



Family Handbook

Preschool Program

School Age Program, Kindergarten
through-13 years old

803 NORTH MAIN STREET
ATTLEBORO MA, 02703

www.robbinscp.org

Updated 2026

Table of Content

SECTION I: INTRODUCTION

Welcome Parents
Mission and Vision Statements
Agency Information Agency Services

SECTION II: PROGRAM

Family Engagement
Staff
Philosophy and Goals
Accreditation
Curriculum

SECTION III: ADMISSION

Enrollment Procedures
Transitioning into Child Care

SECTION IV: ROUTINES

Arrival and Departures
important Safety Reminders
Meals
Transitions
Clothing
Toileting
Transportation Plan
Field Trips
Child Guidance Policy for
Preschool/School Age

- Suspension of care

Ending Care with Robbins Children's
Programs

- Termination of Care

Code of Ethical Conduct Contract

SECTION V: HEALTH AND SAFETY

Health and Wellness
Medication
Accidents and Accident
reports
Other Emergencies
Inclement Weather
Child Protection

SECTION VI: OTHER POLICIES

Parent Visits
Referrals
Parental Rights/Children's Records
Non-Discrimination

SECTION VII: BUSINESS

Fee Policy
Sliding Fee Program
Late Fee Policy
Late Pickup
Schedule Changes
Holidays
Important Safety Reminders

SECTION VIII: FINAL WORDS

Section 1: Introduction

Welcome Parents:

Welcome to Robbins Children's Programs (RCP). We are pleased that you have selected our agency for your child care needs. You have chosen an agency with a long history of providing quality child care in the Greater Attleboro Area. Over the years Robbins Children's Programs, Inc. has expanded its services to meet the varied needs of families. Our programs provide the opportunity for families to enroll their children from age 2.9 through 13 years old; this continuity in the lives of families is very important to us in the healthy learning and socialization foundation for children. Our many years of experience in delivering early childhood services has given us expertise in providing both a quality program for your child and a supportive relationship sensitive to your needs as a parent. We know our time together will be a time of growth and sharing.

The information in this handbook is meant to provide you with an understanding of our policies and procedures. We hope you find it to be a helpful resource.

Robbins Children's Program is licensed by:

The Department of Early Education and Care
50 Milk Street 14th Floor, Boston MA 02109
(617-988-6000)



Mission Statement:

Robbins Children's Programs provides quality, affordable child care to families in local communities. The agency is committed to creating an environment where children can develop age appropriate cognitive, social, physical and emotional skills. Robbins Children's Programs partners with families to help their children learn and grow into healthy, happy, successful members of society.

Vision Statement:

The Robbins Children's Programs vision is to:

Be a premier child care organization that meets and exceeds state licensing and accreditation standards set by national organizations.

Be a leader in educational programming to enhance children's growth and development in a safe and caring environment rich in experiences and human interaction.

Develop lasting relationships, create family solutions, and enhance the quality of life for our families and the community.

Be a preferred employer for Early Childhood Educators who are valued for the care and professionalism they bring to their field.



Agency Information:

Robbins Children's Programs, Inc. is a private non-profit organization which was established in July, 1972. Our goal is to provide quality early childhood programs, child care, and recreational programs for children ages 2.9 to 13 years old. Our programs include:

Preschool Program: Full day child care: ages 2.9 to when the child starts Kindergarten

School Age Program: Before/after school for children grades Kindergarten through 8th grade, full time care offered during summers and vacation week.

Our 803 North Main Street location:
Main Line (508) 226-0282

Executive Director x107
Programs Director x104
Enrollment Coordinator x 102
Operations Coordinator X122
Transportation Coordinator x103
Supportive Care Advocate X124
Agency Assistant Coordinator x105

Agency Services:

As a part of our programs we also provide:

- Breakfast, and 2 snacks daily (AM snack is fruit or vegetable served with lunch)
- Yearly newsletters
- Field trips
- Lending library
- Transportation to/from home (must verify service need)
- Transportation to/from kindergarten, elementary and middle schools (Attleboro and North Attleboro)
- Sliding fee programs



Section II: Program

Family Engagement

At our program, we offer a wide range of opportunities for family involvement. The level and frequency of participation is entirely up to you—we encourage you to be involved in ways that work best for your family.

The most important and simplest form of involvement is building a strong relationship between you and your child's teachers. We encourage you to ask about your child's day and share any updates that may impact them. Changes in a child's life—such as the birth of a sibling, moving to a new home, or adjustments in routine—can influence behavior and emotions. Keeping educators informed allows them to better support your child's individual needs.

Communication is always welcome. You may connect with your child's teacher through phone calls, ProCare messages, emails, or in person during drop-off and pick-up times. We also hold regularly scheduled conferences for all enrolled children. In addition, parents and educators may request a conference at any time if there are questions or concerns. We are committed to sharing important information as soon as it arises.

Throughout the year, we offer a variety of family events tailored to each program. These include our annual Open House, Family Holiday Fair, End-of-Year Celebration, and other classroom-based activities. We warmly welcome and encourage your participation in these special events.

Please note that once a child has been signed out and into the care of their parent/guardian, the parent/guardian assumes full responsibility for the child's safety, supervision, and well-being for the duration of the event. Families are expected to follow all program policies, procedures, and behavioral expectations that are in place during regular school hours. RCP is not responsible for children after they have been signed out of care. If we feel like your child or anyone in your party is having inappropriate behaviors, we have the right to ask you to leave at the discretion of the Director or a Coordinator. Participation in the event indicates agreement with these expectations.

When special events such as field trips or celebrations are planned, parent volunteers are always appreciated. If you are interested in helping, please let our staff know—we would love to have your support! We also welcome parents who would like to share special skills such as sewing, carpentry, photography, music, or any other age-appropriate talents that could enrich the children's experience.

Parents are always welcome to visit the program. However, we recognize that visits can sometimes be challenging for children, particularly when separation is difficult or when sharing their parent with a group feels overwhelming. To help ensure a positive experience, we suggest letting your child's educator know in advance whether you would prefer to observe or actively participate. Participation might include reading a story, playing games, assisting with an art activity, or simply lending an extra set of hands. For consistency and structure, we ask that educators maintain responsibility for setting behavior expectations during your visit.

We encourage all families to stay connected by reading our yearly newsletters, which provide updates on agency news and classroom activities. Additional notices and helpful information are shared on the Parent Bulletin Board and through ProCare. Many classrooms also maintain their own parent boards, whiteboards, and door postings to share classroom-specific updates and important reminders.



In our lobby, families are welcome to share and connect with one another by posting business cards, evening babysitting availability, or items for sale on our Parent-to-Parent Board located just outside the office. A suggestion box is also available on the table in the lobby for your convenience.

Families may also choose to get involved by participating in fundraising opportunities. Typical fundraisers include raffles and the sale of holiday or seasonal items. While all participation is greatly appreciated, involvement in fundraising activities is completely voluntary.

We value your feedback and are always looking for ways to improve our program. Parents are asked to complete a yearly evaluation; however, we encourage you to share your thoughts, ideas, and suggestions at any time with our administration. You may also choose to provide input in writing to our Board of Directors.

Philosophy and Goals

At Robbins Children's Programs our goal is to offer an educational program which provides opportunities to enhance your child's growth and development in a safe and nurturing environment. Opportunities to develop socially, emotionally, physically, and cognitively are provided in a supportive environment rich in experiences and human interaction. Children are valued as individuals who are unique in their personalities, interests, and learning styles, and who have individual time tables for growth. Our program believes that play is the foundation for learning, and our environments are carefully planned to promote exploring, creating, and "doing". Although structure is provided, emphasis is on freedom of choice, independence, and problem solving.

Accreditation

Our agency is committed to providing quality programs for children. Accreditation through the National Association for the Education of Young Children is a national voluntary process which identifies standards for high quality early childhood programs. The process involves directors, staff and parents in examining all aspects of the program. The final phase includes a visit from validators. We are proud to be accredited in our center based Preschool and School Age Programs.

Curriculum

Parents play an integral and important part the education of their child. Robbins Children's Programs encourages parents to take an active role through meetings, gatherings, workshops, events and other programs.

All agency Educators use a curriculum of choice which includes Teaching Strategies Gold. This method works best when educator and parents work together. The curriculum offer tools for parents to understand, assess, and support their child's development as well as connect with Educators and other individuals important to their child's development.

Teaching Strategies Gold, used in our preschool classrooms, balance teacher-planned and child-initiated learning, emphasizing responsiveness to children's strengths, interests, needs and learning styles. Nationally known for being forward thinking, comprehensive and rigorously researched, this curriculum philosophy assists our Educators as they plan and implement content-rich, developmentally appropriate programs that support active learning and promote children's progress in all developmental areas.



For our School Age Program, we use a curriculum developed to assist after-school Educators to respond to the call for academics in non-school time while addressing the full range of children's developmental needs. The curriculum for both programs incorporate a focus on STEAM—Science, Technology, Engineering, Arts, Technology.

All agency curriculum translate child development theory and research into best practice, clearly defining the Educator's vital role in connecting content, teaching and learning for children. The curriculum discusses the five components of teaching children effectively: how children learn and develop, the learning environment, what children learn, caring and teaching and partnering with families.

Science, Technology, Engineering, Arts and Math activities and learning opportunities are wholly integrated in daily curriculum. Inquiry and discovery based, hands-on, minds-on learning is part of the program philosophy for Robbins Children's Programs, Inc. and is inherent in quality early education. Children ages 2.9 years and up actively engage in Brain Building with STEAM classroom activities, such as robotics, lifecycles, experiments, nature's changes and more. Software programs and apps are incorporated into daily learning activities and used to expand upon specific studies being explored in the classrooms. Young children should be exposed to science and math content and make connections to technology and engineering. Our goal is to help build a foundation for future learning, and a belief in themselves as capable of engaging successfully in STEAM endeavors as they learn and grow.

Whatever their levels of experience, Educators can find the support they need to offer appropriate learning experiences for all the children in their classrooms, including dual-language learners, children with disabilities, and advanced learners. The curriculum identifies goals in all areas of development: Social, Emotional, Cognitive, Physical and Language. Our curriculum allows educators to integrate learning in literacy, math, science, social studies, the arts, and technology throughout the day.

Staff

We consider our Educators to be the most valuable asset in our program. We carefully choose our staff based upon their level of education, experience, knowledge of child development and sensitivity to children's needs. Our selection process consists of an interview, an observation of the applicant within the classroom, and a careful check of references and educational background. In addition, staff must meet Department of Early Education and Care education and experience requirements, present evidence of good health, and pass a Background Check with fingerprints that are completed every three years or requested by designated staff.

We are fortunate that the majority of our Educators exceed state requirements regarding education. In addition we are proud that historically we retain a large percentage of our staff. This provides a stability in our programs as well as consistency for children.

We provide many opportunities for our staff to further their professional and personal growth. Our staff participate in regularly scheduled trainings at the center and in collaboration with other area centers. We share information about upcoming college courses to assist Educators in furthering their degrees or gaining certification and provide funding as needed. We also reimburse or pay the cost for workshops, seminars, and conferences educators are interested in attending.



Section III: Admission

Enrollment Procedures

Prior to admission each parent and child may receive a tour of the facility. This is an opportunity for the child and parent to become more comfortable with the program and for the parent to gain an understanding of the program. At this time we seek information about your child's and family's interests. To ensure smooth transitions and coordinate services offered by other providers the Enrollment Coordinator requests that parents share with the program information regarding the therapeutic, educational, social and support services received by the child.

The next step in the enrollment process is an appointment during which the enrollment paperwork will be reviewed and the upcoming steps will be explained. During this time, your child will visit the classroom. This gives your child an opportunity to spend time in the classroom and become familiar with the teacher and environment while the Enrollment Coordinator and your family discuss the child's start date and answers any other questions that you may have. Depending on your child's visit, we may request a 2nd visit to make sure your child is ready to enroll at Robbins. Before that visit, we will contact your child's previous program to gather more information to make sure your child's enrollment is successful.

Certain documents may be required to be presented at intake appointment, depending upon subsidy. These documents may include: proof of residency, copies of birth certificates for household members, and social security cards. A list of necessary documents will be provided to you prior to your intake. During intake, you will indicate the hours of care needed daily, not to exceed 10 hours without approval and agreement to pay an additional \$20/hour should that occur.

Once the child is enrolled, state regulations require the child to have a physical within each twelve month period and to have immunizations kept up to date. Please remember to provide copies of all updated yearly physicals.

For all children enrolling, the Enrollment Coordinator and Educators be shared each child's personal history that the family completed during the initial intake meeting. Per EEC regulations, certain paperwork will need to be completed annually. Emergency contact forms must be renewed annually.

During enrollment, parents and/or guardians will need to provide their License/ID that will be scanned into our system that will be used upon pick-up.

Transitioning into Child Care

It is important to remember that as with anything new, there may be a period of adjustment for both the child and the family. Children and parents have varying degrees of difficulty when beginning in a new child care center. Some children are able to say goodbye and join right in the fun; some children may be hesitant, even cry. Some parents give a kiss and go on their way. No matter how each of you react, we try to individualize our response to make this process as comfortable as possible. We want to reassure you that in most instances children stop crying within a short time; they are comforted and helped to get involved in activities. If your child is not able to be comforted we will call or message you. We reassure all parents that their feelings are understandable, and they can call as many times as they feel necessary to find out how their child is doing. Often times our Educators will email you a picture of your child involved in an activity to reassure you that your child is enjoying their day with us.

If you would like to send a picture from home or have your child bring a special object to help with the transition, please do so but please remember we have limited space for storing items. We understand that items for your preschoolers may be used at home that are discouraged at school such as pacifiers, bottles or sippy cups. While in our care we encourage the children to build their independence and utilize cups or water bottles with straws during the day.

It's important to remember that your child will need time to adjust. Sometimes children who are toilet trained begin to have accidents, some children become more clingy, and some may say they don't like it. This usually goes away in a short while. If you think your child is having difficulty adjusting, please let us know we will be happy to assist you in any way we can.



Section IV: Routines

Arrival and Departure

Please sign your child in and out each day by using the iPad in the lobby or tablets located by your child's classroom door so that we may have an accurate count of the total number of children in the building at all times. Please bring your child into the classroom and make sure the Educator knows he/she is there. This is a time to briefly update the Educator with anything you feel is important, such as a difficult night or family stress that may be affecting your child. During pick up and drop off times it is our expectation that you are responsible for your child and their safety both inside the building and also in our very busy parking lots. We ask that during arrival and departure cell phones not be used so important updates can be shared, this is also a time to connect with your child and ensure their safety while going in and out of the building.

If someone other than yourself will be picking up your child, please call or message in ProCare to inform us who it will be. This person must be listed as an authorized person on your enrollment paperwork. If an emergency occurs and you cannot pick up your child as scheduled, contact us immediately. If you are not here at your usual time we will contact you. If we are not able to reach you or you have not contacted us by closing time, we must call the Department of Children and Families. The closing time in our center based programs is 5:30 pm, it is our expectation that staff can rely on their shift ending promptly at that time to avoid overtime and meet their after work commitments. Please allow time to gather your child and their personal belongings. A late fee will be assessed after 5:30 for children who are still in the building.

Please note, we will ask for photo ID if we are not familiar with parents and other authorized persons picking up your child.

Important Safety Reminders

Ensuring the safety and security of children is our top priority at Robbins Children's Programs. We want to remind families that when dropping off or picking up their child, they must always remain under your direct supervision. We have noticed an increase in incidents where children are left unattended in vehicles while their siblings are being picked up, as well as cases where children have run away from parents or caregivers in the parking lot, exited through the front doors without an adult, or run through the hallways without adult supervision. These behaviors pose significant safety risks for your child and everyone at Robbins Children's Programs and is strongly discouraged.

To maintain a secure environment for the children in our care, we have implemented several safety measures. It is essential for parents and caregivers to actively manage their child's behavior during daily pick-up and drop-off times. This includes ensuring that children are closely supervised, especially when walking to or through the parking lot. Parents should hold their child's hand when necessary to ensure their safety. If we observe actions that violate this policy, we will discuss the matter directly with you in attempt to avoid future incidents. We hope that everyone follows our safety guidelines, as failure to do so may result in a suspension or termination of care. Our only goal is to foster a safe environment for everyone.

If you have any questions or concerns, please don't hesitate to contact the Executive Director or any one of our Coordinators. We appreciate your cooperation in keeping our children safe.



Meals

Children need to bring lunch on days they will be present for this meal as lunch is NOT provided. The center provides breakfast which may consist of cereal, fruit, or muffins. Two days a week we provide hot breakfast such as Bagels with Cream Cheese or French Toast Sticks with Syrup. AM snack is a fruit or vegetable served at lunch. All children are offered a PM snack. Snacks include graham crackers, crackers and cheese, nacho and salsa. In addition, foods children have made at "project time" may be served, Milk is served at breakfast & lunch while juice is served for PM snack. Water is available all day for the children. All meals/snacks meet or exceed USDA guidelines. Menu's are posted, listing what the children were served at breakfast and snack.

Consider nutrition when selecting lunch foods. We do not allow candy or soda and suggest avoiding foods with high sugar or salt content. Any treats from home to be shared must be store bought with ingredients listed, no homemade items are allowed.

All lunch bags, boxes and containers need to be labeled with your child's name. Due to lack of refrigeration space, please include an ice pack if it needs to be cold. Lunches are not able to be heated, so you may choose to use an insulating container for warm food. USDA meal guidelines are as follows:

Protein Sources:

1 oz. Ages 1-3
1.5 oz. Ages 3-6
2 oz. Ages 6-12

Examples: include beef, turkey, cheese, egg, cooked dry beans & yogurt

2 tbs. Ages 1-3
3 tbs. ages 3-6
4 tbs. ages 6-12

Vegetable / Fruit:

1/4 cup ages 1-3
1/2 cup ages 3-6
3/4 cup ages 6-12

Examples include: cucumber, cauliflower, tomatoes, apples/sauce, celery, bananas, broccoli, oranges, peas, peaches, zucchini, green pepper, cherries, melon, mushrooms, berries, raisins, grapes, tangerines & pineapple

Bread / Grain:

1/2 slice or equivalent ages 1-6
1 slice or equivalent ages 6-12

Examples: slice bread, crackers, pasta, rice cakes & muffins

Transitions

During the intake process, families are introduced to our programs, Educators, and staff. Children are given opportunities to spend time in the classroom and/or playground to become familiar with their surroundings. Child-friendly schedules with pictures are posted at eye level to help children understand daily routines and transitions. Verbal and sensory cues are also used throughout the day.

Educators support children during transitions using developmentally appropriate strategies such as visual schedules, timers, and small-group transitions. Children who are ready to move to a new classroom will do a transition schedule a week prior which allows the child to visit for short periods until the final transition over to their new classroom.

Parents are notified through ProCare when their child is transitioning to a new classroom. All transitions occur at a child-friendly pace and families are welcome to see their child's new classroom and to meet the Educators. When appropriate, Educators may collaborate with outside agencies or public schools, with written parent permission, to support consistency and smooth transitions for children.



Rest

Each child is provided with an opportunity to rest each day. Preschool-aged children rest on cots and may sleep for up to 90 minutes, or for a duration based on the individual child's needs. Children who choose not to sleep may engage in quiet activities after an appropriate rest period. Older children also participate in a quiet time, during which they may read books or engage in quiet activities individually or in small groups.

The environment is designed to support rest. We are not permitted to force a child to remain awake. Soft music may be played, lights are dimmed, and staff may gently rub children's backs to help them relax. As children grow older and require less sleep, they are offered quiet activities during rest time.

Families are asked to provide a crib-sized blanket and a small soft toy from home for rest time. Please ensure items are small enough to fit in your child's cubby. Blankets should be taken home weekly to be cleaned.

Clothing

We encourage families to dress children in comfortable play clothes so they can fully enjoy all center activities. Children participate in water play, painting, outdoor play, and other hands-on experiences. Because toileting accidents may occur, families are asked to provide two complete changes of clothing, including underwear and socks.

While we maintain a limited supply of extra clothing in the building, as required by the Department of Early Education and Care, we cannot guarantee availability or appropriate sizing. If your child does not have extra clothing and/or extra clothing is unavailable, we will be contacting you to bring in clothing for your child.

No extra clothing is required for school-age children unless determined by staff if the child needs extra clothes at the program.

Please label all clothing with your child's name or initials, including outdoor wear. Except during heavy rain, severe cold, or excessive heat, children spend part of each day outdoors. Please ensure your child has appropriate seasonal clothing, such as hats, boots, mittens, and snow pants.

Please note: Robbins Children's Programs cannot be responsible for lost or stolen items. We ask that families do not send items of high monetary or sentimental value.

Toileting

All children may use the restroom as needed. Staff provide appropriate supervision while allowing preschool-aged children as much privacy as possible.

No child is ever punished for soiling, wetting, or not using the toilet. Toileting accidents are treated matter-of-factly and are understood to be a normal part of a child's development.

We believe that toilet learning occurs through readiness and development rather than pressure or forced training. A child's readiness is determined collaboratively by staff and parents. No child is pressured to use the toilet. Please note that toileting accidents are expected during the preschool years.

For children who are not yet potty trained, parents are asked to provide diapers (4–5 per day or a full pack), pull-ups, and wipes. Educators will notify parents when supplies are running low. To continue care, families must provide diapers or pull-ups for their child, as our center-based program does not maintain a general supply.

When a child is ready to begin potty training, the parent will be asked to sign our Potty Training Contract. We encourage open communication between the parent and Robbins to ensure a smooth transition for the child and to develop a plan tailored to each individual child. During this time, parents are asked to provide extra changes of clothing.



Transportation Plan

Our agency provides transportation in eight agency vehicles to and from home. Vehicles and drivers meet all Department of Early Education and Care, Department of Motor Vehicles, and Department of Transportation regulations governing the safe delivery of transportation services. It is our policy to follow the American Academy of Pediatrics recommendations regarding the use of car seats. For children from birth to 20 pounds we use a rear facing car seat; we use a forward facing convertible car seat for children from 20 pounds up to 40 pounds. For children over 40 pounds and up to 60 pounds we use either a lap/shoulder belt (if proper fit can be maintained); a booster seat (one intended to correctly position a lap/shoulder belt.)

We need to take this opportunity to alert parents that an incorrectly fitted lap belt can cause spinal and abdominal injuries if it rides up to the waist. The belt must fit tight and low placed where the legs meet the torso. Various factors including belt and seat cushion design and the tendency of children to slouch may make a correct fit difficult or impossible. This is why the use of car seats and booster seats is recommended.

If you need transportation to and from home please indicate this at intake. Whether we are able to provide transportation for you depends on your address, the time you require pick up and drop off, and whether the vehicle has an available seat. Depending on source of childcare funding, there may be an additional fee assessed for transportation. Please note: if the designated person fails to meet the van at drop off, a late fee will be assessed and suspension from transportation may occur.

The Attleboro School Department provides transportation for all children at the Early Childhood Center and may provide transportation for children enrolled in Chapter I programs. The Attleboro School Department also provides transportation for children to Willett Elementary School and Brennan Middle School. The current company is Bloom Transportation, they can be reached at 508-455-1329. If you have questions or concerns about public school busing you should speak to the principal of your child's school.

Transportation to a hospital due to an emergency would be provided by emergency rescue services (911).

Field Trips

In order to provide educational stimulation and awareness of our community environment, opportunities for small field trips are occasionally provided for preschoolers. Past examples include Roger Williams Park, pumpkin picking at Adams Farm, Capron Park, and children's museums. School Age children participate in a wide variety of excursions. A mixture of outdoor and indoor activities provide stimulating, educational and fun for the children enrolled in our program during the summer months and school vacation weeks.

If your child is on a behavior plan or if there is a concern about their safety during the field trip, you may be asked to join or send an approved chaperone.



Robbins Children's Programs Child Guidance Policy

Our goal is to assist every child in developing the skills needed for success in their day. To that end, we have developed a Child Guidance Policy, which outlines how our Educators respond to certain behaviors. It's important to note that every behavioral situation is different depending on the circumstances.

Our knowledge of a child's physical and emotional state can only be enhanced by strong and frequent communication between the Educator and the child's caregivers. If a child is tired, hungry, or stressed, they may have less ability to cope during the day. Please share with us all relevant information which may help us have a better understanding of a child's actions. The Educator's knowledge of the child and their sense of what is happening are two very important variables which influence how each situation is handled. It is our goal to use methods and language which allow children to retain their self-respect as they look back on their actions. Using words like "choice" emphasizes our belief that the child is capable of changing their own behavior. We continuously make it clear that it is the child's behaviors that are unwelcome, not the child.

We believe that children need to develop their own self-regulation skills and an understanding of their feelings. Educators frequently involve children in the establishment of classroom rules and procedures. An Educator may ask children's opinions about how to solve a particular issue especially regarding systems for taking turns or how many children should play in a particular area. Involving children is a way in which they can learn why rules are necessary through active experience. Group meetings can be a time for discussing certain classroom rules and helping children to see their importance. To help children with this, Educators take time to explain and share their reasoning. If a child hits, the Educator might say, "When you hit, it hurts people. If you are angry, you need to tell him by using your words."

Typical techniques managing behavior may include redirection, sticker charts, time with a preferred item, or have them utilize the designated quiet area available in each room and equipped with sensory and relaxing items designed to help deescalate the child. If the child is upset and having difficulty calming down, for example crying, yelling in protest, yelling at other children, and creating anxiety in other children, the Educator may guide the child to a quiet place to calm down. As soon as the child is calm, the child will be brought back to rejoin the classroom. If the child is unable to calm down the parent/caregiver may be called to take the child home and a parent/caregiver conference may be arranged. Referrals to a behavior consultant may be provided as a resource to make recommendations to the family and our Educational Staff.

When staff observe behaviors that are atypical for a child such as aggression towards others, throwing objects, swearing, elopement or other potentially unsafe behaviors, Educators will communicate to families and also document the behavior using a Behavior Log Form. Behavior Logs are utilized to track behavioral patterns and their triggers to help Educators work with the child in a supportive way in the hopes of preventing future reoccurrences. We ask that parents/caregivers sign these Behavior Logs to document they have been notified of the behavior occurring and understand what the specific behaviors were. Depending on the severity of the behavior a child, in certain situations, such as when an immediate safety threat for the child or others occur it may lead to us implementing the next step of our protocol immediately. It is important to remember our primary goal is to ensure the safety and wellbeing of all children & staff in the program at all times.

In the majority of instances, when concerning behaviors are identified, a Child Guidance Protocol Letter will be given to the parent/caregiver, typically this is after behavior logs have been sent home to the family. This letter will outline the specific behaviors causing concern and inform families pick up may be needed on occasions where 1:1 is being required or reentering group care is not successful. Options to meet regarding information stated in the letter is offered as well. As the next step of our protocol following the letter, Educators may create a Behavior Plan tailored to the specific needs of the child and will meet with the family to gather input. A conference will be arranged for children whose behavior is interfering with a successful classroom experience.

This provides an opportunity to share information and to develop a cooperative plan between parent/caregivers and staff to facilitate the child's progress. The Educator may suggest a referral to the parent/caregiver for resources which may be available through the public school or outside agencies. This may include consultation with the child's physician, assessment through the school department, or accessing counseling. The plan outlines goals for the child, parent/caregiver, and educator and identifies the specific behavior causing concerns, positive alternatives, and consequences regarding the behavior if it is displayed while in care.

Child Guidance Policy Continued..

In addition to the above, for school age children, we also implement an anti-bullying policy that both child and parent/caregiver(s) agree to upon enrollment. If the anti-bullying policy is not followed by the child, parent/caregivers will be given notice that their child has a one-day suspension; the suspension day must be chosen within three days from that notification date. If the policy is continuously broken a parent/caregiver meeting will be set up for all future violations and more serious incidents, in the meeting continuation of enrollment will be discussed between Educators, Administrators, and parent/caregiver. This will be documented for parent/caregivers and in child's file. In our experience the most successful plans depend on ongoing cooperation between parent/caregiver and the center.

Often several meetings, messages and frequent telephone calls are necessary to achieve success. In some cases, despite individualized planning, utilization of available resources, and everyone's best efforts, the child's behavior may not improve or be manageable in a group care setting. If a child's behavior requires excessive amounts of one-on-one attention and intervention, or if their behavior is dangerous to themselves or to others, we will inform the child's parents/caregiver(s) that we may not be able to maintain care. From that point, if the behaviors continue or an unsafe incident occurs, a meeting will be set up to determine if the child can safely remain in care or if it is necessary to take the step to end care. This is often in the best interest of the child as we are only equipped to staff to ratio on most occasions. We would work together with the parent/caregiver and provide all resources available to make an alternative plan for the child's care if possible. If they are interested in enrolling again in the future RCP will evaluate and factor in any changes that have taken place such as medication, counseling, etc. Parent/caregivers would meet with agency staff prior to re-enrollment to assure that our program can meet the needs of the child.

SUSPENSION:

In some cases, a child may be suspended immediately following severe behavioral issues that threaten to endanger the child, other children, or Educators. This use of suspension provides time to assess and plan for the safety of all involved. In these cases, care will not be resumed until a meeting takes place and it is determined RCP can meet the needs of the child. A suspension day may also be implemented if the requirements agreed upon in the behavior plan are not met, for instance if a child is not picked up within the designated time frame.

Robbins Children's Programs, in all of our programs, adhere to the Department of Early Education and Care 606 CMR 7:00: Standards for Licensure and Care. Our Child Guidance Policy reflects section 7:05, Interactions Among Adults & Children. Educators must be nurturing and responsive to the children's individual needs, support children in development of self-esteem, independence, and self-regulation, and provide guidance which is both positive and consistent. Educators must direct child guidance to the goal of maximizing the growth and development of children and protecting the group and the individuals within a classroom.

The following practices are strictly prohibited:

- (a) Spanking or other corporal punishment of children;
- (b) subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks;
- (c) Depriving children of outdoor time, meals, or snacks; force feeding children or otherwise making them eat against their will or in any way using food as a consequence;
- (d) Disciplining a child for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting;
- (e) Confining a child to a swing, high chair, crib, playpen, or any other piece of equipment for an extended period of time in lieu of supervision; and
- (f) Excessive time-out. Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.

Robbins Children's Programs, Inc. reserves the right to suspend a child pending a parent/caregiver meeting to ensure the safety of all involved.

Child Guidance Policy Continued..

Withdrawing Care at RCP:

While your child is attending our child care center, mutual attachments are developed between your child, other children, and the staff. When you no longer need our child care program, we recommend that you allow time to prepare for this separation. When given notice of ending care, we are able to provide an opportunity for good-byes, which is a healthy way to help children learn to deal with transitions.

We require that you give us two weeks' notice and utilize our Termination of Care form or send a formal email to the office. Please remember to take all of your child's personal belongings. If they are not picked up within two weeks, we will put them to good use.

Unfortunately, there are some instances when the end of childcare is initiated by Robbins Children's Programs.

RCP Initiated Reasons for End of Care include:

- Physical or emotional problems that require consistent one-on-one attention
- Following a suspension or unsafe incident that presents a risk to the program
- Severe behavioral problems which cannot be controlled and may endanger the child, other children, or staff- i.e. eloping, excessive biting, hitting, kicking, bullying etc.
- Parent/caregivers refusal to seek professional help for child in need of services/evaluation
- Parent/caregiver behavior that is detrimental to the wellbeing of the children and staff
- Inability to resolve conflicts between parent/caregivers and child care professionals
- Failure to cooperate with the center's policies: i.e.- failure to pay tuition, late pick up of child after 5:30 PM, etc.
- Failure to provide health forms and other paperwork required for enrollment or licensing purposes
- If a child is unable to participate in group care and requires an excessive amount of one-on-one interaction from Robbins Children's Program Educators and result in the need of a ratio outside of EEC regulations.

Parent/caregivers will be notified in writing and/or via email and at a face-to-face meeting whenever possible about the reasons for ending care. A copy of the end of care letter will be kept in the child's record. The Executive Director or designee will inform parent/caregivers of the availability of information for other services or child care agencies that may be able to offer support whenever possible.

In your enrollment packet, you will receive a copy of Robbins Children's Programs Child Guidance Policy that will need to be reviewed by parent or guardian and a signature is required.



Code of Ethical Conduct Contract

Robbins Children's Programs has established a Code of Ethical Conduct we require all staff, families, children, members of The Board of Directors, and anyone else that acts on behalf of or in partnership with RCP to follow. It is expected all will observe in order to maintain employment, enrollment, and/or the position held related to the agency.

1. RCP values the worth and dignity of every person, we believe in the freedom to teach and to learn and the guarantee of equal opportunity for all. We will provide opportunities that enhance individual uniqueness, positive choice, creativity, and a love of learning. We will not participate in or tolerate any form of discrimination or demeaning behavior towards staff/families/children.
2. All relationships are based on trust, acceptance, and respect. Program Wide Expectations (Be Safe, Be Responsible, Be Respectful) will be practiced. We will appreciate, accept, and value the diverse community at RCP and each person's attributes.
3. RCP will create a safe and healthy environment that supports social, emotional, cognitive, and physical development for children. Staff will strive for professional growth and will recognize the importance of professionalism in the workplace.
4. RCP will cooperate with agencies and professionals looking to support the diverse needs of families and will assist in gaining access to those agencies. Staff and parents will serve as advocates to meet the individual needs of the children.
5. We will commit to being open to new ideas and willing to learn from the suggestions of others. We will engage in collaborative planning and address issues of concern or disagreement in a dignified, respectful manner.
6. We will ensure confidentiality is maintained unless it affects a child/family/staff's well-being.
7. RCP commits to operating in an ethical manner and has the expectation that everyone in the RCP community will do the same.

*Robbins Children's Programs Code of Ethical Conduct Contract will be located in your child's enrollment paperwork that you will receive upon initial meeting with the Enrollment Coordinator. Parents are asked to review and sign off.

Non-Discrimination

Robbins Children's Programs, Inc. does not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, national origin, political beliefs, disability, marital status, or sexual orientation.

We are fortunate at Robbins to have children, staff, and families with a rich diversity of backgrounds which reflect the world we live in. Children learn to appreciate and respect the differences and similarities between each other. We consider this to be a strength of our program.



Section V: Health and Safety

Health and Wellness

If your child is suffering from any symptoms which would prevent him/her from participating in activities, he/she should not be brought to the center. These symptoms include fever, diarrhea, vomiting, contagious disease, infectious rashes, reaction to medication, listless behavior caused by a heavy cold or allergy and persistent coughing. For certain contagious diseases, there is a restriction on the time that a child must be absent. In the case of fever vomiting or diarrhea, the child must be fever or symptom free for 24 hours without the aid of medication before the child can return to our programs. It is important to remember that children are generally more susceptible to illnesses in a group situation. We will notify you, in writing, when a contagious illness or condition is present in their child care setting, such as chicken pox or lice, notification includes newsletters sent through ProCare. If your child becomes ill while at the center with any of the symptoms listed above, we will contact you to pick him/her up. While waiting for you, your child will be resting as comfortably as possible. If we cannot reach you we will begin calling other persons listed or authorized to pick your child up in an emergency. We do ask that a child is picked up in a reasonable amount of time. If the child is here for a prolonged time after notification, it may result in a suspension day. Your child can attend the center while on medication provided he/she is not contagious, but please follow this procedure detailed below under medication.

Robbins Children's Programs has a no live lice policy. Children are excluded from the center when they have head lice. Educators conduct head checks of the group when it is learned that a child has had head lice. For preschool children, head checks are treated as routine and the presence of nits as a matter of fact. If found, the parent is informed – children are not sent home unless a case is severe and is affecting the ability of the child to be comfortable in care. The parent is called and told about treatment options. Children may return after treatment. In 7-10 days teachers recheck the child. For school age children, head checks are conducted with privacy in mind. If the presence of head lice is found the parent is called but the staff does not tell the child. Educators talk to the school agers in a matter of fact way about head lice, privacy, and discourage teasing and/or gossiping. Older school age children may be offered even more privacy by conducting head checks individually. Prolonged cases of head lice, most times, comes from treatment failure and follow through by adults RCP will provide educational materials on the treatment of lice as needed and contact information for the city nurse. If there are repeated incidents of live lice in a short period of time, RCP reserves the right to enforce a no nit policy until the problem is resolved.

Medication

A child is never given the first dose of a new medication by agency staff unless it's an emergency medication such as an EpiPen. Per Department of Early Education and Care all first time doses of a new medication are to be given by the parent/guardian of a child in order to observe any reactions that may occur.

A Medication Consent Form must be completed by the parent for the days the child is to receive medication. Information needed includes the child's name, name of medication, dosage, hours to be given, and parent's signature. The medication must be in its original bottle with your child's name on it. If this is not provided, we cannot legally give the medicine to the child. If another adult brings the child to the center the parent must send in a signed note containing all the above information. For prescription medication no additional doctor's authorization is required, but for all over-the-counter medication we must have your doctor's authorization in order to administer it. For convenience sake we suggest that your doctor fill out an authorization form ahead of time for the common over-the-counter medications you usually use. This authorization can be valid for whatever time period the doctor wishes, up to one year (to be renewed at that time). Per EEC regulations you must provide the medication for your child, we can not keep medication on hand to use when a child is ill. Medications found in the United States Drug Enforcement Administration (DEA) Schedules I–V will be kept in a secured, locked place at all times when not being accessed by an authorized individual. Any emergency medications such as epinephrine auto-injectors and other life saving medications will be readily available as they are kept in a fanny pack on the teacher. These medications will be brought outside during outside play, taken on field trips, and kept in the first aid bag and out of the children's reach. For medications used on an "as needed" basis, we will call you prior to administering the medication unless delay would be dangerous. We will also ask you to sign a medication consent form listing the time, amount, etc. of what was administered.



Medication continued..

Should your child have a chronic health condition, an Individual Health Care Plan (IHCP) will be required. The IHCP must be completed and signed by both parent and child's physician. Additional information will be provided to you should an IHCP be necessary such as the Action Plan from the Dr. The IHCP must be renewed and re-signed annually and medications must be up to date in order for the child to attend. ***Please be advised that failure to provide updated documentation and/or medication prior to the expiration date will result in your child being unable to attend until we have received the necessary documents from your child's physician and the updated medication.***

Emergencies

All teaching staff are trained in first aid and CPR. In case of illness or injury to a child, all efforts will be made to contact parents or other authorized emergency persons listed. If the parent or authorized emergency persons cannot be reached and delay would be dangerous, the child will be transported by rescue vehicle to Sturdy Hospital. If your child is involved in an accident requiring medical attention (but not an emergency) the Educator will administer first aid and you will be notified to pick up the child to bring them to the appropriate medical facility. If you cannot be reached, the authorized emergency persons will be called. Children's emergency information and first aid kits are taken on all field trips and all agency vehicles are equipped with a cell phone. If your child is on a field trip when an injury occurs, staff would administer first aid and if an emergency, 911 would be called.

Accident and Injury Reports

In any instance where a child is injured an accident report is filled out and given to the parent within 24 hours. Our accident reports are three part forms consisting of white and yellow sheets. Please sign and return the yellow copies to the educators or the office and retain the white copy for your records. Minor injuries such as cuts or scrapes are washed with soap and water and treated with antibacterial ointment; bumps are treated with ice. Per Robbins policy all accidents involving a child's face or head will result in a phone call or message to the parent or guardian, receipt of this must be confirmed. We know it is upsetting to parents when their child is injured, even if minor. Please know that we take injuries seriously. It is our policy to fill out accident reports for even minor incidents and complaints your child has.

Other Emergencies

In the event of an emergency resulting in loss of power, water, or heat, the center may close. Families will be notified to pick up their child if the closure occurs during the day. If the closure occurs before opening, families will be contacted in advance.

Failure to pick up a child by the designated emergency closing time will result in a late fee, as determined by the Executive Director.

All emergency closures and early dismissals will be communicated through ProCare via message and text.

Should an emergency occur where it was necessary to evacuate the building (i.e. fire) we would follow our evacuation procedures. If we could not re-enter the building we would transport the children to a safe location, determined by agency and local officials. You would be notified by telephone in case of emergency.

CONTACTING THE DEPARTMENT OF EARLY EDUCATION AND CARE AS A PARENT

Robbins Children's Programs, Inc. is licensed by the Department of Early Education and Care, 50 Milk Street, 14th Floor, Boston MA 02109
(617) 988-6000



Inclement Weather

The Agency will make all attempts to open and may close under certain circumstances. It is our policy to provide child care unless;

- The City of Attleboro declares a local emergency
- The state of Massachusetts declares a statewide emergency
- Weather conditions present significant risk for travel for staff and families
- The agency experiences loss of utilities causing a safety concern for the care of children.

Program closures are determined at the discretion of administration and will be announced as soon as possible. Families will be notified through text message and via the Messages section of ProCare, our parent communication app. Updates will also be posted on our Facebook and Instagram pages.

In addition, we follow designated televised closure and cancellation announcements, including WJAR Turn to 10.

Examples of conditions that may warrant closure/delay include:

1) Local Public School cancellation:

- If schools are closed and there is a City or State Emergency, we will not open.
- If schools are closed and there is no City or State Emergency, we may delay opening to give staff an extra time to get here. (This does not apply to Family Child Care).
- We may cancel morning transportation services, and possibly mid-day and end of day
- We will announce the cancellation of transportation on WJAR (Turn to 10 if time permits. For quicker, more direct information, go to www.turnto10.com and click on "Weather", then click on "Closings and Delays".
- We will contact parents to advise of transportation changes as soon as possible.

2) Local Public School delayed opening:

If school opening is delayed or we feel the weather warrants it, we may have a delayed opening as well. Check closure announcements on the designated television channel. Email announcements will be sent to you when possible.

We will cancel our transportation services for morning pick up at all homes for parents using our transportation services. However, we will transport children from our center to school. If you are able to transport your child to our center, we should be able to transport your child back home depending on road conditions. If we are unable to transport your child back home, we will communicate that to you that afternoon.

3) When conditions of weather or other emergency occur after opening :

If there is increasingly bad weather during the hours of operation, for the safety of parents, children and staff the agency will attempt to send all children and staff home earlier. No child will be brought home without first contacting the parent to insure the parent or designee is home. Parents may be asked to pick up early. We may determine that our own vans and buses need to be off the road by a certain time; we will contact parents to arrange safe transportation of children at an earlier time or request that parents pick up children. If your child uses our transportation services and an afternoon storm is predicted, please call our 803 North Main Street center at 508-226-0282 to check on these transportation changes. We will also notify you of any changes. Please keep your phone numbers and email address current.

Please understand:

Our primary concern is for the safety of all children, parents, and staff. Our Closure/Delay policy reflects this concern. We apologize for any inconvenience and ask for your understanding. Thank you!



Child Protection

Our agency is a mandated reporter for abuse and neglect. When it is suspected such a situation is occurring, whether it is in our care or parent's care, it is our responsibility and legal mandate to contact the Department of Children and Families and file a report. In the event that suspicion of abuse/neglect occurs in the agency's care, Robbins Children's Programs follows these procedures:

All incidents of suspected child abuse and neglect are reported to Executive Director or designee by staff and parents. All incidents of suspected institutional abuse and neglect are reported to the Executive Director or designee by staff and family child care providers. The Executive Director or designee reports any suspected or alleged incidents immediately by telephone and then in writing within 48 hours to the area DCF office. The Executive Director or designee also immediately informs the Department of Early Education and Care. The agency will cooperate fully with any DCF and/or EEC investigation.

Depending upon the specifics of the abuse/neglect report, the agency will take one of the following steps:

Any Educator or staff under investigation:

-May be immediately terminated from employment

-May be immediately suspended from working directly with children until the outcome of the 51A investigation is determined by The Department of Children and Families and The Department of Early Education and Care, or for such additional time as required by The Department of Early Education and Care.

-May be allowed to continue working with children with another staff present until the outcome of the 51A investigation is determined by both DCF and EEC, or for such additional time as required by EEC, if allowed by both DCF and EEC, while awaiting the outcome of the investigation

-May continue to work in the program in a capacity that does not involve direct contact with children, such as an administrative position, pending the outcome of the investigation.

The decision whether to terminate, suspend staff with or without pay, and whether to allow staff to work in a capacity not involving direct contact with children, is at the discretion of the Executive Director.

Once DCF/EEC has determined the report is unsubstantiated, the employee or family child care provider can return to caring for children. However, all findings in the investigation shall be subject to review to determine compliance or non-compliance with the center's behavior management plan and/or other center policies. Any educator who is the subject of a substantiated 51-A for abuse will be terminated. Any educator who is the subject of a substantiated 51-A for neglect will be reviewed on a case by case basis to determine if their employment will be terminated. In the event of a successful appeal to a substantiated 51-A, the employee has the right to apply for re-employment. Any information generated by a case of suspected institutional abuse shall be treated as confidential

In addition, parents also have the right to contact the Department of Children and Families: Mill River Place, 1 Washington St., Taunton, MA 02780 (508-821-7000) or The Department of Early Education and Care: 50 Milk St. 14th Floor Boston, MA 02109-5002 (617-988-2541).



Section VI: Other Policies

Parent Visits

Families are welcome to visit at any time while their child is in attendance. Advance notice is not required due to our open-door policy. If visits are challenging for your child or cause difficulty with separation, staff may suggest alternative ways to stay connected. Families may also call or message through ProCare at any time during the day to check in.

Referrals

Educators monitor children's progress through daily interactions and observations. Frequent written observations are recorded on a child's choice of activity, behavior, and skill level. In addition, Ages and Stages Questionnaires (ASQ) are done on all children within thirty days of a child beginning in our program. This ASQ is done by both parents and staff members and based on the scoring we can help to determine if a referral for services should be made. These records assist the lead Educators in completing progress reports which will be shared with parents and used for meeting with parents. These records are regularly reviewed by our supervisory staff and discussed in Child Guidance Meetings and staff meetings. When staff are concerned about a child's development, behavior, or ASQ scores they will share their concerns with their supervisor. Staff will schedule a meeting with the child's parents to share the center's concern. In addition a liaison from RCP would contact in writing the school department's Early Learning Program to inform them a referral has been made and that the agency is servicing a child with disabilities. With your permission, we would want to contact the referral agency in order to discuss the best ways to meet the child's needs at the center.

We work closely with many agencies in the community and are aware of many services being offered. If you have a question or need, please let us know and we may be able to help.

Parental Rights / Children's Records

Information contained in your child's record is confidential. The agency will not release information in a child's record to anyone not directly related to implementing the program for the child, without the written consent of the child's parent(s). The agency will notify you if the record is subpoenaed.

When you request a copy of your child's record; your child's file will be scanned and emailed to you. We will ask that you respond with confirmation that the scanned file has been received. There is no fee.

You can add information, comments, or any relevant materials to your child's record. You can request to delete or amend the record. You can request a conference with the Executive Director or appropriate Coordinator to explain what you wish to amend or delete and why. If we feel the information should remain in the record, a written explanation will be provided.

Upon your written request we will transfer your child's record.

According to MA General Laws, the center must make available to the Department of Child Education and Care all information regarding children's records. Otherwise, the records are not removed and will be kept confidential. Sharing of your children's records outside the agency is done in compliance with EEC and DCF.



Parent Complaints

Our program hopes that our relationship will always be positive. However, occasionally conflicts may arise. While either side may terminate the relationship, it is our policy to follow a two part process to help resolve conflict.

First we ask that you put your complaint in writing or email the Programs Director, Enrollment Coordinator and Executive Director. This ensures that we understand the nature of your concern. Second, we will schedule a conference with you within one week. Certain staff may be requested to attend. It is our hope that by following this process a mutually satisfactory resolution can be achieved.

Resolving conflict is critical to continuing our relationship. We have found that in order to work successfully together, there must be a positive relationship built on trust and mutual respect. Keeping that in mind, RCP staff will interact in a professional manner, and will never act in a manner that is intimidating or threatening. Swearing, yelling, and intruding into someone's personal space are examples of behaviors that would never be tolerated for RCP staff and if they are treated in such a way by parents or guardians, that could lead to termination of care. Depending on the severity of the incident of inappropriate behavior on the part of a parent or guardian, a Positive Support Behavior Plan will be created if the decision is to continue care. Administration has the right to decide if an incident involving disruptive or threatening behavior results in immediate termination of a child's care.

Unresolved issues undermine our relationship and unfortunately, seriously jeopardize its effectiveness. If this should happen, it is in everyone's best interest to end care with Robbins Children's Programs Inc.

Child Care Damage Fee

Although the materials, supplies and equipment at Robbins Children's Programs were chosen with durability in mind, misuse or misbehavior may cause permanent damage. Incidents of serious damage caused by children are rare; however if damage does occur, you as the child's parent or guardian are responsible for the repair/replacement cost above and beyond normal wear and tear.

Notification Between Parents and Center

Any time vital information changes, let us know so there will be no delay in reaching you in an emergency. This information includes change in parent employment, address and telephone numbers, emergency persons and their telephone numbers, and changes in authorization to pick up your child.

Open and timely communication between families and RCP is essential to ensuring the health, safety, and well-being of all children. Parents/guardians are expected to review and respond to communications from the program in a timely manner, including but not limited to emails, phone calls, text messages, app notifications, incident reports, enrollment paperwork, and requests for information regarding their child. If a parent/guardian does not respond to multiple attempts at communication, the program may take corrective action, including scheduling a mandatory meeting with the family. Continued failure to communicate or provide requested information may result in the temporary suspension of childcare services until communication is re-established and required information is provided.

RCP reserves the right to determine when a lack of communication creates a concern for the child's care, safety, or the program's ability to meet licensing and operational requirements. Families are expected to maintain current contact information and notify the program promptly of any changes.



Section VII: Business

Fee Policy

Weekly fees are due on Friday for the following week. Please note that full payment is required regardless of attendance or holidays. Each year, however, parents who pay the full fee (do not receive tuition subsidy) are allowed two weeks when no fee is assessed due to absence from the program (i.e. vacation).

Vacation Credit Policy:

Vacation credit is accrued over time. A child must be enrolled for a minimum of six (6) months before vacation credit becomes available. Once eligible, the amount of vacation credit granted will be based on the number of days per week the child is enrolled. For example, if your child is enrolled 3 days per week, you will receive 3 days of vacation credit per year.

Payment for child care is prorated to account for holidays and illness; the same fee is due each week regardless of the number of closures, including unplanned emergency closures.

Important Notice for Summer-Only Families:

Please note that families enrolled in the Summer-only program will be charged the standard weekly tuition fee, regardless of absences. We are unable to waive or adjust tuition for vacations or other scheduled activities during which your child is not in attendance.

An initial deposit equal to one week's fee is due prior to start date.

We require a two week written notice when withdrawing from the program.

Sliding Fee Programs

Three sliding fee scales are available to subsidize the cost of day care based on parent's income and family size – sliding fees are funded by the Department of Early Education and Care (Income Eligible, Supportive or Voucher). Other tuition grants may be available.

Late Fee Policy

All payments are expected on Friday for the upcoming week, Monday is a day of grace. If a payment is not made by Monday, it will be considered late.

If the balance is not brought up to date or a formal arrangement* for payment is not written by that Friday (one week from when the payment was due) the child will be terminated as of that day.

For parents on a state sliding fee scale, the late payment will result in a termination notice. The balance must be paid in full within two weeks or a formal arrangement for payment must be signed and adhered to. Failure to comply will result in termination of enrollment.

*A formal written arrangement is one discussed with the Executive Director and signed by the parent. If the formal agreement is not followed, the child will be terminated immediately.

Check Return

A fee of \$20.00 will be added to your balance for any returned checks. If the check is returned for a second time a \$25.00 fee will be added. After second check is returned, only cash or money order will be accepted.



Late Pickup

Center hours are 6:30 a.m. – 5:30 p.m. The agency incurs an overtime expense as a result of a late pickup, and the overtime that is paid to staff must be recovered in part through this late pickup charge.

Children and parents must be signed out and exit the building by 5:30 p.m. Any parent whose child is picked up or leaves the building after 5:30 p.m. will be charged a late fee of \$5.00 for each 5 minute increment. For example, if a child is not out of the building until 5:31, the parent will be charged \$5.00. If the child is not out of the building until 5:36, the parent will be charged \$10.00. Excessive late pick-ups may increase the fee by up to \$3.00 per minute, If an increase in late fees is implemented, families will be warned through a discussion with the Executive Director or designee.

A child's day may not exceed 10 hours. If your child is in care for more than 10 hours in a single day, an additional fee will apply. A charge of \$5.00 will be assessed for every 5-minute increment beyond the 10-hour limit. Hours over 10 per day require the approval of the Executive Director, Programs Coordinator, or Enrollment Coordinator or designee. A fee of \$20. per hour may apply. Continued late pick up may result in termination of enrollment.

If you know you will be delayed, please arrange for your back up contacts for a timely pick-up of your child. Also, our teachers have personal lives and families like everyone else and expect to leave at their scheduled time. It is understood that emergencies can happen, however under normal circumstances we ask that you respect our closing time.

Schedule Changes

Your child's hours are determined at intake. Should you need to change hours, please discuss this change with us to see if it can be accommodated in our staffing pattern.

Holidays

A complete list of holiday closings is provided at intake and will be updated and distributed annually, usually by May for the following 12 months. You may also locate our current closure calendar on our website at the bottom of the main page.

All closure days are factored into your tuition rates, adjustments will be made if closure days are updated during the course of the year .

Final Words

Robbins Children's Programs welcomes this opportunity to work with you and your child and looks forward to being a part of your child's growth and development. In selecting our program, you have placed deep trust in our capabilities. In return, we will strive to meet your expectations by providing the best program possible for your child.

