.

Parents can request a conference with their child teacher to discuss their child's progress report. Parents will also receive a copy as well.

Supporting Daily Transitions

At *Jump Start*, children participate in a variety of activities throughout the day. Transitions are the periods when children move from one activity to another, which can sometimes be challenging.

Teachers are attentive to each child's individual needs and provide support, guidance, and encouragement during these times. Consistent routines help children feel secure and make transitions smoother while also providing valuable learning opportunities.

To help children prepare changes in activities, teachers provide a **COUNT DOWN TIME** prior to each transition.

Child Guidance Policy

Jump Start will use positive methods of discipline that encourage self-control, self-direction, positive self-esteem, and cooperation. The child's level of understanding is considered, and efforts will be directed toward teaching the child acceptable behavior and self-control. Our staff is instructed to follow these important guidelines:

- We will use praise and encouragement of good behavior instead of focusing only on unacceptable behavior.
- We will remind children of behavior expectations daily by modeling expected behavior and using clear, positive statements.
- We will monitor and analyze the situations and redirect play and learning activities when necessary.
- We will guide the children toward more appropriate behavior by using direct statements.
- Rules that are developed will focus on health/safety, consideration of others and their feelings, and care of materials and equipment.
- Limits and rules will reflect the children's stages of development and will be consistently regulated.
- We will handle disagreements between children fairly. We will avoid taking sides or the word of one child, especially about situations we did not witness.
- We will encourage children to handle non-dangerous situations by themselves.
- We will remember it is the misbehavior we dislike and not the child.

There will be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited. Corporal punishment or threats of corporal punishment in the examples as follows:

- Punishment associated with food, naps, toilet training, outside play, pinching, shaking, or biting a child.
- Hitting a child with a hand or instrument.
- Putting anything in or on the child's mouth.
- Humiliating, ridiculing, rejecting, or yelling at a child.
- Subjecting a child to harsh, abusive, or profane language.
- Placing a child in a locked or dark room, bathroom, or closet with the door closed.
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

No child may be physically restrained in any way unless required to protect the immediate safety of the child and/or others. The program director may become involved if the child is not responding to the teacher's effort. At this point, the parents may be contacted, and suspension may be warranted. If all the above have failed, a meeting will be set up with the parents/guardians to determine a positive Individualized Discipline Plan.

All staff members are informed that failure to follow these guidelines may result in immediate termination of employment.

Biting Policy

Biting happens from time to time and is developmentally appropriate. On occasion, biting can become a problem, and cause injury to other children and staff. We are here to help with advice and guidance, so it can be managed and not become an issue. Unfortunately, sometimes a child requires services to help with this when it becomes dangerous to others. *Jump Start* has a Biting Policy in place as follows:

1. Parents/Guardians will be verbally notified if their child bites or is bitten by another child. Staff will document the bite and provide parents with a copy of an accident and/or incident report.
2. To avoid a second bite, the child who bit will be shadowed by a teacher for the rest of the day.
3. If the child bites a second time in the same day, the parent/guardian will be notified and asked to pick up the child immediately.
4. When a child bites, the teacher will observe and document any findings surrounding the reasons behind the biting. *Jump Start* is committed to guide the families with help with this.
5. For us to provide the safest possible care to all the children who attend, *Jump Start* reserves the right to withdraw any child for which biting becomes an on-going issue if all above measures are not successful.

Discipline

Jump Start takes a preventative approach to discipline, this approach teaches children positive behaviors rather than negative redirection. Our goal is to provide children with the opportunity and motivation to make choices. We want children to function independently, and learn social skills through gentle, encouraging guidance, respect the needs of others, adapt to routines, and simple rules, and become responsible group members.

Physical punishment is never permitted on *Jump Start* premises by anyone. Behavioral expectations at our program are consistent with age and development needs of your child. Redirecting children to more appropriate activities, acknowledging logical consequences to their behavior usually resolves most situations. *Jump Start* reserves the right to terminate a child's enrollment for persistent, unacceptable behavior that threatens the safety of the children and/or quality of the program.

If your child is experiencing a change in their home environment that may affect behavior, please let your child's teacher or the program director know. Communication is key to your child's progress. *Jump Start* will keep you informed of any issues we feel should be addressed. However, *Jump Start* reserves the right to ask families to make temporary or permanent alternative arrangements for their child.

Termination / Suspension

Termination: the ending of the child's enrollment from the program.

Suspension: the temporary stop of attendance until changes are made such as teacher training or consultation with parent/guardian.

Jump Start reserves the right to terminate a child's enrollment with a written notice for the following reasons:

- Non-cooperation of a child or parent being rude or abusive to any other child or staff.
- Recurring tardiness in picking up children.
- A potential health or safety risk to the child, to other children, or staff is not being met.
- After all referrals are made and *Jump Start* still cannot meet the needs of the child.
- After all attempts at behavior modification fail. (Excessive biting falls in this category).
- Delinquency in payment of tuition and other fees.
- Once services have been provided, no refund of tuition will be refunded.

Termination/Suspension will not be a sudden occurrence. Parents/Guardians will be notified verbally at the onset of an issue and asked to confer with staff. During this conference we will outline a reasonable period for action/improvement. *Jump Start* will discuss the issue and guide you in the process. A meeting to follow up may be needed and welcomed.

Teachers will keep written observations on a child that will be presented at the conference. Discussions will be documented and a written plan to modify the behavior or learning deficit will be developed for the program and at home. Both the parents/guardians and staff will be responsible for following this plan. The parent/guardian will receive a copy of this plan, and one will be kept in the child's file.

All efforts will be made to work together with the family to do what is in the best interest of the child, including pursuing options for supportive services of the program including consultation and educator training.

Termination/Suspension will occur only as a last alternative. Suggestions for childcare will be provided to the parents at the time of termination.

When a child at *Jump Start* is terminated/suspended, initiated by either parents/guardians or the center, *Jump Start* will prepare the child for the termination/suspension in a positive manner consistent with the child's ability to understand.

Referral Services

Jump Start is committed to supporting the healthy development of every child. The following procedures are used to refer parents/guardians to appropriate social, mental health, physical health, educational, and medical services when staff determine that an assessment for additional services may benefit the child:

1. Classroom staff will notify the Program Director of any concerns regarding a child's development or behavior.

2. The Program Director, in collaboration with staff, will document observed behaviors or developmental delays. Documentation will include dates, times, and brief, objective descriptions.
3. The Program Director will inform the parents/guardians of the concerns and schedule a conference to discuss observations.
4. Parents/guardians will be provided with a list of community referral resources to support their child's needs.

Referrals will be offered to parents for evaluation, diagnostic or therapeutic services and will be given to the parents/guardians as needed.

Referral Requirements

1. A meeting will be scheduled with the parents/guardians to review concerns and next steps.
2. *Jump Start* will provide a written statement outlining the reasons for recommending additional services. This statement will include:
 - The center's observations
 - Documentation of concerns
 - Efforts made to accommodate the child's needs within the program
3. If the child is under 2 years and 9 months of age, parents/guardians will be informed of services available through the Early Intervention Program.
4. If the child is 2 years and 9 months of age or older, parents/guardians will be informed of available services and their rights under Massachusetts Chapter 766, including the right to appeal.
5. With written parental/guardian consent, *Jump Start* will follow up with agencies that evaluate the child.
6. If a child is found not eligible for services, or services are declined, the center will review the child's progress every three (3) months to determine if another referral is needed.
7. The center will maintain confidential records of all referrals, including:
 - Documentation of concerns
 - Parent/guardian conferences
 - Written statements
 - Evaluation results and follow-up actions

The Best Interest of Children

At *Jump Start*, we believe that all children can succeed and learn. However, if at any time, we have a child who may need more services than we can provide, it may become necessary for *Jump Start* and parents/guardians to explore other resources and/or programs for the child. With written permission of the family, the Program Director can contact support services or alternate programs, such as public preschool, to determine the best situation for the individual child.

Community Referral Resources

- **Community Partnership & Services for Children & Families**

- Feeding Hills & West Springfield**

- 30 Southwick Street
Feeding Hills Ma, 01030
Phone (413) 301-9355

- Westfield**

- 184 Southampton Road
Westfield, MA 01085
Phone: (413) 568-5240

- **Mass Family Ties**

- Family TIES of Massachusetts provide parent-to-parent support, information and referral services, and workshops to ensure that parents feel confident in caring for your children with special needs.

- **MA Department of Public Health Early Intervention**

- Early intervention in Massachusetts is a statewide, integrated, developmental service available to families of children between birth and three years of age. Children may be eligible for early intervention if they have developmental difficulties due to identified disabilities, or if typical development is at risk due to certain birth or environmental circumstances.

- **MA Department of Early Education & Care (EEC)**

- The Massachusetts Department of Early Education and Care provides the foundation that supports all children in their development as lifelong learners and contributing members of the community, and supports families in their essential work as parents and caregivers.

- **Office of Special Education Programs (OSEP)**

- The Office of Special Education Programs (OSEP) is dedicated to improving results for infants, toddlers, children and youth with disabilities ages birth through 21 by providing leadership and financial support to assist states and local districts.

- **Zero to Three**

- ZERO TO THREE is a national, nonprofit organization that informs, trains, and supports professionals, policymakers, and parents in their efforts to improve the lives of infants and toddlers.

- **Frank Porter Graham Child Development Institute**

- The mission of the Frank Porter Graham Child Development Institute is to cultivate and share knowledge that enhances child development and family well-being.

- **Early Childhood Technical Assistance Center (ECTAC)**
ECTAC is the Early Childhood Technical Assistance Center supported by the U.S. Department of Education's Office of Special Education Programs (OSEP) under the provisions of the Individuals with Disabilities Education Act (IDEA).
- **Early Intervention Training Center**
The EITC is committed to developing and delivering professional development opportunities that advance the well-being of families with young children and addressing the needs of children with disabilities and those at risk for developmental delay.
- **Early Intervention Parent Leadership Project (EIPLP)**
The Early Intervention Parent Leadership Project works in collaboration with Early Intervention Programs, the Massachusetts Interagency Coordinating Council, and families who receive early intervention services serving as a source of information about the Massachusetts Early Intervention system.
- **MA Interagency Coordinating Council (MA ICC)**
The Massachusetts Interagency Coordinating Council (ICC) is a federally mandated statewide inter-agency group that advises and assists the Department of Public Health on early intervention.
- **Massachusetts Early Intervention Consortium (MEIC)**
The Consortium is a statewide community of providers dedicated to supporting a high quality and comprehensive early intervention service delivery system across Massachusetts.
- **Federation for Children with Special Needs (FCSN)**
The Federation is a center for parents and parent organizations to work together on behalf of children with special needs and their families.
- **United Way of Massachusetts Bay & Merrimack Valley**
United Way of Massachusetts Bay and Merrimack Valley bring our communities together to help improve people's lives and strengthen the neighborhoods in our region.
- **Brain Building in Progress**
Brain Building in Progress is a public/private partnership of the Massachusetts Department of Early Education and Care, United Way of Massachusetts Bay and Merrimack Valley and a growing community of early education and childcare providers, academic researchers, business leaders and individuals whose mission is to raise awareness of the critical importance of fostering the cognitive, social, and emotional development of young children.