

PLYMOUTH HOUSE  
NURSERY SCHOOL



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# Parent/Guardian Handbook

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## **Introduction**

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### **Welcome!**

At Plymouth House Nursery School, our primary focus is to establish a fun, engaging and positive environment for your child, making their first learning experience enjoyable. We aim to develop your child's social and communication skills and build the foundation for strong literacy skills. We want each child to leave Plymouth House with a positive outlook on learning and excitement for their next opportunity!

Our program provides a wide range of exciting activities for each child. There is a balance between the routine necessary to make children feel secure, and a variety of new, enriching experiences. The curriculum is play-based and flexible, allowing for the children's interests to lead the way. We place emphasis on creative play and self-expression. We value sharing and conversation time; stories, songs and finger plays; creative art activities; cooperative games; large muscle activities; science and nature activities; exposure to shapes, colors, numbers and letters; food preparation and the practice of self-help skills; and the celebration of birthdays and holidays. Your little ones will become more independent as they explore, discover and learn within our safe, welcoming environment.

Plymouth House Nursery School has been serving the community since 1959, in an attractive, well-equipped building designed specifically for young children. We have four bright classrooms each staffed with two EEC-licensed educators, a spacious all-purpose recreation room, and a large fenced-in playground. We provide enrichment programs which include music, yoga and movement classes. Throughout the year, we enjoy various social events and encourage high parental involvement.

### **Philosophy**

At Plymouth House Nursery School, we believe that early childhood should be a time of fun, warmth, security, exploration and discovery. Preschool children are creative and receptive, and learn best when they are encouraged to be active explorers who can test new ideas and think independent thoughts. Our experienced and dedicated educators design a stimulating curriculum that nurtures and encourages the unique qualities of individual children, while building a sense of community and belonging within a group. Our purpose is to provide an atmosphere that encourages social, emotional, physical and intellectual growth and development of the child as a whole. It is our goal that within this caring environment, your child will enjoy becoming a responsible, contributing, respected member of his or her peer group.

### **Mission Statement**

Plymouth House Nursery School is committed to providing a nurturing child development program for children two years to six years of age. This goal is achieved through maintaining low educator to child ratios, appropriate classroom placement, and staffing early childhood educators who care about young children and are dedicated to providing an exciting and nurturing environment in which they can grow. We provide hands-on, open-ended and play-based learning experiences which allow children to work at their own pace and make their own discoveries through guided activities. We want each child

to leave PHNS with a positive outlook on learning and excitement for their next opportunity!

## **Equal Opportunity and Non-Discrimination Policy**

Plymouth House Nursery School provides services to children and families without regard to race, religion, cultural heritage, political beliefs, national origin, disability, marital status or sexual orientation and accords to all the same rights, privileges, programs and activities.

## **Goals for Children**

The long-term goal of Plymouth House Nursery School is to help children become enthusiastic learners. Our immediate objective is to ease the transition between home and school by providing a secure and predictable atmosphere for your child.

Teachers provide opportunities for the children to grow in all areas of development, including:

- *Social Development* – To help your child feel comfortable in school, trust his/her new environment, make friends, and experience a feeling of belonging within the group
- *Emotional Development* – To help your child experience pride and build self-confidence, gain independence and self-control, develop a sense of empathy, and have a positive attitude towards life
- *Cognitive Development* – To help your child become a confident learner by allowing him/her to try out their own ideas and experience success; To acquire skills to solve problems, ask questions and use appropriate words to describe ideas, make observations and express emotions
- *Physical Development* – To help your child practice fine motor skills, and strengthen muscles and coordination through gross motor activities

## **Goals for Families**

Plymouth House Nursery School anticipates and supports the following goals for families:

- Families will feel welcomed and respected in our program.
- Parents/Guardians will feel encouraged to give input regarding their child's growth and development.
- Parents/Guardians will form a collaborative relationship with educators.
- Parents/Guardians feel positive about their child's education and care.

## **Educators**

The Plymouth House Nursery School staff includes one Director, one Administrative Assistant, Educators, and Assistant Educators. All educators are licensed by the Department of Early Education and Care in Massachusetts. All staff are required to submit a Background Record Check prior to their employment and then again every 3 years. All staff regularly attend trainings and workshops to continue their education and enrich our program, and stay current on CPR and First Aid certifications. Our educators strive to develop a warm, caring relationship with the children and a collaborative relationship with families.

## Getting Started

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### Hours of Operation

Plymouth House Nursery School operates during the following hours:

#### **Toddler Program:**

Early Drop-Off: 8:00am – 8:30am

Regular School Hours: 8:30am – 11:45am

#### **Preschool Program:**

Early Drop-Off: 8:00am – 8:30am

Regular School Hours: 8:30am – 11:45am

Extended Day Hours: 11:45am – 3:30pm (Available for children 2.9+)

Plymouth House Nursery School follows the Framingham Public Schools calendar for regular and snow closings.

### Initial Visit

Before registering, it is suggested that you and your child visit Plymouth House Nursery School during school hours to learn more about our staff, program and facilities. The Director will be available for tours by appointment only. You and your child will tour the school for approximately thirty minutes, during which your child may interact with the students, teachers and classroom materials. There will be time for you to ask any questions you may have.

### Enrollment Availability

Plymouth House Nursery School has programs for Toddlers, Preschoolers and Pre-K children. We offer two-, three-, four-, or five-day morning programs, based on availability. There is an early drop-off and extended day program offered either by contract or with 24-hour notice. The age groupings by classroom are as follows:

<i>Classroom</i>	<i>Approximate Age when Starting Program</i>
Toddler/Preschool	2.0 – 3.0
Preschool	3.1 – 3.8
Pre-K	3.5 – 5.5

**A child must be 2.0 years old by September 1<sup>st</sup> of the current school year to begin in our Toddler program. We are unable to enroll any child who turns 2.0 after September 1<sup>st</sup>.**

A child's placement in September will be their placement for the academic year. Any changes made during the year are extremely rare and would be at the Director's discretion.

### Enrollment Procedure

You will receive an application during your tour. The Director will confirm acceptance into the program. To complete your enrollment, you will need to submit the following materials and fees:

- Enrollment Form / Face Sheet
- Authorization and Consent Form
- Pick-Up and Release List
- Permissions Form
- Transportation and Oral Health Care Forms
- Developmental History and Background Information

- Copy of Most Recent Physical and Immunizations
  - Including proof of lead testing
- If your child has food allergies and/or asthma, additional forms are required
- A non-refundable registration fee of \$125
- A deposit equal to one month's tuition, which will be applied towards your child's last month (please see *Tuition and Attendance* section for further information and explanation)

## Transition Plan / Transition Days

In order to help children feel comfortable and ease them into our program, we have a transition schedule. Prior to the first day of school, the class will be divided and your child will be invited to visit their classroom for one morning during the week of "Transition Days." This will allow your child to become acquainted with their teachers, classmates and his/her classroom in a smaller group. We will send your child's classroom placement and assigned transition day during the month of August.

## What to Bring on the First Day of School

For our morning program, your child will need:

- Appropriate seasonal clothing for outdoor play (i.e., sweatshirt, jacket, hats, mittens, snowpants, boots, raincoat, sun hat)
  - Closed-toe shoes that have supportive backs are highly recommended for outdoor play
- Extra full change of clothing, labeled in a Ziploc bag
- If wearing diapers: diapers and if required, diaper ointment
  - We provide wipes (purchased from BJs) so you only need to send those in if you would like us to use a different brand
- If in underwear but still actively toilet training: several extra pairs of underwear, pants/shorts and socks
- Please apply sunscreen to your child before school

If staying for lunch, your child will need (in addition to the above):

- Lunch (we are a nut-free facility)
- Tooth brush labeled with name (unless tooth brushing waiver is on file in the office)

If staying past 1:00pm, your child will need (in addition to the above):

- Crib sheet (optional, this would be the size needed to fit over the rest mat)
- Blanket and one "sleeping friend" or "lovey" needed for resting
- Sunscreen bottle to keep at school (early fall, late spring); we are not able to use aerosol sunscreens – lotion only

**\*\*ALL ITEMS THAT COME TO SCHOOL NEED TO BE LABELED\*\***

## Program Plan

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### Typical Daily Schedule

#### *Toddler Program*

8:00-8:30am Early Drop-Off (Offered by contract or 24-hour notice)

8:30-8:45am Arrival

Free Play

Activity Time

Snack Time

Playground

Books, Puzzles, Art

Clean Up

Circle, Music, Songs

11:30-11:45am Dismissal

#### *Preschool & Pre-K Program*

8:00-8:30am Early Drop-Off (Offered by contract or 24-hour notice)

8:30-8:45am Arrival

Free Play

Circle, Story & Lesson Time

Stations / Craft / Project

Clean Up

Second Circle

Snack Time

Playground

11:30-11:45am Dismissal

#### *Extended Day / Stay-Day* (Offered by contract or 24-hour notice)

11:45-12:30pm Free Play

12:30-1:00pm Lunch

1:00-2:30pm Story Tapes / Books / Quiet Rest Time

2:30-3:30pm Snack Time / Free Play / Outside

### Arrival and Departure

#### *Arrival*

There is an Early Drop-Off program from 8:00am – 8:30am (please see *Tuition and Attendance* section for fee-related information). Early Drop-Off requires either a contract, or 24-hour notice. You will bring your child to the “Room 3 Penguins” Door.

For our Regular School Day, the doors open at 8:30am, with activities starting at 9:00am. Please do not bring your child into the classroom before 8:30am (unless enrolled for Early Drop-Off), as this is set-up time for the teachers. We highly encourage all children to be at school by 9:00am at the latest, as to not miss any program activities.

Between 8:30am – 8:45am, there are two options for drop-off. You may bring your child into the school and to their classroom. You may also enter our Drop-Off car line. Each family will be given a colored sheet of paper with their child’s name on it. You will place this in your windshield. Please drive up along the side of the building and a teacher will



help your child into school. While in the car line, we ask that you please stay in the car line. **Do not try to go around the car in front of you for safety reasons.**

When bringing your child into the school, please find a spot in the parking lot and walk your child in through the main entrance. Please do not park your car along the sidewalk or in the small lot directly across from our main entrance, used by the church office.

### *Departure*

There is an Extended Day option starting at 11:45am (please see *Tuition and Attendance* section for fee-related information). Extended Day requires either a contract, or 24-hour notice. You must enter the school to pick up your child during Extended Day hours.

For our Regular School Day, pick-up is between 11:30am – 11:45am. Any pick-up after 11:45am, for a child not enrolled in our Extended Day program, will incur a Late Fee.

Between 11:30am – 11:45am, there are two options for pick-up. You may enter our Pick-Up car line. Each family will be given a colored sheet of paper with their child's name on it. You will place this in your windshield. Please drive up along the side of the building and a teacher will help your child to the car. While in the car line, we ask that you please stay in the car line. **Do not try to go around the car in front of you for safety reasons.** The second option is to park in the lot and walk to the sidewalk along the side of the building (outside Rm 3 and 4), and a teacher will bring your child to you.

We ask that parents do not enter the building during mid-day pick-up. We have transitions happening during this time for children who are staying for Extended Day, so we use outside pick-up only (Car Line or sidewalk) to ensure this transition goes smoothly.

In order to keep the line of cars moving during pick-up time, we would appreciate if long conversations with teachers **not be held** during this time. If you would like to know more about your child's day, please ask the teacher to contact you when they are available. Keep in mind that the teacher's classroom time ends at 11:45am, at which time their lunch break begins. **Families are always welcome to call the office during the school day to check on their child, speak to their child's teacher, or ask any questions. You may also email or send a message through Brightwheel at any time.**

When entering the school to pick up your child, please do not park your car along the sidewalk or in the small lot directly across from our main entrance, used by the church office.

**Never leave your car running unattended** – this creates a potential safety hazard.

### **Transportation Plan**

Plymouth House Nursery School does not provide any transportation. A Transportation and Authorization Form should be filled out by families for each child attending PHNS. These forms state the pick-up and drop-off arrangements for your child. Your child will be released **ONLY** to a parent/guardian or to those people you have indicated on your authorized pick-up list. In addition to them being on your authorized list, we need advance written notice of drop-off or pick-up changes if it is not the typical schedule.

If your child will be picked up by an unauthorized individual, we require notification *in writing*. A phone call will not be accepted. Adults authorized by you on a particular day who are unfamiliar to the staff should have a picture I.D. with them and stop at the Office for verification. If there is no one in the Office, this identification should be presented to your child's classroom teacher.

#### *Transportation in the Event of an Emergency*

In case of medical emergencies, the child or children will be driven to the hospital in an ambulance. The child will be transported with all required medical and emergency information including the contact and phone numbers for parents/guardians. Families will be notified immediately of the emergency; however, we will not wait to transport if a parent/guardian has not arrived by the time the ambulance is ready to leave. The Director will accompany the child or children in the ambulance. In the event the Director is not available, one of the child's educators will accompany. A parent/guardian is required to meet the child and Director/educator at the medical facility.

### **Extended Day/Stay-Day**

The Extended Day program, also called "Stay Day" is open to any child 2.9 and older enrolled at Plymouth House Nursery School. Stay Day is an unstructured afternoon program offering crafts, stories and free play both indoors and out, available Monday through Friday from 11:45am-3:30pm.

To register for Stay Day, you may sign up as part of your monthly tuition, which guarantees your child's space in the program. You may also sign up with a minimum of 24-hour notice, by which all efforts will be made to secure space for your child in the program. There are options offered until 1:00pm, 2:30pm and 3:30pm. Our Extended Day hours for the School Year will be set based on enrollment needs and may vary depending on the day.

### **Communication with Families**

We ask that you always update any contact information, including change of mailing address, phone number or email. You will receive a monthly newsletter via email from the Director. You will also receive a weekly newsletter from your child's teachers. Parent/Guardian-Teacher Conferences are planned once during the year, at the time of your child's first Progress Report. Conferences can also be requested at the time of your child's second Progress Report, or at any other time during the year if a concern arises.

All informal and continuing communication between home and school enables the staff to best support your child's development and growth within a pleasant environment. We encourage you to share anything exciting happening at home, such as the discovery of a new loose tooth or a visit from grandparents, as well as problems to solve such as sleeping in their own bed or sharing with siblings. When discussing problems to solve, we suggest doing so without the child present. When all working together, we can help your child grow into their very best selves!

### **Child Guidance**

We believe that children learn best through experiences. We believe that teachers must guide and redirect the children to help them learn to cooperate with their peers and to problem solve. In doing so, they will have positive, educational experiences to encourage

and enhance their growth and development while in our care. Our first goal is always prevention. Following that, we believe in the following guidance strategies:

- Having a variety of activities available for the children
- The use of group management techniques, such as limiting the number of children in each area of the room to avoid overcrowding and to allow for sufficient availability of materials and the opportunity for constructive interactions
- Maintaining a low ratio of educators to students, almost always below the state recommended ratio of 1:10 for children 2.9 and above
- Using positive reminders for inappropriate behavior, such as “Walking feet, please,” “This is the way we use that toy,” or “We need to be gentle”
- We always use positive language with the children and give praise and recognition for appropriate behavior

If a child is having a problem after we have used the above techniques and given reminders, we will ask the child to move to another area for a while (for example, “We are going to be done with blocks for a little bit, let’s go explore the sensory table”). As we progress through the year, the children understand that redirection to another area of play means that their behavior was inappropriate. We do not “over-explain” or take time out of your child’s play, unless the behavior involves a matter of safety or the behavior continues after several attempts.

If after redirection to another area, the child is still having a problem with appropriate behavior choices, a brief, supervised separation from the rest of the group can help the child to regain control. During this separation, the teacher will discuss with the child how they could make a better choice to interact with other children, materials, etc. Time away lasts for approximately three to five minutes.

If a child is requiring multiple periods of separation from the group, this would indicate to the teacher that an informal conference is required with a parent/guardian to enlist their assistance in working with their child. For children with consistent, continuing difficulties, the parent/guardian will be consulted regularly. If necessary, outside assistance will be sought and ultimately, the child would be asked to leave our program. This is a serious consideration when all options have been exhausted, and the health, safety and welfare of this child, and/or another child or the group, is at risk.

Under no circumstances will Plymouth House Nursery School allow spanking or other forms of corporal punishment of children. We will not subject children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment. We will NOT deprive any child of food, and/or force feed. We do not discipline a child for soiled clothing, and we do not force a child to remain on the toilet nor use any other unusual or excessive practices for toileting.

Following EEC 7.05(07), all staff members of PHNS are to report to the Director if a problem or possible problem is suspected with any child in their classroom. Teachers will observe their students at all times and if they notice anything out of the ordinary, a notation will be made and placed in the child’s file. If there is a consistent behavior change, then the records will be reviewed and a meeting will take place between the teachers, parents

and director to decide what steps are to be taken, along with referrals given. A plan will be put into effect for a follow-up conference with the teachers, parents and director.

### *Group Guidance*

If group behavior is a problem, the group is broken up and redirected to other activities in the room. Throughout the course of the year, the children learn to function as a group and a team. For example, if cleaning is a problem for the entire group, we will discuss it and incorporate a “logical consequence” technique. “If we take a long time to clean up, because the teachers have to remind, redirect and put everyone back on task, then we run out of time for fun things like singing, story, outdoor play, etc.” This helps the children understand responsibility and control over outcomes.

## **Food Policies**

In order to create a safe environment for our friends with nut allergies, we do not allow ANY nut-related food at PHNS. This includes peanuts, tree nuts, and all other nuts.

Please make sure the Director knows of all food allergies and preferences for your child. This information will be passed along to your child’s teacher and will be made available to any educator in your child’s classroom.

## **Lunches and Snacks**

PHNS provides a morning snack that will include a variety of kid-friendly snacks, along with fruits, vegetables, and cheeses. A “Snack Menu” is emailed as well as posted in the main hallway so parents can see exactly what will be served for snack each day. Afternoon snack is provided for any child in our Extended Day program.

If your child is staying for lunch, lunch is to be provided by the parent/guardians. All new foods should be introduced for the first time at home. Some lunch suggestions include:

- Sandwiches – lunch meat, tuna fish, egg salad, sunbutter
- Hot dogs (cut length-wise)
- Pasta, macaroni and cheese
- Chicken nuggets
- Cut up pieces of chicken, meatloaf, ham, pork, cheese, etc.
- Cheese and crackers
- Yogurt
- Applesauce
- Fruits
- Vegetables
- Raisins and other dried fruits
- Any kind of leftovers –pizza, soup, etc.

**\*\*Please note that we are unable to heat food for your child. You must put hot items in a thermos to maintain the temperature for lunchtime.**

## **Tooth Brushing**

All children who are in our care for more than four hours are offered supervised tooth brushing in accordance with 606 CMR 7.11(11)(d). If you wish for your child to brush his/her teeth while attending PHNS, please bring in a tooth brush labeled with your child’s

name. If you do not need your child to brush their teeth at PHNS, a tooth brushing waiver will be signed and added to your child's file.

## **Sleep, Rest and Quiet Activities**

If your child attends our Extended Day program past 1:00pm, there will be a designated "quiet time" following lunch. Mats are provided and parents/guardians are asked to provide blankets and any transitional objects such as a "sleeping friend" to make your child comfortable. Children are asked to rest during this time but are not required to sleep. Story tapes and/or soft music is played, and books and/or quiet activities are offered in an appropriate space with adequate lighting to children who do not sleep or who awaken early.

## **Change of Clothing**

Each child must have an extra set of clothing at school at all times. Everything must be labeled with your child's name and be seasonally appropriate. Please place this in a Ziploc bag in your child's backpack or school bag. We have a place at school where we will store it.

## **Toilet Training**

Toilet Training is not an eligibility requirement for enrollment. Though we hope that all our students are potty trained when beginning school, we will work with your child towards succeeding in their independence. Toilet training will be based on children's individual emotional and physical abilities, and in accordance with the requests of their parents.

## **Plan for Toileting and Diapering**

### *Toileting*

Toileting will occur at regularly scheduled intervals and children will also be encouraged to use the toilet as needed. Accidents do happen and will be treated with sensitivity. Children will be assisted in cleaning themselves and changing clothes. Soiled garments will be placed in plastic bags and sent home for cleaning. Parents are requested to ensure there is a replacement set of extra clothing available for the next day. Proper sanitary techniques and hand washing are taught to the children and practiced during toileting.

### *Diapering*

All children will be kept clean and dry through regular diaper changes throughout the day. A changing table, disposable gloves, water and paper towels will be provided and used in our diapering procedures. Disposable diapers will be provided by parents. Wipes will be provided by the School, unless you would like a specific brand for your child. Soiled or wet diapers will be disposed of in a separate covered container labeled for diapers.

Educators will follow the procedures below for diapering at PHNS:

1. Place disposable changing paper on changing table or mat
2. Put on disposable gloves
3. Place child on changing table or mat, keeping one hand on the child when diapering on an elevated surface
4. Remove soiled diaper
5. Put soiled diaper in diaper pail
6. Clean child thoroughly with disposable wipes
7. Diaper child with new diaper
8. Throw away changing paper

9. Throw away gloves
10. Remove child from changing table or mat
11. Wash changing table or mat with soap and water
12. Disinfect changing table or mat with disinfectant
13. Wash educators' and children's hands

## **Toys**

We discourage children from bringing "home toys" to school. We are a large school with plenty of toys and manipulatives. We cannot guarantee that a child's personal toy will not become lost or broken. Transitional objects such as a lovey can help, but please do not let your child bring in a toy to play with.

## **Special Activities**

Plymouth House Nursery School incorporates special activities to enrich our program. We strive to offer music classes, movement/gym classes and a storyteller. Our special activities vary from school year to school year.

## **Holiday Traditions and Birthday Celebrations**

### *Holiday Traditions*

Plymouth House Nursery School regards the exploration of different cultural traditions and holidays as an important part of education. We believe that an informed respect for other cultures and beliefs is an important part of a child's development. Families are invited and encouraged to share their traditions with other children and their families. We will and do celebrate holidays with the children including Halloween, Thanksgiving, Valentine's Day and more, which are part of popular American culture. Please see the Director if you have any questions regarding the celebration of holidays.

### *Birthday Celebrations*

Birthdays are a very special event!! Birthdays can be celebrated with a special food item or project. Any birthday plans must be discussed and approved by your child's classroom teacher in advance so we can prepare accordingly. Please keep in mind when choosing a special food item that we are a **nut-free** facility. There may also be children in your child's class who have allergies to eggs or special food preferences. We must be able to be vigilant about allergies, and have an alternative for a child with a food preference. Please see the Director with any questions.

## Families' Rights

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### **Family Involvement Information (EEC Regulations)**

The General Laws of the Commonwealth of Massachusetts mandates to the Department of Early Education and Care the legal responsibility of promulgating and enforcing rules and regulations governing the operation of family child care, small group and school age and large group and school age child care.

These regulations, 606 CMR 7.00, establish standards for operation of family child care, small group and school age and large group and school age child care programs in the Commonwealth. The regulations require certain things of licensees (program owner) in regard to their work with families. A summary of the required parent information, rights, and responsibilities are identified below:

Family Involvement. The following 606 CMR 7.08 requirements apply to all programs, including family child care, small group and school age and large group and school age child care. Additional requirements for family child care are found at 606 CMR 7.08(9). Additional requirements for small group and school age and large group and school age child care are found at 606 CMR 7.08(10).

The licensee must support and encourage a partnership with and the involvement of parents in the early education and care of their children.

Parent Communication. The licensee must develop a mechanism for and encourage ongoing communication with parents, and must be able to communicate effectively with families whose primary language is not English or who require alternative communication methods.

Parent Input. The licensee must have a procedure for allowing parental input in the development of program policies, which may include, but need not be limited to a suggestion box and individual or group parent meetings.

Parent Visits. The licensee must permit and encourage unannounced visits by parents to the program and/or to their child's room at any time while their child is present.

Enrollment Meeting. The licensee must provide an opportunity for and encourage parents to meet with the program administrator or his/her designee prior to admitting a child to the program.

- The licensee must offer children and parents an orientation to the program.
- The licensee must provide an opportunity for parent(s) and children to visit the program and meet educators before the child is enrolled.
- The licensee must seek information about each child's and family's interests and needs.
- To support transitions and coordinate with services offered by other providers, the educators must request that parents share with them information about other therapeutic, educational, social and support services received by the child.
- For children younger than school age, educators must discuss each child's developmental history with his or her parents at the time of enrollment. The

developmental history must be updated annually and maintained in the child's record.

Written Information for Parents. The licensee must provide the following information to families in writing prior to enrollment of their child:

- notification that parents are welcome to visit the program unannounced at any time while their child is present; and that input from and communication with parents is encouraged;
- the frequency of children's progress reports;
- the program's policy regarding administration of medication;
- the procedures for meeting potential emergencies;
- the transportation plan;
- a program calendar noting closed days and hours of operation;
- the program's fee schedule, including any fees for late payment, late pickup, field trips, special materials, etc;
- the program's plan to provide positive and consistent guidance to children based on their individual needs and development;
- the program's criteria for excluding children from care due to serious illnesses, contagious diseases and reportable diseases in conformance with regulations and recommendations set by the Division of Communicable Disease Control, Department of Public Health;
- information regarding SIDS risk reduction practices, including the practice of sleeping infants on their backs;
- the procedures relating to children's records;
- notice that child educators are mandated reporters and must, by law, report suspected child abuse or neglect to the Department of Children and Families;
- notice that the program is licensed by EEC, including the telephone number and address of the EEC regional office responsible for the program;
- a statement that parents may contact EEC for information regarding the program's regulatory compliance history.

Parent Conferences. The licensee must make educators available for individual conferences with parents at parental request.

Notifications to Parents. The licensee must inform parents:

- immediately of any injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication;
- immediately of any allegation of abuse or neglect involving their children while in the care and custody of the licensee;
- prior to or as soon as possible following any change in educators;
- at the end of the day regarding any minor first aid administered;
- in writing within 48 hours of any incident;
- whenever special problems and significant developments arise;
- whenever a communicable disease or condition has been identified in the program;
- in writing seven days prior to the implementation of any change in program policy or procedures;
- prior to the introduction of any pets into the program;



- of the use of any herbicides or pesticides, prior to their use whenever possible; and
- whenever the program deviates from the planned menu.

Additional Requirements for Small Group and School Age and Large Group and School Age Child Care. The licensee must provide the following information to parents in writing prior to enrollment:

- the program's written statement of purpose including and, where applicable, information on the administrative organization of the program;
- the suspension and termination policy

## **Open Door Policy**

Parents are encouraged to become involved at PHNS through the Open Door Policy, which allows parents to visit their child unannounced any time that the Center is open and their child is present. Children may change their behavior when their parents are in the Center. Visiting parents should try not to interrupt the classroom routine and should encourage their children to continue to abide by the rules of the classroom. If you are unclear about the routines or rules, please ask the teachers for clarification. If your child is having difficulty with your visit, teachers will make suggestions to ease the situation. We want your visit to be pleasant for you, your child, and the class, and we will make every effort to assist you.

We also encourage parents to come read to the class, or share a special talent or skill. Please speak to your child's teacher or the Director to schedule any of these more structured visits.

We do have a *Mystery Reader Program* that is great fun. We are always looking for family members to come in and surprise our students by reading a favorite book.

## **Diverse Learners**

Plymouth House Nursery School does not discriminate in providing services to children with special needs and does not deny them access to program services based on the lack of a special needs license. The Center shall accept applications for any child with a disability and shall determine whether to accept or serve a child with a disability pursuant to 102 CMR 71.10(2)(a). In determining whether to accept or serve a child with a disability, the Center shall, with parental consent and as appropriate, request information related to the child's participation in the Center's programs from the Local Education Agency, Early Intervention Program, or other health or service providers.

Based upon available information the Center shall, with the parent's input, identify, in writing, the specified accommodations, if any, required to meet the needs of the child at the Center, including, but not limited to:

- Any change or modifications in the child's participation in regular Center activities
- The size of the group to which the child may be assigned and the appropriate educator/child ratio
- Any special equipment, materials, ramps, or aids

If the accommodations required by 606 CMR 7.04(13) to serve the child would cause an undue burden to the Center, the Center shall then provide to the parents written notification within 30 days of receipt of authorized, requested information and the reasons for this decision. In addition, the notification shall inform the parents that they may contact the Department of Early Education and Care to review the decision and determine if the Center is in compliance with 102 CMR 1.03(1) and 606 CMR 7.04(13). The Center shall maintain a copy of this notification in its records. The accommodations related to the toileting needs of a child with a disability that is not toilet trained shall not be considered an undue burden. The Center shall consider the following factors in determining whether the accommodations required are reasonable or would cause an undue burden to the Center:

- The nature and cost of the accommodations needed to provide care for the child at the Center
- Ability to secure funding or services from other sources
- The overall financial resources of the Center
- The number of persons employed by the Center
- The effect on expenses and resources, or the impact otherwise of such action upon the Center
- Whether the required accommodation alters the fundamental nature of the program

The Center shall, with parental permission, participate in the development and review of the child's program plan in cooperation with the Local Education Agency, Early Intervention Program, and/or other health and service providers.

The Center shall, with parental permission, inform the appropriate administrator of special education, in writing, that it is serving a child with a disability.

The Center shall identify an educator to serve as the Center Liaison for each child with a disability. The Center Liaison shall be responsible for coordinating care in the program and with service providers and communicating with the child's parent, service providers, and center educators. The Center shall complete a written progress report of the child's development every three (3) months, and provide it to the parents.

## **Children's Records and Assessment**

Children will be assessed according to their developmental level after three (3) months of beginning the program, and every six (6) months thereafter. If your child has modifications or special needs, you will receive a progress report every (3) months. Upon receiving the report, conferences may be scheduled to discuss any topic related to your child's activities and participation in the program. Conferences may also be scheduled at any other time that you request. The Director or classroom teachers will bring special problems or significant developments to the parent's attention as soon as they arise.

Information contained in a child's record is privileged and confidential. This school does not release the information in a child's record to anyone not directly related to implementing the child's program plan without written consent of the child's parent or guardian. This school will notify a parent should his or her child's record be subpoenaed. Parents shall have access to their child's record at reasonable times with no delay of

greater than two business days following such a request. If the parents request a copy of any records, this school will provide the requested copies free of charge. Occasionally, a duly authorized licenser will review children's files to substantiate proper record-keeping by the school. However, no material is removed, and confidentiality is always maintained.

A child's parents may add information to the child's record at any time. The parents may request to have information in the record deleted or amended. If the Director feels that the information needs to remain in the record, the Director will meet with the parents to discuss the issue. If, after the conference, the Director still chooses to deny the request, the Director will provide the parents with a written explanation and will explain to the parents how to file an appeal with the licensing agency.

Upon written request of the parents, this school will send a copy of the child's record, at the parents' expense, to any other person or agency so designated.

### **Confidentiality**

Plymouth House Nursery School believes in protecting the confidentiality of all families who choose to enroll in our school. We will not discuss the affairs of one family with another family without prior mutual consent, nor will we release family information to parties outside of school or to the general public without written consent. We also ask for written consent when requesting outside records from other agencies or families. It is also against school policy for staff members to discuss the affairs of families in casual conversation within the school or in any inappropriate way at any time. We expect all families to follow the same principles of confidentiality with respect to all other families and staff members.

### **Resolving Conflict**

Plymouth House Nursery School hopes that all questions of care will be decided based on what is in the best developmental interests of the children. Occasionally conflicts will arise between parents and staff. While either side can, as a practical matter, terminate the relationship, progressive steps toward prompt resolution are often effective. The following steps are designated to help in the resolution of problems or disputes:

- Please bring any grievance to the Director's attention. We ask that you do not initiate any conflicting situation through an individual teacher. We also encourage your grievance to be put in writing when possible.
- The Director will respond as soon as possible and always within one week of receiving your grievance.
- If this first step of communication and suggested solution or problem solving does not result in a mutually satisfactory resolution, you may pursue your concern through direct interaction with the Director's supervisors, the Chair of the Board of Directors. The Director will honor this request in a professional manner, and the Plymouth House Nursery School Board of Directors' Chairperson will respond within one week of your request.

Plymouth House Nursery School believes that the above steps should be taken first, notwithstanding any recourse available under state licensing regulations or developed in association with the Plymouth Church in Framingham. Upon request, the Director will provide parents with the details of any other resolution rights or procedures that apply.

## **Referral Procedure**

The Director and teachers evaluate and monitor children's behavior and progress through weekly team meetings, consistent observations, progress reports, and daily notes. Records are confidential and access to them is limited. Parents have a right to review their child's file at any time.

If a behavioral incident occurs, or there is a reason to be concerned about a specific developmental issue, our procedures for observing, evaluating and referring the child or family to an appropriate agency or professional resource are as follows:

- Teachers are responsible for recording information about a child's behavior and development in an accurate and factual manner which states specific behaviors and the date, time and duration of observations made.
- The Director will review and sign all documentation regarding such behaviors.
- The designated Co-teacher, the Director, or other qualified Plymouth House Nursery School educators may be asked to observe the child in the classroom for three half-hour periods, unless the situation requires the Director to act immediately. Parents will be asked to review documentation and concerns about their child's behavior or development and sign a statement acknowledging the school's concerns.
- The Director and parents then develop a plan to help identify both the child's needs and source of help available to address those needs. This may include any state regulatory agency, the child's pediatrician, the Early Intervention team, or the local public school system if the child is over three years old.

## **Termination of Enrollment**

Even when the preceding referral procedure has been followed, there may be a circumstance which warrants termination of a child's enrollment at Plymouth House Nursery School. Although every effort will be made to avoid taking this step, the following situations may necessitate discontinued enrollment:

- Excessive biting
- Parent's refusal to seek professional help
- Physical or emotional problems that require constant one-on-one attention
- Severe behavioral problems which cannot be controlled and may endanger the child or other children
- Physical or emotional impairment which the school cannot reasonably accommodate
- Failure to pay tuition for two consecutive months
- Failure to provide health forms and other paperwork required for enrollment
- Failure to cooperate with the school's policies
- Parent's disrespectful behavior toward other parents, children, teachers or any Plymouth House employee
- Discriminatory, humiliating, intimidating or harassing behavior of any kind which contributes to the creation of a hostile environment

Before a decision to terminate enrollment is made, the following steps will be taken:

- Documentation will be prepared by the Director to be shared with the parents
- If parents have sought outside help and the child's behavior has not improved and the school cannot provide an appropriate environment, the parents will be given a

list of other schools or programs in the area, with two weeks to find alternative care whenever appropriate. The child will be told approximately one week before termination, in a manner such as for a child who is moving; i.e., a party, goodbye card, etc.

Under no circumstances will the child's termination be treated any differently than the usual routine for other children who leave the school.

If a child's departure from the school must be sudden, for whatever reason, and the child and the school do not have a chance to say goodbye, the teacher will write a simple note addressed to the child. Photos, drawings, and other mementos may be included.

### **Availability of EEC Regulations**

Plymouth House Nursery School maintains a copy of the regulations *606 CMR 7.00: Standards for the Licensure or Approval of Family Child Care; Small Group and School Age and Large Group and School Age Child Care Programs*, on the premises of the center, which can be made available to any person upon request. If you have a question about any of the regulations, please see the Director for further information.

## Health and Safety

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### Health Care Policies

Our policy is preventative health care. This policy, along with your cooperation, can minimize the spread of illness among children. We encourage you to give your child time to rest and recuperate so that he/she may regain resistance to other illnesses. A full listing of policies related to specific illnesses can be found in our “Health Care Policy” document.

### *Health Requirements*

A physical examination and immunization record from your child’s physician is required at enrollment and must be updated annually. When your child has their physical, please bring a copy of the updated form to the office.

### *Illness*

Teachers will continually observe the children in their care for signs of illness.

If, upon arrival, any of the following symptoms of illness are noted, you will be requested to take your child home:

- Temperature of 100 or higher
- Conjunctivitis (inflammation of eyes)
- Rash indicative of Measles, Roseola, etc.
- Signs of severe cold or sore throat
- Wheezing
- Vomiting or diarrhea

If any of these symptoms develop during school hours, we will call you to pick up your child. During the time that it takes you to arrive at the school, your child will be isolated away from the other children in the Director's office. Parents should have a plan in place that allows their child to be picked up **within 30 minutes** of being notified that their child is sick.

### *Care for Mildly Ill Children*

If a child becomes ill during the time they are in our care we shall bring the child to the office away from other children in a quiet, supervised space. We will provide a mat for resting and offer something to drink and eat, when appropriate. The child will be offered toys and books until a parent or guardian arrives. The staff person that is in charge of the child shall be trained in CPR and first aid, which includes knowledge of recognition of symptoms, proper documentation of illness or injuries, and proper steps to take a child’s temperature.

### *Returning to School After an Illness*

When your child has experienced any of the above symptoms within the previous 24-hour period, you will be expected to make other child care arrangements for the comfort of your child and the health of the other families and staff who are at the Center. The Center is not licensed for the care of ill children. All contagious diseases **MUST** be reported immediately, even if occurring on a child’s “home day,” so that parents may be notified.

Your child may return to school under the following conditions:

- **Fever** – Fever-free for 24 hours, without the use of fever-reducing medications
- **Vomiting / Diarrhea** – 24 hours from time of last incident
- **Antibiotics** – 24 hours after first administration of medication
- **Conjunctivitis/Pink Eye** – 24 hours after treatment begins, along with significant improvement and no active discharge

Your child may return to school under the following conditions, ***only with a physician's release***:

- After the symptoms of impetigo, contagious rashes or parasitic disease have completely cleared
- After the period of contagion is over for the following diseases (not an exhaustive list):
  - **Chicken Pox** – All spots have cleared
  - **Measles** – Five days after rash begins
  - **German Measles** – After rash disappears
  - **Hepatitis** – Three weeks after onset of jaundice
  - **Mumps** – Nine days after onset of swelling
  - **Lice & Scabies** – After treatment is complete, no nits policy

In the event that your child is taking medication at home that is not required to be given at the school, the teacher and/or Director still must be made aware. Children can have reactions to medication that alter their behavior and routine.

### ***Management of Infectious Disease***

Plymouth House Nursery School shall not allow any child to attend school if they have a contagious disease, serious illness, or a reportable disease. If a child enters the building and is later determined to have a communicable disease, all families within the school shall be notified by either telephone or a written notice. Our health care consultant will be informed and we will follow his or her instructions as to the steps to ensure that other students are not infected and that the center is free of communicable disease.

If a staff member believes that a child may possibly have an infectious disease, the child shall be brought to the office and kept isolated from other children until the child's parent or guardian picks them up. The child may not return to the Center until a physician has given them a clean bill of health.

### ***Infection Control***

Plymouth House Nursery School shall practice proper hand washing skills and instruct the children to wash with liquid soap and running water, using friction, in accordance with Department of Public Health guidelines. Staff and children shall wash their hands before and after water play, before and after eating or handling food, after toileting or diapering, and after coming into contact with bodily fluids or discharges (including sneezing, coughing, etc.). In addition, staff must wash their hands before and after administration of medication, and after performing cleaning tasks, handling trash or using cleaning products.

All equipment, items or surfaces will be washed with soap and water and disinfected using 1 part soap to 3 parts water. We shall use a commercially prepared disinfectant that has been registered as a sanitizing solution by the Environmental Protection Agency (EPA) for disinfecting. We shall always have a supply of disposable non-latex gloves to be used for the clean-up of blood or bodily fluids. The affected area shall be disinfected, and used gloves shall be properly disposed of in a lined, covered container. Any contaminated clothing will be placed in a plastic bag, labeled and returned to the parent at the end of the day. All cleaning supplies shall be kept in a locked closet out of the reach of children.

## Allergies

Upon enrollment in our program, parents shall fill out a medical history form indicating if your child has allergies or a chronic illness. Our staff is extremely sensitive to children's allergies and food preferences. If any child has an allergy or food preference, the information will be confidentially posted in each classroom and in the main office. Allergies or chronic illnesses require an Individualized Health Plan (IHP). This plan describes the condition, its symptoms, any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment and the potential consequences to the child's health if the treatment is not administered. All medications related to an allergy are required to be on-site; we cannot provide care to a child without necessary life-saving medications.

## Medication Policy

Plymouth House Nursery School can administer medication to children with written consent from a parent or guardian. To administer prescription medication, the following conditions must be met:

- A written doctor's authorization or prescription for the medication
- A written, dated note from parents providing permission to dispense the medication and specifying the medication, its dosage and frequency, what symptoms warrant giving the medication, as well as its potential side effects, if any
- All prescription medication must be in the original packaging with a current prescription label with the child's name, the doctor's name, the purpose of the medication, the dosage, and an expiration date
- **PHNS staff are not allowed to administer the first dosage of any medication**

We will not administer any medication contrary to the prescription unless a written order or a Plan of Action is given by the child's physician. All medication will be kept in a safe location out of reach of the children.

If a child must take medicine during school hours, an Authorization for Medication form must be filled out and signed by the child's parent or guardian. The medication should be left in the Director's office or placed in the refrigerator in the original packaging. Under no circumstances can medications be left in the child's belongings. The medicine will be given at the appropriate time by a teacher or the Director, and each dose will be noted on the authorization form including the time, date, dosage and signature of the person administering the medication. The form will be placed in the child's file when the child no longer requires the medication. If a child is prescribed medication for longer than one week, a new form is required at the start of each week. All unused medication shall be properly disposed of or returned to the parent or guardian when no longer needed.



Topical medications (i.e., diaper creams and sunscreens) in original containers with expiration dates within one year may be administered to children provided written parental authorization has been received.

## **Injury Prevention Plan**

All staff shall observe their classroom and playground at all times for any hazards which may cause injury. We do not permit smoking on the grounds or in the school. We shall keep all toxic substances out of the reach of children and locked in a separate closet. We do not take any field trips.

If a child is injured and requires first aid or medical attention, an injury report form will be filled out providing information about the child or children involved, the date, time and location of the incident, and how it occurred. It will also indicate steps taken to prevent this injury or incident in the future. The names of staff who administered first aid or medical care will also be included. In addition, the incident will be recorded in a school-wide central log, which shall be monitored periodically to recognize patterns and identify any problem areas.

## **Emergencies**

Our educators are certified in CPR and First Aid. In case of medical emergencies, the child or children will be driven to the hospital in an ambulance. The child will be transported with all required medical and emergency information including the contact and phone numbers for parents/guardians. Families will be notified immediately of the emergency; however, we will not wait to transport if a parent/guardian has not arrived by the time the ambulance is ready to leave. The Director will accompany the child or children in the ambulance. In the event the Director is not available, one of the child's educators will accompany. A parent/guardian is required to meet the child and Director/educator at the medical facility.

### *First Aid Kits*

All educators are certified in First Aid and CPR. There is one fully maintained First Aid Kit in the Center located in the hall closet. All staff members will be trained during the orientation period as to where the First Aid kits are located and how to use the contents. A Health Care Policy is located in the hall closet as well. All First Aid will be administered by a First Aid certified staff member. These First Aid kits will include all of the following items: Adhesive tape, band-aids, gauze pads, gauze roller bandage, disposable non-latex gloves, instant cold pack, scissors, tweezers and thermometer. There are smaller kits in each classroom that contain band-aids, gauze pads and disposable non-latex gloves. All kits shall be checked on a monthly basis.

### *Emergency Phone Numbers*

Emergency phone numbers to contact families are kept in the Emergency Book located in the main office on top of the file cabinet in the back of the office. All children have a copy of their emergency information in their personal file.

Our emergency support contacts are:

**EMERGENCY – 911 (FIRE, POLICE, AMBULANCE)**

**FIRE – 1-508-620-4951 (RTE 9) or 508-532-5930 (DOWNTOWN)**

**POLICE – 1-508-872-1212**

**POISON – 1-800-222-1222 OR 617-232-2120**

**HOSPITAL – 1-508-383-1000 (METROWEST MEDICAL CENTER)**

**HEALTH CARE CONSULTANT – 1-774-279-2467 (Denise Beliveau)**

**DESIGNATED ADULT – 1-781-864-5212 (Jenn Gunnell)**

**MASS HEALTH CARE LINE – 1-800-487-1119**

### *Emergency Evacuation Plan*

In case of an emergency whereby the school must be evacuated, the following procedures will be adhered to:

#### **Room 1 –**

*Exit 1:* All children shall exit the room and follow the hallway, turn left and exit through the main doors. Meet in grassy area between the school and the church.

*Exit 2:* All children shall go through the exit into Room 2, continue to Room 3, and exit out the rear door. Meet in grassy area between the school and the church.

#### **Room 2 –**

*Exit 1:* All children shall exit the room and follow the hallway, turn right and exit through the main doors. Meet in grassy area between the school and the church.

*Exit 2:* All children shall go through the exit into Room 3, and exit out the rear door. Meet in grassy area between the school and the church.

*Exit 3:* All children shall go through the exit into Room 1, then exit Room 1, turn left and exit through the playground doors. Meet at far corner of playground.

#### **Room 3 –**

*Exit 1:* All children shall exit the room through the rear classroom door and follow the sidewalk to the grassy area between the school and the church.

*Exit 2:* All children shall exit through the classroom door, proceed down the hallway, turn right and exit through the main doors. Meet in grassy area between the school and the church.

#### **Room 4 –**

*Exit 1:* All children shall exit the room through the rear classroom door and follow the sidewalk to the grassy area between the school and the church.

*Exit 2:* All children shall exit through the classroom door, proceed down hallway, turn right and exit through the main doors. Meet in grassy area between the school and the church.

Classroom teachers shall take attendance information with them during an evacuation. We will check attendance outside the building and again upon returning to the building.

If the emergency mandates immediate evacuation per order by the State (flood, hurricane, tornado, war), the City of Framingham will supply a bus and transport everyone to Brophy Elementary School. Parents will be contacted from that location.

The Director shall hold evacuation drills monthly. They will be held on two consecutive days so as to include all children. The times and dates will be noted in the evacuation log book.

## **Child Protection Mandate**

Plymouth House Nursery School staff shall protect all children in their care from abuse or neglect while in our care and custody. All staff are mandated reporters and shall report suspected child abuse or neglect to the Department of Children and Families in the form of a 51A. The Director shall inform the Department of Early Education and Care (DEEC) immediately after filing a report or learning that a 51A has been filed, alleging abuse or neglect of a child while in the care of Plymouth House Nursery School.

Plymouth House Nursery School shall cooperate in all investigations of abuse and neglect, including identifying parents of children currently or previously enrolled in the program, providing consent for disclosure to the DEEC of information from, and allowing the DEEC to disclose information to, any person and/or agency the DEEC may specify as necessary to prompt investigation of allegations and protection of children. Failure to cooperate may be grounds for suspension, revocation, or refusal to issue or renew a license.

The Plymouth House Nursery School shall document any concerns that we may have with any staff member addressing any suspected incident of child abuse or neglect, which includes, but is not limited to, ensuring that the allegedly abusive or neglectful staff member does not work directly with children until the Department of Children and Families has completed an investigation and for such further time as the Department of Early Education and Care requires.

## Tuition and Attendance

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### Enrollment Fees

To enroll at Plymouth House Nursery School, the following fees apply annually:

- A non-refundable registration fee of \$125
- A deposit equal to one month's tuition, which will be applied as payment for your child's last month (June)

The non-refundable registration fee is per family and is submitted at initial registration as well as annually to re-enroll your child(ren) for each school year.

The deposit equal to one month's tuition is per child and is submitted at initial registration as well as annually to re-enroll your child for each school year. This deposit is applied towards your child's June tuition for that school year (ex: it is applied in June 2026 for the 2025-2026 school year). This payment cannot be applied toward any other month's tuition regardless of early withdrawal from the program. Please see *Withdrawal* information below for terms regarding a refund of deposit.

### Tuition

Tuition rates are published for each school year. These rates are for our morning program from 8:30am-11:45am Monday through Friday. The annual tuition is split into 10 monthly payments, thus the monthly amount does not adjust for shorter/longer months. Monthly tuition payments are invoiced on the 1<sup>st</sup> of each month from September through May. When enrolling for the year, a deposit equal to one month's tuition is paid, which is applied as your child's payment for the month of June.

Additional fees are due for Early Drop-Off or Extended Day programs.

Tuition can be paid by check, money order, or directly through our Brightwheel system. We encourage families to enroll with our autopay feature on Brightwheel, which enables us to save on administrative fees.

### Early Drop-Off Fees

Early Drop-Off hours are between 8:00am-8:30am. You may enroll on a contract for Early Drop-Off, which guarantees care during that time. When enrolled on a contract, refunds will not be given for days that you choose not to utilize this care. You may also request Early Drop-Off with 24-hour notice to the main office, at which time we will try to coordinate care and confirm availability. If you request Early Drop-Off and it is confirmed, payment is due even if your plans change and you do not require this care, as the school will staff accordingly to care for your child.

### Extended Day/Stay Day Fees

Extended Day hours are between 11:45am-3:30pm. You may enroll on a contract for Stay Day, which guarantees care during that time. When enrolled on a contract, refunds will not be given for days that you choose not to utilize this care. You may also request Stay Day with 24-hour notice to the Office, at which time we will try to confirm staffing and confirm availability. If you request Stay Day and it is confirmed, payment is due even if

your plans change and you do not require this care, as the school will be staffed to care for your child.

### **Sibling Discount**

For families with more than one child in the School, a sibling discount of 5% per child will apply to the morning tuition. Discounts do not apply to Early Drop-Off or Extended Day tuitions.

### **Late Fee Policy**

If an emergency arises and you know you will be late picking up your child, please call the school to inform us. We do have a late fee policy that applies to late pick-ups based on your child's schedule. For example, if your child is enrolled in our morning program only, late fees will apply beginning at 11:45am. If your child is enrolled through lunch time, late fees will apply beginning at 1:00pm. Families should allow enough time to gather their children's belongings, talk with educators if needed, and get their child ready to go home, **prior to the child's contracted dismissal time**. Late pick-ups will be charged a penalty of **\$5 per minute per child**. This payment will be invoiced with your monthly tuition and will go directly to the educator who stayed with your child.

### **Late Payment Penalties**

A late fee of \$20 will be charged if your tuition payment is not received by the **tenth of each month**.

More specifically, the following penalties will be assessed when payment is overdue:

Day 1 – Invoice Sent

Day 5 – Payment Due (If on autopay, will pay automatically)

Day 10 – Late fee of \$20.00 applied

Day 15 – Written notice of overdue payment

Day 22 – Verbal notice of overdue payment

Day 30/31 – Failure to pay the balance by the end of the month in which payment was due can be sufficient cause for termination of service. Reenrollment can occur following complete payment of the overdue balance.

### **Termination for Non-Payment**

Failure to pay the balance by the end of the month in which payment was due can be sufficient cause for termination of service. Reenrollment can occur following complete payment of the overdue balance. If service is terminated by Plymouth House Nursery School for non-payment in which complete payment does not occur, the school will pursue collection of the full amount due.

### **Returned Checks**

If paying by check and a check is returned for any reason, the check must be replaced with an additional \$25 penalty charge. Upon notification of a returned check, the parent will have one week (or an alternative time agreed upon with the Director) to replace the payment. Two returned checks will be cause for the requirement to submit future payments by money order only.

## **Schedule Change**

Space permitting, permanent **increases** in a child's regular schedule may be made immediately upon approval. Tuition rates will be prorated for the effective date of the change. Permanent **reductions** in a registered program may be approved *with one month's notice* and will only take effect at the start of a month. For example, if notice is given on April 15<sup>th</sup>, the change would apply for June 1<sup>st</sup>.

## **Extra Days**

If you need to bring your child in for an extra unscheduled day, please check with the Director to ensure that space is available. The Director will provide information on applicable fees.

## **Absence**

If your child is going to be absent from school, or later than their usual drop-off time, you please the Office by phone, email, or a message in Brightwheel. We request that you notify the office by 9:00am on the day your child will be absent. If you are planning an extended absence from school for your child (family vacation, trip, illness, etc.), please notify the Office as well.

## **Vacation/Leave of Absence/Absence Due to Illness**

Parents are responsible for tuition payments when a child is unable to attend school due to illness or for other reasons, including vacations. Credits or refunds cannot be given. A child who attends part-time and misses one of their scheduled days may not "make up" that day by coming in on an unscheduled day. If a child comes in on an unscheduled day, this would be considered an "Extra Day."

If you choose to leave the program for an extended period time, Plymouth House Nursery School will accept 50% of the tuition to hold your child's place. If you choose not to accept this financial obligation, we cannot guarantee placement upon returning to our program.

## **Withdrawal**

In the event of permanent withdrawal from the program, a thirty (30) day written notice is required. The initial deposit, equal to one month's tuition, can only be applied to the month of June and is non-transferable, regardless of early withdrawal.

The following conditions pertain to the reimbursement of the initial deposit (equal to one month's tuition):

- Notice given prior to July 15<sup>th</sup> (for the upcoming school year) = Refund of Tuition Paid minus \$75.00
- Notice given after July 15<sup>th</sup> (for the upcoming school year) = No Refund

## **School Calendar**

Plymouth House Nursery School follows the Framingham Public School's calendar for all holidays and closings, with a few exceptions. A calendar will be published yearly which includes the current dates for these closings.

After a week of “Transition Days,” Plymouth House Nursery School will open for full school hours. The last day of school is published annually and does not follow Framingham Public Schools.

Our calendar is based on a set number of days and we do not make up “snow days.” The financial commitments of our school do not enable us to offer refunds or discounts for holidays, vacations and snow days.

### **Inclement Weather**

Plymouth House Nursery School follows the Framingham Public School’s decision in regards to snow days. This announcement can be heard on local radio and TV stations, including channels 4, 5 and 7. If Framingham Public Schools have a delay in opening, we will close for the day. We reserve the right to close early on days when we feel weather conditions present a risk to your child’s safety. If we are in session during a severe storm and road conditions worsen during the day, parents will be contacted and asked to pick up children for early closing. It is absolutely necessary that either you or another adult properly designated by you be reachable at all times that your child is at the Center.

Plymouth House Nursery School will be closed for any State of Emergency, as well as building emergencies which would create an unsafe environment for children.

### **Unanticipated School Closings**

Plymouth House Nursery School shall not be liable for delay or closure of the school when our ability to open is prevented by a force majeure event, and tuition will not be refunded.

A force majeure event includes, without limitation, a flood, storm and other acts of god or nature, actual or potential pandemic, epidemic or other possible spreading of, or exposure to, a disease, actual or threatened health emergency or quarantine restriction, actual or threatened acts of war or armed conflict, riot, civil commotion or act(s) of terrorism or insurrection, compliance with any law, rule, regulation, direction or other governmental order, delays or cancellations of airlines, mass transit or other common carrier, malicious damage by an unrelated third party (and provided that in the case of a data breach, that the party claiming relief hereunder was in compliance with the applicable laws and this Agreement at the time), strikes, lock-outs or other industrial disputes (except involving the workforce of the party claiming relief hereunder), failure of a utility service (including shortages or disruption of electrical power supply) or transport or telecommunications network (other than due to a failure of the party claiming relief hereunder), or an accident, breakdown of plant or machinery (other than due to the acts or omissions of the party claiming relief hereunder).

## **Organizational Structure**

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Plymouth House Nursery School is organized by the following structure:

### **Department of Early Education and Care**

#### **Board of Directors**

#### **Director**

#### **Administrative Assistant**

#### **Classroom Educators (Room 1, Room 2, Room 3, Room 4)**

#### **Classroom Assistant Educators (Room 1, Room 2, Room 3, Room 4)**

#### **Children and Parents**

The Department of Early Education and Care is the licensing authority. A copy of regulations is available in the main office. You may contact the Department of Early Education and Care at any time for information regarding our program's regulatory compliance history. The information for our Regional Office is as follows:

Department of Early Education and Care Central MA Office (Region 2)

10 Austin St.

Worcester, MA 01609

1-508-798-5180