

# PARENT HANDBOOK

## THE NORMAN ROCKWELL EARLY CHILDHOOD CENTER



*#HereForGood*



Berkshire United Way  
Community Partner



An Early Education and Care Program of  
**CHILD CARE OF THE BERKSHIRES, INC.**

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Pittsfield, MA 01201  
413) 442-0490  
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**ALLOWED IN BUILDING – COVID, PLEASE CHECK CLASSDOJO FOR IMPORTANT UPDATES**

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Enrollment forms and the Parent Handbook are available on the Child Care of the Berkshires website at [ccberkshire.org](http://ccberkshire.org). You will also find information about our Strengthening Families approach on our website.



## LETTER FROM THE DIRECTOR

PLEASE NOTE: AT THIS TIME, THE FOLLOWING INFORMATION MAY NOT BE ACCURATE DUE TO COVID-19 PANDEMIC. PLEASE SPEAK WITH NICOLE HAAS, PROGRAM DIRECTOR (413) 442-0490, IF YOU HAVE ANY QUESTIONS or CONCERNS REGARDING UP TO DATE INFORMATION. PLEASE CHECK CLASSDOJO, OUR ONLINE PLATFORM WHERE WE KEEP UP TO DATE INFORMATION REGARDING YOUR CHILD'S CLASS AND THE CENTER. THANK YOU FOR UNDERSTANDING.

On behalf of the staff of the Norman Rockwell Early Childhood Center, I would like to welcome you and your child to our program. Please be assured that we recognize the importance of this time for each of you and we will do all that is possible to help you enjoy your experiences with us.

The Norman Rockwell Early Childhood Center is a high quality child care program licensed by the Massachusetts Department of Early Care and Education. In addition, the center is accredited by and adheres to the ethical code of conduct set forth by the NAEYC, the National Association for the Education of Young Children. We are actively involved in the Department of Early Education and Care's Quality Rating Improvement System and are moving along the QRIS continuum.



Our teachers are carefully chosen for their high standards and caring qualities. They are well trained in the areas of child development, certified in first aid and CPR, and are continuously involved in professional development and training. Each full-time teachers and associate teacher completes a minimum of 20 hours of advanced training each year. I have a Bachelor's Degree in Early Childhood Education and a Master in Human Development and Family Studies, with a graduate certificate in Infant Mental Health.

Child Care of the Berkshires, Inc. provides early education and care to members of the community. You are welcome to visit your child during the day and perhaps share your lunchtime with him or her. I look forward to your opinions, feedback, and suggestions for our programs and will try to incorporate them when possible. Our center constantly strives for program improvement and it is with your help and input that I can ensure that your child will have an enriched, happy, learning experience during the time in which you must be away.



Parents are encouraged to become involved while your child attends the Center, through participation in various planned functions, parent meetings, social events, parent/teacher conferences, or perhaps serving on the Board of Directors of CCB.

Lastly, I thank you for the privilege of working with and caring for your child. Should you have any questions or concerns at any time, please feel free to let us know.

Sincerely,

Nicole Haas  
Program Director  
Norman Rockwell Early Childhood Center

# **1. BACKGROUND INFORMATION AND ORGANIZATION**

## **History**

The Norman Rockwell Early Childhood Center was started in 1981 and was located on-site at Berkshire Community College. The College chose Child Care of the Berkshires, Inc. to operate the Center, based on its experience operating infant, toddler, preschool and school age programs. The Center relocated to its present location in downtown Pittsfield in the fall of 2016.

The Center is licensed by the Department of Early Education and Care (EEC) to care for toddlers and preschoolers. The licensing process insures that the Center meets all of the requirements to operate these programs including health and safety issues, staff/child ratios, teacher and assistant teacher qualifications, appropriate equipment and materials, programming and policies. Much of the pertinent information required by EEC is found in the Parent Handbook. A copy of the entire regulations is posted in the classroom and is available in the Director's office for parents to review. Parents may also contact EEC for information about the Center's compliance history.



Department of Early Education and Care  
Region 1 - Western Regional Office  
51 Sleeper Street, 4th Floor  
Boston, MA 02210  
Main Line: (617)988-6600  
Fax: (617)988-2451

## **Administration**

The Director of the Center is hired by the President/CEO of Child Care of the Berkshires and is responsible for the overall management of the Center. The Director is assisted by an invoice clerk at the CCB Main Office who handles all parent fees. There is a Head Teacher in the preschool classroom who oversees the preschool educational program and provides some supervision of staff. During a temporary absence of the Director, the Head Teacher assumes the responsibilities and is freed up from her regular classroom duties when needed and appropriate. If both the Director and Head Teacher are absent at the same time, another qualified person is designated and his/her name posted.

## **Staffing, Groupings and Ages of Children**

There are two groupings of children in the program, each staffed with a lead teacher and an associate teacher. There are extra staff persons who help in the middle of the day with lunches and break coverage. Occasionally work-study college students assist as well in the classroom and with occasional coverage. They offer a wonderful set of extra hands for individualized interactions with the children. Some staff have been with the program for many years while others are new and bring fresh ideas and techniques that enrich the program. Staff is hired based on their educational qualifications, their experience and their ability to nurture children. Each staff member, student and substitute has completed a CORI (Criminal Offender's Record Information) and Department of Children and Families check. Each staff member is also required to complete a minimum of 20 hours of relevant training per year.

The children are assigned to the toddler and preschool groups by chronological age and developmental readiness with teachers' and parents' input. Children are moved into the next group using similar criteria.

As we are most concerned about children developing trust with their teacher, we like to have children remain with one set of teachers for at least six months and preferably nine to 12 months.

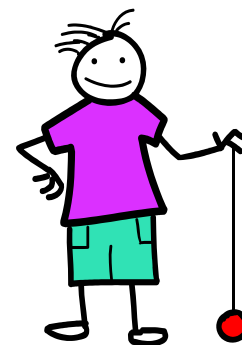
The groupings at the Center, with the approximate ages and the staff: child ratios are:

<b><u>Toddlers</u></b>	Ages of Children:	15 mo. to 2 yr. 9 mo.	Staff: Child Ratio 2:9
	Size of Group:	9 Toddlers	
<b><u>Preschoolers</u></b>	Ages of Children:	2 yr. 9 mo. to 5 years	Staff: Child Ratio 2:20
	Size of Group:	20 Pre-School Children	

## 2. ENROLLMENT

### Non-discrimination Statement

Child Care of the Berkshires believes in the value and importance of having children cared for in heterogeneous groupings and therefore strives to place them in groups of mixed ages, from various socioeconomic and cultural backgrounds, as well as typical children mixed with children with disabilities. Research suggests that children learn much from mixed groupings and that it provides them with unique and valuable opportunities for enhanced learning and social interactions. Furthermore, the Norman Rockwell Early Childhood Center and Child Care of the Berkshires, Inc. complies with Title VI of the Civil Rights Act of 1965 (PL 88352) to the end that no person will, on the grounds of race, color, sex, religion, marital status, national origin, disability, political beliefs, sexual preference, or cultural heritage be excluded or subjected to discrimination in the enrolling of children or as adult users of this service.



### Enrollment Guideline

It is our policy to enroll children for full time care first. We work with families to enroll part-time children as it fits with other families looking for part-time care:

1. Full-time enrollments.
2. Part-time enrollments

### Part-time Enrollments

It is a goal of the Center to be fully enrolled whenever possible. It is our policy that children must be enrolled for a minimum of two full days or five half days per week. Morning half-day enrollments begin at 7:15 and end at 12:30 and afternoon half-day enrollments begin at 12:30 and end at 5:15. Accommodations will be considered for requests that vary a half hour from the above, but due to the Department of the Early Education and Care regulations concerning licensed capacities and staff/child ratios, it may not be possible.

There will be no reduced rates for midday enrollments. If a parent needs care for a child from 10:00-2:00, the full day rate will apply. Occasionally a child may be enrolled on an hourly basis for late afternoons based on enrollment and/or wait list status.

## Length of Enrollment

In order that the Norman Rockwell Early Childhood Center remain as fully enrolled as possible, priority will be given to full-time children. If a parent with a child currently enrolled in the program requests less child care and that spot can be filled by a parent/child in need of full-time care, the child in need of full-time care will be given the space in the program. Parents will be notified as soon as possible that the Norman Rockwell Center will not be able to guarantee care and not less than two weeks' notice will be given.



## Enrollment of Children with Special Needs

In determining whether to admit or serve a child with a disability, the Norman Rockwell Early Childhood Center will, with parental consent, request information related to the child's participation in the Center's program from the local public school, the Early Intervention Program or other health or service providers.

The Center will, with the parent's input, identify in writing the specific accommodations, if any, required to meet the needs of the child at the Center, including any change or modifications in the child's participation in regular Center activities, the size of the group to which the child may be moving, the appropriate staff/child ratio and any special equipment, materials, ramps or aids needed. The toileting needs of a child with a disability will not be considered an undue burden.

The Center will, with parental permission, participate in the development and review of the child's program plan in cooperation with the local public school, Early Intervention Program and/or other health and service providers. The Center will, with parental permission, inform the appropriate administrator of special education, in writing, that the Center is serving a child with a disability.

The Director of the Center (or a designated teacher) will serve as the liaison for each child with a disability and will be responsible for coordinating care in the program and with service providers and communicating with the child's parents, service providers, and center staff.

## Meeting Prior to Admittance

**HELD OVER ZOOM DUE TO COVID-19**

The Program Director of the Norman Rockwell Early Childhood Center (or designee) will meet with you prior to admitting your child to the center. At the meeting, the Program Director will provide you with the Center's written statement of purpose; types of service provided; referral policy; behavior management policy; termination and suspension policy; a list of suggested nutritious foods you could send for snacks and meals; the policy for identifying and reporting child abuse and neglect; the transportation plan; a copy of the health care policy (if you request it); procedure for administration of medication; procedures for providing emergency health care and the illness exclusion policy; and a copy of the fee schedule. All of this information is contained in the Parent Handbook.

## The Initial Visit and Separation

During the intake process, the Director will schedule a visit to the Center in order for parents to meet the teachers and familiarize you and your child with the surroundings. The first day away from home and parents can be very exciting but is sometimes difficult for some children. Parents are encouraged to take time to explain to their children where they will be going and what they will be doing. If you feel that a second and, possibly, a third visit is necessary, please make arrangements to do so. There is no charge for these orientation visits. On your child's first day, plan to spend a little extra time in order to make the transition seem less frightening and to help your child feel more secure. Please know that the staff is experienced in dealing with

separation anxiety and tears are normal in the first days. Please feel free to call the Center to check and see how your child is settling into the day. Some children benefit from beginning with shorter days, which become progressively longer as they get used to the new environment and being away from Mom and/or Dad.

### 3. OPERATING SCHEDULE



#### Hours of Operation

DUE TO COVID-19 PANDEMIC, OUR HOURS OF OPERATION ARE DIFFERENT THAN WHAT IS LISTED BELOW. PLEASE SPEAK WITH JANELLE CARLSON, PROGRAM DIRECTOR (413) 442-0490, IF YOU HAVE ANY QUESTIONS REGARDING UPDATED INFORMATION.

The Center is open at 7:15 in the morning and closes promptly at 5:15 in the afternoon. Children must be picked up **by 5:00** so that there is enough time to gather their possessions and talk briefly with the closing staff members. There is a late fee of \$5.00 per 5 minutes, to be paid directly to the closing staff member, if a parent is late.

#### Calendar and Holidays

The Norman Rockwell Early Childhood Center will be closed on the following days:

New Year's Day	Memorial Day	Veterans Day
Martin Luther King Day	Independence Day	Thanksgiving Holidays
President's Day	Labor Day	Christmas Eve
Patriot's Day	Columbus Day/IP Day	Christmas Day

The Center also closes for CCB's Training days and these dates are posted annually.

#### Snow Days and Other Emergency Closings

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In the event of a cancellation or delay due to snow/ice, Norman Rockwell will follow the Pittsfield Public Schools:

- **If Pittsfield schools are closed due to weather, then transportation is cancelled and Norman Rockwell opens one hour later – 8:15.**
- **If Pittsfield schools are delayed, then transportation is delayed. Norman Rockwell opens at normal time.**
- CCB will put weather related announcements early in the morning on TV channels 6, 10 and 13. You can also check the CCB Facebook page for announcements.

If there is an emergency situation that necessitates closing the Center (bomb threat, chemical spill), everyone on site will be notified as quickly as possible. Staff will immediately lead the children from the building through the nearest and safest exit. A check will be done to insure that everyone is present and accounted for, and staff will then proceed to the one of the following locations:



- Berkshire Museum

Staff will then proceed to contact parents to request that children be picked up immediately. Administrative and support staff will assist in the evacuation where needed and will insure that everyone has vacated the premises.

## **Loss of Power, Heat or Water**

In the event of a power outage, staff will attempt to determine how long the disruption in service is anticipated. If it is determined that there will be a long-term disruption which would impact on loss of heat, refrigeration, ability to warm foods, or other conditions which would affect the health, safety, or comfort levels of children and staff, immediate steps will be taken to contact parents to pick up their children. If the length of disruption in services cannot be determined, the conditions will be carefully monitored and steps will be taken to contact parents to pick up the children when deemed appropriate. Emergency lighting and fire alarm systems in both buildings possess reserve battery power.

If the heating system fails and the temperatures fall below 65 degrees and it does not appear that the problem will be corrected within two to three hours, parents or emergency contacts will be notified to pick up the children. Should there be advance notice for a short-term loss of water, containers will be used to store water for diapering, the flushing of toilets, and for hand washing. In the event that there is a sudden, long-term projected loss of water, and there is no other access to water on campus that could be transported to the Center, parents will be contacted to pick up their children immediately.

## **Missing Child**

Children in the program are counted multiple times during the day, including before and after every transition. If there is any discrepancy in the count, the situation will immediately be communicated with the Director and immediate steps will be taken to find the child or rectify the attendance with concrete information regarding where the child is safely located. The Program Director will seek information from staff to determine when the child was last seen. All the classroom areas will be searched, including the bathrooms and other floors in the building. If a child is not immediately located, a designated person will contact the local police and will provide the child's name, address, physical description, medical status if applicable, clothing, and any restraining order for parents. A designated staff will phone the missing student's parents or legal guardian and advise them that the local police have been notified. The President/CEO and the Program Manager will be notified of the situation and will assist as needed. As soon as the child is located, the parent or legal guardian, local police will be notified. An incident report will be filed with the Administrative Office, EEC, and DCF if required by EEC.



## **4. PROGRAM AND CURRICULUM**

### **Philosophy**

It is our purpose to provide a caring, safe, secure and stimulating environment for your child that promotes his or her physical, social, emotional, and cognitive development, while responding to the various needs of the family. The Norman Rockwell Early Childhood Center strives to meet a child's individual needs within a child-centered curriculum that promotes his or her growth and development as an individual and as a member of the group. It is our belief that children learn through hands on experiences and through play.

The Center is committed to facilitating learning; it is not our belief to force children into learning situations and meeting adult expectations for which they are not ready. We are committed to the philosophies and practices supported by the National Association for the Education of Young Children and the EEC Standards and Guidelines.

## Program and Curriculum

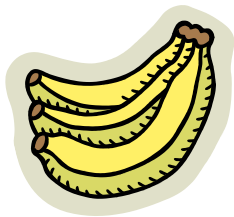
Programming for each group is based on the developmental needs of the children enrolled in each age group: toddlers and preschoolers. The teachers are responsible for developing lesson plans that include activities across all developmental areas, (self-help skills, art, science, language development, music, large and small muscle coordination, self-esteem, thinking and problem solving). The teachers also plan for a balance between quiet and active time and between child-initiated and teacher-directed activities. The daily schedule encompasses plenty of free choice time in order to enhance independent investigation and experimentation as well as socialization. These plans are posted within the classroom and copies are made available for parents to take home.



The curriculum is based on the interests of the children; their individual and group needs, and the goals for the group developed by the teachers. The toddlers are provided with activities and care giving practices that promote sensory development, large and small muscle skills, positive self-esteem, development of trust with the caregiver, self-help skills (eating, dressing, toileting), socialization and language skills.

Themes and topics that may be covered in the toddler and preschool are:

- Animals: Farm, Zoo, Pets and Wild
- Body Awareness
- Colors
- Community Helpers
- Dinosaurs
- Holidays
- Families:  
Brothers, Sisters, Grandparents, Moms, and Dads
- Five Senses
- Foods, Fruits and Vegetables
- Health - Tooth Brushing
- How Things Work
- Learning about Myself
- Nature
- Machines
- Math Concepts and Counting
- Musical Instruments
- Science Concepts: Water, Gravity and Sand
- Seasons: Fall, Winter, Spring, and Summer
- Transportation: Cars, Trucks, Boats
- Weather: Rain, Snow, Wind



Teachers structure the environment in order to maximize the learning of young children. In all the rooms, there are designated areas or learning centers. The rooms have a dramatic play area, a block and building area, a sensory table for water and sand play, an art center for painting and creating, manipulatives (table toys), science area, a book or reading nook, a movement area or a climber and an eating area.

Should you have any ideas or suggestions for further topics, themes, or field trips, your input is welcome.

In addition, should you have any special talents, interests or hobbies (or know someone who does) that might be of interest to the children, please tell us. Volunteers and visitors are welcome in the classroom.

## **Attendance, Arrival, and Separation**

Consistent attendance is necessary for your child to benefit fully from the program; however, we also recognize and appreciate the need for parents and children to spend quality time together when possible. If your child is going to be absent or late to the Center, please call and inform the Director or classroom teacher. It is helpful for us to know how many children to expect on any given day. If your child is transported to the Center by the Kid Zone van, it is an EEC requirement that you call the center to report that your child will not be absent for the day.



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When bringing children to the Center, parents are asked to make sure that the teacher is aware of the child's arrival. All children should be brought directly to the teacher in charge. The Center doors are locked for the children's safety. If the door is opened for you by someone other than your child's primary teacher, it is necessary for you to speak directly to your child's teacher, even if your child is familiar with the person who answered the door. Teachers want to say hello in the morning and briefly exchange valuable information. They also need to know exactly how many children are in their group at all times. Occasionally the Center is fortunate to have interns and/or work study students in our program, but they are not the adults who are responsible for supervising the group of children.

If your child has difficulty in saying goodbye, we suggest that you tell your child when you are leaving, when you will return, that you say goodbye, and then leave quickly. The teachers are very experienced in dealing with separation problems and have found that honesty is the best approach. In most instances, a child will stop crying by the time the parent reaches the front walk or shortly thereafter. Please feel free to call and see how your child is doing if you have concerns.

## **Late Pick-up and Fees**

When picking children up, please do not leave with your child without announcing this to the teacher in charge of the group your child is in. This applies both in the classroom and when on the playground. If you are unable to pick up your child at the prearranged time, please call the Center staff as soon as possible. If no one comes to pick up your child and the Center has not received a phone call, the person listed on your enrollment sheet as your authorized emergency contact will be called and asked to pick up your child immediately. There will be a late fee for children picked up after 12:30 unless other arrangements are made in advance (for morning enrollments) and after 5:15 (for full day and afternoon enrollments) of \$5.00 per 5 minutes, even if the parent notified the Center of his/her lateness. If none of the emergency designees are available, and after an extended waiting period (6:00 PM), the Department of Children and Families Hotline will be called with a report filed and/or the Center will contact the Pittsfield Police Department

## **Release of Child**

If there is a change in the regular pick up plans, the staff must be notified in writing, on or before that day. Children will not be released to anyone who is not listed as an authorized person in the child's file. There are authorization forms, for your convenience, in each classroom. If your plans change, please complete a form and give it to your child's teacher. People who are unknown to the staff will be asked to show

picture identification. Please do not ask other people to pick up your child without first informing the staff.

## Outdoor Play

Outdoor play is scheduled daily, weather permitting, for all groups of children. The Center's outdoor play yards is adjacent to the Center. Please provide your child with the appropriate clothing for outdoor play as well as appropriate, safe shoes. You are encouraged to send in sunscreen and bug spray for the summer months.



## Naptimes



Children who attend childcare for a full day are required by the Department of Early Education and Care to have a 45-minute quiet time. It is important that parents communicate their nap and rest expectations for their children to the teachers. The teacher will establish expectations concerning a child's quiet time, based on the individual needs of the child and the wishes of the parents. Staff play soft music, dim the lights, and provide back rubs. Older children are not be expected to lie down on mats, close their eyes or sleep,

however they will need to take some quiet time. Quiet activities, including off mat activities (coloring, table games, reading), are offered to children who do not sleep. Parents may bring in pillows, sheets, blankets, pacifiers and stuffed animals to make naptime more comfortable.

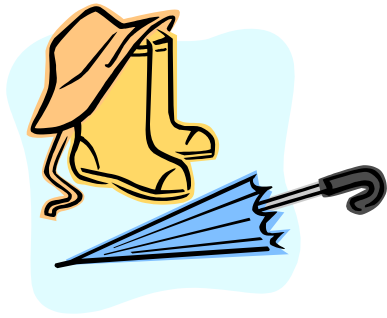
## Communicating Pertinent Information and Telephone Contact

**ONLINE PLATFORMS: ZOOM, CLASSDOJO, FACEBOOK DUE TO COVID-19**

Please inform the teacher each morning of events that have happened that may excite or worry your child during the day, such as a bad morning, difficulty in sleeping, an absent parent, a new pet, loss of a loved one, etc. Communicating pertinent information enables the teacher to have a better understanding of your child's behavior and will be better equipped, if necessary, to help your child cope with the problem.

If you expect to be away from your regular phone number on specific days, please let staffs know where you will be or give a backup number. **It is imperative that the Center staff know the whereabouts of parents at all times in case of emergencies.** If your schedule or needs for care change, please notify the Director at once so we can work to accommodate your new needs. If your home number, place of employment or address changes, or the emergency numbers change, please update this information immediately in your child's file.

**What to Wear and What to Bring Every Day** **EACH CHILD NEEDS 2 MASKS**



Please keep in mind the comfort of clothing and shoes as you send your child to participate fully in the program. Children paint, glue, and work with many messy materials so clothing should be washable. Children are scheduled to go out every day unless prohibited by the weather, so plan accordingly for appropriate clothing. Parents are asked not send their children to school in jackets with drawstrings as they are dangerous. **Every child should have a complete change of clothes in his/her cubby.** Accidents and spills happen easily and it is important that a change of clothes be on hand. Each item must be labeled with your child's name. The Center **does not** assume responsibility for unlabeled

items. Slippers are helpful especially in winter weather when feet get wet.

**For all children who are not toilet trained, parents are required to provide diapers, wipes, and creams.**

### **Toys from Home** NOT ALLOWED DUE TO COVID-19 PANDEMIC

We discourage bringing toys from home, as it sometimes difficult for children to share with others. Unfortunately, teachers cannot be responsible for the safety of items brought from home. It is possible for things to get lost and/or broken. Toy guns, weapons, war toys, or other toys of destruction are not allowed and parents are asked to assist in following this policy.

### **Guidance and Discipline**

It is our belief that guidance and good discipline involve compassion, caring, and sensitivity while helping the child understand that mistakes are a natural part of growing up. A child builds trust through consistency, a calm and reassuring manner and voice, close body and eye contact, respect, and realistic expectations. Staff creates nurturing and caring environments in which children are emotionally comfortable and are supported to develop at their own pace.



The teaching staff establishes developmentally appropriate classroom routines and classroom rules. Rules are communicated as positive behavior whenever possible:

*"Chairs are for sitting." and "We walk down the steps."*

It is understood that at various times children may not follow the established rules and may, in fact, choose not to conform to acceptable patterns of behavior. In such cases, the teaching staff will handle discipline problems in a consistent manner and with an approach that is cognizant both of the individual child's needs, age and development. The staff recognizes that toddlers do not share well, and do not require it.

The teaching staff will help children learn positive social behavior. Staff is patient, understanding and speaks in kind, firm voices when redirecting children. Good behavior is encouraged and praised. Appropriate behavior is modeled for the children, especially toddlers; i.e., "Pat her head." as an alternative to pulling hair. A teacher will try to redirect a child's behavior before using the method of separation and/or a "cool-down time."

A "cool-down" time is defined as a time for the child to come under self-control, not a time of humiliation and punishment. This method is used only after some discussion between the teacher and the child has taken place concerning the problem. The child is given space and time to make the choice to rejoin the group.

Physical punishment of any kind is not used or tolerated. No child will be subjected to cruel or severe punishment, humiliation or verbal abuse. The teaching staff will consult with the Director if a child's behavior is sexually explicit, inappropriate, disruptive, or harmful to other children in order to affect an individualized discipline plan. Teachers document all such incidents and the Director will intervene when appropriate.

## **Biting**

The teachers understand that biting is a developmentally normal behavior for toddlers and for some preschoolers but will work very hard to prevent and to discourage it. When a child bites, the staff tries to avoid any type of response that will serve to reinforce the behavior. Staff responds to and comforts the child who has been bitten and remove the biter from the situation. The biter is talked with, age appropriately, about how biting hurts and makes others feel. Staff attempts to determine the context of each biting situation to determine if there are any patterns; e.g., over stimulation, too few toys, too much waiting, hunger, crowding, etc. The biter is monitored closely and is offered alternatives to resolve conflict and/or to deal with frustrations. The environment is assessed to see if any modifications can be made to alleviate the problem and special efforts are made to protect potential victims. The name of a biting child is **not released** to other parents as it serves no useful purpose.

## **Toilet Training**

When the parent decides that the child is ready to begin toilet training, the staff will work with the parent to implement a method that is in the best interests of the child. A child who is not ready should not be pushed as problems may result then or in the future.

To help your child accomplish toilet training, it is important that there is consistency and frequent communication between the home and the Center. Parents and staff must be following the same approach. Please provide the Center with several sets of extra clothing during this time. Pants/shorts should be easily slipped on and off; belts and suspenders are difficult for children to manipulate during toileting. Finally, accidents are bound to happen and the staff expects them without any undue concern; no child will be punished for wetting or soiling his/ herself, or for not using the toilet.

## **Special Events and Celebrations**

The Center is a diverse, multi-cultural program and does not practice customs of any specific group or religion. Children are exposed to different celebrations, especially associated with the families currently enrolled. For example, teachers may plan activities around Hanukkah, Thanksgiving and Ground Hog's Day. The teachers opt for simplicity and ask parents to check before they send items for a holiday. Please remember that we are a peanut and tree nut free environment. Parent participation is welcome to celebrate a child's birthday. If you would like to send in cupcakes, bread, muffins, hats, or special napkins to make the day special, please do so. Please consider the nutritional needs of the children and try to make the treat as nutritious and healthy as possible. You are also welcome to join the celebration. Please discuss such plans with your child's teacher so that they can be incorporated into the daily schedule.



## **Field Trips**

PLEASE NOTE: AT THIS TIME, THE FOLLOWING INFORMATION MAY NOT BE ACCURATE DUE TO COVID-19 PANDEMIC. PLEASE SPEAK WITH JANELLE CARLSON, PROGRAM DIRECTOR (413) 442-0490, IF YOU HAVE ANY QUESTIONS REGARDING UPDATED INFORMATION. THANK YOU FOR

## UNDERSTANDING.

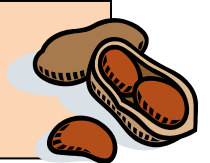
The children may be taken to special events on or off- site. Parents are notified in advance and asked to sign permission slips for field trips. Staff takes a first aid kit on all field trips, as well as emergency information on all of the children. There may be a nominal charge for a field trip (i.e., the cost of renting the pool or admission to a movie matinee).



No child will be denied the privilege of a field trip unless the safety of the child or the group may be jeopardized. The Director will discuss such situations with the parents.

In some situations, toddlers do not participate in field trips as it is difficult to transport very young children and they easily become frightened and insecure in new situations. Toddlers may enjoy walks outside of the center.

## The Norman Rockwell Center is a NUT FREE ENVIRONMENT



### Snacks and Lunches

Your child will be provided with a morning and afternoon snack while at the Center. A weekly snack menu is posted in each classroom. The snack menus conform to the established Guidelines of Nutrition Services for the Child Care Food Program. Some of the items served are enriched crackers, toast, cheese, yogurt, fresh fruit slices, cookies, 100% juice and/or milk. You are welcome to bring in a special nutritional snack for your child to share with the other children occasionally.

The children usually eat between 12:00 and 12:30 each day. Check with your child's teacher for the specific time for his/her group. **Please pack your child's lunch with an ice pack if it needs to stay cool. We are not able to warm up foods for lunch, so please pack warm food in a thermos if your child would like a hot lunch.** Please label all the containers that food is sent in. Food may not be used as a punishment or a reward. Therefore, dessert will not be given as a reward for eating lunch nor will children be forced to eat one specific food item before eating others. Staff also will not force a child to eat or drink. Please remember these policies when planning and packing lunches for your child.

### A list of lunch box suggestions for preschool children follows:

- ✓ Lunch meat and cheese roll-ups
- ✓ Sun butter (as opposed to peanut butter)
- ✓ Tuna salad and crackers
- ✓ Pizza muffin
- ✓ Cheese and crackers
- ✓ Cottage cheese
- ✓ Hard-boiled eggs
- ✓ Yogurt
- ✓ Fresh fruit: peeled apples, peaches, pears, oranges, strawberries, blueberries, watermelon, cantaloupes, grapes, bananas
- ✓ Fresh vegetables: halved cherry tomatoes, green beans, broccoli tips, cauliflower heads, carrot spears and green pepper sticks, and potato salad
- ✓ Milk and whole juices



For young toddlers, it is **NOT** recommended that parents provide hot dogs, popcorn, pizza, olives, and fruits with the peel on it, seeds, raw celery and carrots. Toddlers are not served honey. Unpasteurized cider is not served.

Please note: in accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

(2) fax: 202-690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Child Care of the Berkshires, Inc. is an equal opportunity provider.

## **5. FINANCIAL MATTERS**

Fees are established based on a parent's requests for childcare and according to our published scale, which is updated annually. Each family must sign a fee agreement that details the payment schedule and the fee. Fees must be paid one week in advance or if parents prefer, they may pay one month in advance. Fees are charged to each account on a monthly basis at the beginning of each month and the Main Office sends out a statement. Parents, who have questions regarding their fees, should call the Main Office at 413-663-6593 for clarification. Failure to adhere to the payment schedule may result in termination. Accounts that are in arrears more than one month will be subject to a \$20.00 late penalty. Problems with adhering to the weekly payment schedule should be discussed with the Director.

### **Subsidies and Scholarships**





Child Care of the Berkshires has some monies to subsidize child care fees for income eligible families. CCB works closely with the City of Pittsfield and Berkshire United Way which have monies available to subsidize the fees of “at risk” children and working families. If you feel that you might be eligible for any of these subsidies, please talk with the Director concerning your financial situation and possible reduction of child care fees.

### **Fees for Absences, Holidays, Winter Closings and Vacations**

Fees will be charged for absences, holidays, professional development days and snow or other weather related emergencies.

### **Sibling Discounts**

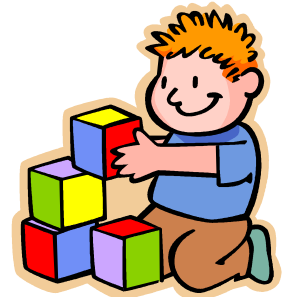
There are no discounts for additional children in one family unless the children are enrolled on subsidized slots.

### **Withdrawal and Notice**

Parents are required to give the Director two weeks advance notification, in writing, of withdrawal of a child from the Center. If the Center is not given proper notice, fees will be charged for two weeks after termination.

## **6. PARENT INVOLVEMENT AND COMMUNICATION**

We firmly believe that young children thrive in environments in which there are caring adults who engage in meaningful interactions with young children. We believe that parents have a most important and influential role as their child’s first teacher and should be supported in that role, and hope that all parents develop the necessary skills to become positive and nurturing parents. We believe that a high quality child care program plays a very important role in supporting children as life-long learners and supporting parents and caregivers in their essential roles.



Child Care of the Berkshires embraces the *Strengthening Families* Philosophy.

- We welcome and respect you and your ideas, talents and values.
- We appreciate the important role you play in your child’s life.
- We want to introduce you to other parents of children enrolled in the Center for friendship and support.
- We will use our resources and experience to help you through tough times.
- We will connect you to community resources when you need them. A list is in the back of the Parent Handbook.
- We want to help you to be the best parent you can be.
- We want the Center to be a friendly place, we want to be a smiling face and a partner you can trust.

### **Parent Visits and Communication**

**ONLY ESSENTIAL STAFF ALLOWED IN BUILDING DUE TO COVID, PLEASE CHECK CLASSDOJO FOR IMPORTANT UPDATES**

The Center and teachers provide a wide range of support services and means of communication to parents. First, the teachers are sensitive to the issues of parent and child separation. Our open door policy for the

Center encourages parents to visit the classroom and spend as much time with their child as needed to reduce anxiety and foster positive parent/teacher relations. Parents are encouraged to phone the teacher or Director with questions or concerns regarding their children.

The Center also believes in the importance of ongoing communication between teachers and parents. Teachers are willing to meet and talk with parents and value your input regarding any suggestions or ideas that you might have. In order to allow teachers to give you their undivided attention however, you are asked to arrange a specific time away from the classroom. Since the children's safety is one of our primary concerns, it is often difficult and distracting to discuss issues in the classroom or on the playground while teachers are supervising the children. Any important information that would help us to better serve your child's needs should be put into writing in order for appropriate staff to be informed. Please check the parent message board and/or your child's cubby for information about your child's day or for information needing to go home. We ask for your email address if that is your preferred method of communication. Please share with us your preferred mode of communication, such as email, phone, written form, etc.

### **Volunteering in the Classroom and Parent Satisfaction Survey**

**ONLY ESSENTIAL STAFF ALLOWED IN BUILDING DUE TO COVID, PLEASE CHECK CLASSDOJO FOR IMPORTANT UPDATES**

Parents are encouraged to volunteer in the classroom and share cultural and language traditions or hobbies. Parents are also encouraged to assist on field trips and with special events whenever possible. To promote further communication and allow input, other opportunities for involvement are offered such as parent meetings, social events, fundraising activities, and representation on the Parents' Advisory Committee or on various ad hoc subcommittees to work on specific tasks or issues. In addition, we provide and ask parents to complete a program evaluation on an annual basis. Your feedback is very important to us.

### **Initial Screening, Progress Reports, Conferences, and Referrals**

**HELD OVER ZOOM DUE TO COVID-19**

Before your child begins in the program, we ask you to help the teachers get to know your child. One of the ways we do this is to ask you to complete the Ages and Stages Developmental Questionnaire. The tool is designed to assess your child's development in five specific areas.

Parents are apprised of their child's progress and developmental issues through daily contact with staff, written notices, progress reports, and parent/teacher conferences. Teachers complete progress reports using Teaching Strategies GOLD every four months for both the toddlers and preschoolers. Teachers will schedule parent conferences at mutually convenient times when requested by parents or when staff feel it is necessary to meet to discuss a child's development. Parents may go on-line and view their children's portfolio through the Family Portal in GOLD



In an attempt to better serve children and families, staff may identify a child or parent in need of additional services, be it social, mental health, educational, or medical. A list of local referral resources and telephone numbers are provided during the intake and enrollment process. Referrals are based on the observations of the child's behavior by the classroom staff and may include observations by the Director. Other CCB staff may also be consulted when appropriate, to help formulate written service plans and assist parents and staff with their implementation. Staff will meet with the parents and discuss the observations and the referral; no referral will be made without written parental consent.

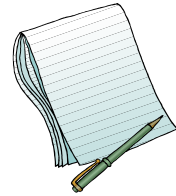
If it is determined that the child is not in need of services, staff will review the child's progress every three months thereafter. A written record of referrals for the child is maintained in the child's folder. The staff are familiar with the people to contact at the local schools and we will assist with the referrals.

## Parent Concerns and Complaints

Parents with a concern or a complaint are encouraged to speak directly to a member of the staff, depending on the nature of the complaint. If the concern is something that happened in the classroom (for example, a child hit another child, missing or dirty clothes, minor complaints of the child), it is best for the parent to talk with the lead teacher.

Should the concern be of a more serious nature where the parent feels uncomfortable or that it is inappropriate to speak with the teacher, the parent should please voice their concern to the Program Director.

Parents' concerns are taken seriously. The Director will listen to the concern, may schedule a time to talk over the situation, gather information and, if necessary, will implement corrective action as appropriate. The Director will take follow-up action and meet again with the parent to discuss the resolution of the complaint. The Director may also document the resolution of the complaint in writing to the parent, dependent on the seriousness of the situation.



All complaints will be recorded and a copy will be sent to the Program Manager of Child Care Services or President/CEO for review. If the complaint is not resolved to the parent's satisfaction, the parent may contact the President/CEO or designee for further resolution.

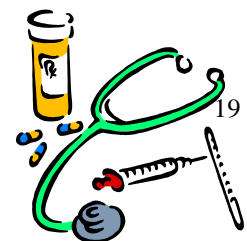
Parents should make complaints of a most serious nature (physical or verbal abuse of a child, over enrollment, serious safety issues) directly to the President/CEO. The President/CEO or designee will follow the above process (i.e., listen, gather information, meet with the teachers, the parents and Director) and will try to resolve the situation. If indicated, a report will be made to the Department of Children and Families and/or the Department of Early Education and Care. The President/CEO will communicate complaints of a most serious nature with the Board of Directors.

The phone number to contact the Department of Early Education and Care is Main Line: (617)988-6600  
Fax: (617)988-2451.

## Voluntary Participation in College Related Studies

Occasionally, the Center is asked to serve as a site for general observations and the collection of data by local college and high school students. While the Center supports providing opportunities to others which enhance education and a more comprehensive understanding of child development we, as child advocates, are also committed to safeguarding children's health, safety, and welfare relative to physical, cognitive, psychosocial growth and parent and child's right to privacy. Any such observations and/or collection of data are, therefore, carefully monitored for their appropriateness. Requests for such observations/data collection must be made in writing clearly outlining the goals/objectives and procedures to be used and are subject to the approval of the Director and President/CEO. Furthermore, written informed parental consent will also be requested before a child is allowed to participate in any study and for each occurrence. The parent has the option of seeking additional information concerning the study prior to giving or not giving consent. Under no circumstances will observers be left alone and unsupervised with the children. The guests will be informed of the requirements of confidentiality at all times.

## 7. HEALTH POLICIES



## CURRENT PHYSICALS REQUIRED PRIOR TO ENROLLMENT

It is one of our goals to provide a healthy and safe environment for your child. The following policies attempt to ensure procedures to obtain that goal.

### Medical Evaluations and Immunizations

Upon acceptance for enrollment and prior to the start of child care, all children are to have had the State mandated medical evaluation forms completed and must be in compliance with the Massachusetts Department of Public Health requirements for immunization against polio, tetanus, diphtheria, whooping cough, measles, mumps, HIB and German measles. In addition, effective August 1, 1998, one dose of varicella vaccine, or a note signed by a physician stating that the child has already had chicken pox, will be required for all children who are 19 months of age or older, and who were born on or after January 1, 1997. Children older than nine months and under the age of four years must be screened for lead poisoning unless the examination is objected to on religious grounds. Parents are responsible for updating their child's files for immunizations annually.

### When Your Child Becomes Sick

WE ARE CURRENTLY FOLLOWING UP TO DATE GUIDELINES FROM THE DEPARTMENT OF EARLY EDUCATION AND CARE (EEC) ALONG WITH THE CENTERS FOR DISEASE CONTROL (CDC) REGARDING COVID RELATED SYMPTOMS.

Staff will take precautions when children become ill while at childcare. We ask that parents be considerate of the comfort level of their child when he or she is not feeling well and to be respectful of the health and safety of other children and **not** bring children to childcare if s/he is symptomatic of a contagious condition.

It is also recommended that arrangements be made for someone to serve as a back-up person to care for your child should s/he have to be kept home or be excluded from childcare due to illness. Children who exhibit symptoms of the following types of infectious diseases, such as gastrointestinal, respiratory and skin rashes can be excluded from attending the Center if it is determined that any of the following exist:



- the illness prevents the child from participating in the program activities or from resting comfortably;
- the illness results in a greater care need than the child care staff can provide without compromising the health and safety of the other children;
- the child has **any** of the following conditions: fever ( of over 100.5 degrees), unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness;
- diarrhea; when it is excessive or appears to be caused by illness rather than food consumption related;
- vomiting two or more times in the previous 24 hours at home or once at the center;
- mouth sores, unless the physician states that the child is noninfectious;
- rash with a fever or behavior change until the physician has determined that the rash is not due to a communicable disease;
- purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge,

often with matted eyelids) until examined by a physician and treated as required.

- tuberculosis, until the child is noninfectious;
- impetigo, until 24 hours after treatment has started or all the sores are covered;
- head lice and free of all nits or scabies and free of all mites;
- strep infection, until 24 hours after medical treatment and the child has been without fever for 24 hours;
- hepatitis A unless treated by a physician.
- chicken pox until the last blister has healed over.



A child who has been excluded from child care may return after being evaluated by a physician, physician's assistant or nurse practitioner, and can provide a note that states that the child is considered to pose no health risk to the other children.

**Nevertheless, the Center staff will make the final decision concerning the inclusion or exclusion of the child.**

#### **DAILY SCREENINGS UPON ARRIVAL - COVID**

If a child has already been admitted to the Center and shows signs of an illness requiring possible exclusion (for example: a fever equal to or greater than 100.5 degrees (auxiliary) a rash, reduced activity level, diarrhea, etc.), or staff feel that s/he is unable to keep up with the activities of the day and it is in the best interests of the child to go home, the child will be offered his/her mat, cot, or other comfortable spot in which to rest quietly. The child's parents will then be contacted and it is the parents' responsibility to make arrangements for the child to be picked up within an hour.

The Director will notify parents immediately in writing when a communicable disease has been introduced into the Center, using information from the Day Care Health Manual.

#### **Administering Prescription and Non-Prescription Medication**

The Center can only administer medication, prescription or nonprescription, to a child with written parental permission **and** written order of a physician. For prescription medication, the written order of the physician may be the label on the medication that includes the child's name, the dosage, the name of the physician. Parents may ask the pharmacy to have the medicine in two bottles, so that they may leave one at the Center. Staff will not administer any such medication contrary to the directions on the original container unless so authorized by a written order of the child's physician. Staff will keep a written record of when the medication was given and place it in the child's file. Prescription medication must be kept in its original container with the child's name, name of drug, directions for administering, proper storage procedure, and expiration date recorded on it. All medications will be stored in a safe and secure location, and the unused portion will be returned to the parent. All medications must be given to staff directly by the parent. Staff will not administer the first dose of medication. The parent must administer the first dose in case of allergic reaction. All unused doses of medication will be returned to the parent.

For non-prescription medications (such as Tylenol, aspirin), the written order of the physician, a signed statement listing the medication (s), dosage and criteria for its administration can be accepted. This

statement is valid for one year from the date that it was signed. The staff can accept as written parental authorization the signed statement authorizing the Center to administer non-prescription medication in accordance with the written order of the physician. This statement will be valid for one year from the date on which it was signed.

Parents will be notified each time a non-prescription medication is administered to a child.

Topical non-prescription medications such as sunscreen, petroleum jelly or other ointments can be administered to a child with written parental authorization. A signed statement listing the specific topical non-prescription medication(s) and the criteria for administration is valid for one year from the date of signature.

## **Allergies**

If your child has an allergy, please let us know. Also please inform us should there be a history of allergies in the family (e.g., parent allergic to insect stings). To safeguard the health of all children, notices concerning children's allergies are posted for staff and substitutes in the classrooms.



## **Notification of Injury/Accident Reports**

Staff will notify you in writing, within 24 hours, if any first aid is administered to your child.

## **Procedures for Emergencies and Illness and Transportation to the Hospital**

In the case of an emergency or illness (such as a seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while another staff member takes other children to another area or room. It is expected that all staff members will respond in a calm and reasonable manner. Other staff will be alerted to send for assistance, be it the Director or another person in the Center.

One of the supervisory staff will contact the parent to come and pick up the child or, if response time is a factor, to have the parent meet the child and accompanying staff at the emergency room of the Berkshire Medical Center.

In the event a situation arises that is life threatening, an ambulance will be called immediately and the parent will be called to meet the child and staff at the hospital. The teacher or other designated staff will go with the child in the ambulance.

If the parent comes to pick up the child and needs assistance, the teacher or Director may offer to drive to the hospital or to accompany the child.

When parents cannot be reached, those individuals listed as emergency contacts will be contacted. The child's whole file will be taken, including permission forms.

In case of an accident on field trips, the parents will be contacted as soon as possible and informed of the nature and extent of the injury and the proposed plan of action. If necessary, an ambulance will be called to transport the child to the hospital.

## Vision and Dental Screenings

We will work with parents to assist them to both dental and vision screenings. In the resource guide, two dental clinics are listed. When possible, staff will arrange to have on-site dental and vision screenings, as part of our health curriculum unit.

## Suspected Abuse and Neglect

All staff at the Norman Rockwell Early Childhood Center are mandated reporters. This means that if they suspect a child has been abused or neglected, as defined by Massachusetts General Laws, they are mandated to report it to the Department of Children and Families. A complete copy of our Child Abuse and Neglect Policy is available to parents in the Director's office upon request.

## Health Consultant

Janette Langlois is the Health Consultant for the Norman Rockwell Early Childhood Center. She is a registered nurse and has reviewed our Health Policies and is available for consultation. Please note that our Health Policies reflect certain State-mandated standards.

## 8. CHILDREN'S RECORDS

### Records

The Center maintains a written record for each child that includes:

- an application form
- copies of periodic medical records
- updated immunization records
- prescribed medications administered to child
- all necessary authorizations and consents
- all pertinent correspondence
- referrals for social services and
- initial ASQ screening and progress reports.



The Department of Early Education and Care requires that these records be legible, dated at least yearly and signed by the individual making the entry. Records are maintained for at least seven years, unless transferred to the parents. Periodically you will be asked to update various forms as required by the Department of Early Education and Care. It is imperative that all forms be filled out completely and that the information is accurate. Please do not refer us back to the old forms indicating that nothing has changed since you last filled them out. In addition, please note that on some forms, there may be more than one location for your signature.

### Confidentiality

Information in the child's record is privileged and confidential. This information will not be distributed or released to anyone not directly related to implementing the program plans for a child without written consent of the child's parents. Parents will be notified if a child's record is subpoenaed.

The child's parents have, upon request, access to his/her child's records at reasonable times. Access will not be delayed more than two business days after which the initial request was made and the child's entire

record, regardless of the physical location of its parts, will be made available.

The Center will have records duplicated, and will maintain in each child's record a written log indicating any persons to whom information has been released. Each person who releases information contained in a child's record, in whole or in part and upon each instance of release, must enter into the log the following: his/her name, signature, position, the date, the portions of the record which were released, the purpose of such dissemination or release, and the signature of the person to whom the information is released. This log will be available only to child's parents and Norman Rockwell Early Childhood Center personnel responsible for record maintenance. There may be a small charge for copies of information in the child's records



### **Amending the Child's Records**

A child's parents shall have the right to add information, comments, data, or any other relevant material to the child's record. The child's parents may also request deletion or amendment of any information contained in the child's record. Such request shall be made in accordance with the procedures described below:

- 1) If such parents are of the opinion that adding information is not sufficient to explain, clarify, or correct objectionable material in the child's record, s/he shall have the right to have a conference with the Center staff to make his objection known.
- 2) The Center will, within one week after the conference, render to such parent a decision in writing stating the reason or reasons for the decision. If the decision is in favor of the parent, steps will be taken immediately to put the decision into effect.

### **Transfer of Records**

Upon written request of the parents, the Center will transfer the child's records to the parents or any other person the parent identifies, when the child is no longer in care. Parents may wish to have this information transferred to the new placement such as kindergarten.

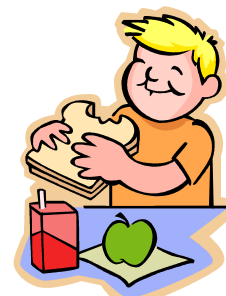
### **Providing Information to the Department of Early Education and Care**

The Center will make available to the Department of Early Education and Care any information required to be kept and maintained under its regulations, and any other information reasonably related to the requirements of these regulations. This includes any information in the child's records. Authorized employees of the ECC are not to remove identifying materials from the Center's premises and are required to maintain the confidentiality of individual records.

## **9. TERMINATION/SUSPENSION POLICY**

On occasion it may be necessary to terminate or temporarily suspend child care services if such situations were to arise that were not in the best interests of the child, family and/or program. As these situations occur, attempts will be made to work together with parents and supportive agencies, as appropriate, toward a resolution. Examples of possible situations (inclusive of but not limited to) are as follows:

- 1) Failure to adhere to the payment schedule.
- 2) Behavior that jeopardizes or threatens the health, safety and/or welfare of staff, the individual





child or other children within the program.

- 3) Noncompliance with CCB/Norman Rockwell Early Childhood Center policies or procedures.
- 4) Noncompliance with Department of Early Education and Care policies or procedures, including a lack of service need.
- 5) Consistent underutilization of a slot: NRECC and CCB reserve the right to give that slot to a family with a greater service need.
- 6) Inability of a child to adjust to the program after a reasonable amount of time.

When a Director determines that a problematic situation exists that might warrant termination/suspension of childcare services, the Director will notify the President/CEO and will apprise her/him of the situation. The Director will notify the parent/guardian of the problem as soon as possible and will schedule a meeting to determine what options exist, if any, which might rectify the problem. Supportive agencies/persons may be involved, as appropriate, to assist in the process of developing a corrective plan of action.

Prior to termination, families who are enrolled on a State subsidized slot will be apprised of their right to a review process. A record of this meeting and the resolution of the meeting, including reasons for termination, will be made and placed in the child's file. Child Care of the Berkshires is a large agency, which offers a number of childcare options; if appropriate, the family may be referred to another day care program or to the New England Farm Workers for information and referral.

When a child is leaving the Center, the classroom teacher will make an attempt to prepare the child and the other children for the departure of the child. It is suggested that there be a farewell snack or a group art project for the child.

## 10. CONNECTIONS TO COMMUNITY RESOURCES

In a situation where one of the teaching staff has a concern for a child's social, emotional, cognitive or physical well-being, the teacher will discuss the concern with the Program Director. If it is determined by the Program Director (possibly in consultation with other available resource people, i.e. – the local early childhood specialist, the social worker, etc.) that a child or a family is in need of additional educational, medical or other family support services, the Director (or his/her designee) will contact the parent and discuss the situation. CCB offers the services of a multi-disciplinary team of early childhood specialists and social workers to assist a parent or child with a variety of issues, working on site in the classroom or in the home. When appropriate, with the parent's permission, the Director (or his/her designee) will make a referral to an appropriate agency. All concerns are documented in writing, whether or not a referral is made, and placed in the child's file by the Program Director or his/her designee.



### **Early Intervention Services**

When appropriate, parents of children under three years old will be referred to the local community agency that is responsible for special education services:

Central Berkshire County  
South County  
North County

The Pediatric Development Center  
The Pediatric Development Center  
UCP/Early Intervention

Parents of children three years old and over will be informed of their rights under the Massachusetts Special Education regulations (603 CMR 28) and the name of the appropriate special education administrator will be given to them. All concerns and follow-up action will be documented in the child's file, including referrals to other agencies.

## Information and Referral

Dial 211 for general information about programs that may be available, or visit: [www.mass211help.org](http://www.mass211help.org) or [www.massresources.org](http://www.massresources.org)



## Community Agencies

The following is a listing of agencies in the community to which a family might be referred but the referrals will not be limited to the agencies in the following listing.

### Emergency Numbers

#### Police, Fire, Ambulance

911

#### Hospitals

BMC – Berkshire Medical Center	413-447-2000
North Adams Regional Hospital	413-664-5000
Fairview Hospital, Great. Barrington	413-528-0790

### Hotline Numbers

MA. Statewide Domestic Violence Hotline	877-785-2020
24 Hour Hotline	413-443-0089
Child Abuse Hotline	800-792-5200
Disabled Abuse Hotline	800-426-9009
Alcoholic & Drug Abuse Hotline	800-729-6686
Elder Abuse Hotline	800-922-2275
MADD (Mothers Against Drunk Driving)	800-633-6233
Parental Stress Hotline	800-632-8188
Rape Crisis Hotline	413-538-9434
Substance Prevention Hotline	800-327-5050
Suicide Prevention Hotline	800-252-8336



### Alcoholism and Addiction

#### The Brien Center

North Adams	413-664-4541
Pittsfield	413-499-0412

Child Care Information and Referral Services

New England Farm Workers Council/Voucher Management Services	
North Adams	413-663-7922
Pittsfield	413-443-7830
Children's Health Program	413-528-9311
Preschool Enrichment Team	413-736-3900

Child Protective Services/Abuse and Neglect

Department of Children and Families	800-292-5022
Pittsfield	413-236-1800

Counseling/Mental Health Services

The Brien Center	Toll Free	800-252-0227
North Adams		413-664-4541
Pittsfield		413-499-0412
CSO (Clinical Support Options)		413-236-5656
Counseling Center of the Berkshires		413-499-0490
The Kid's Place		413-499-2800
Rape Crisis/Elizabeth Freeman Center		866-410-2425
North Adams		413-663-9709
Pittsfield		413-499-2425
Servicenet Outpatient Behavioral Health Center		413-442-4003



Dental Clinics

Berkshire Medical Center	413-447-2781
Hillcrest Dental Clinic	413-445-6680

Domestic Violence

Elizabeth Freeman Center	24/7 Hotline	866-401-2425
North Adams		413-663-7459
Pittsfield		413-499-2425

Employment/Training

Berkshire Works/One Stop Career Center	413-663-1111
Pittsfield	413-499-2220
BerkshireJobs.com	413-663-3384
Berkshire County Regional Employment Board (BCREB)	413-442-7177
Mass. Rehabilitation Commission	413-663-5391
Reconnect	413-997-4556

Family Support Programs

Berkshire Nursing Families	413-743-5338
CCB Family Center	413-664-4821
CCB Parenting Partnership	413-664-4725
CCB's Healthy Families – No. Adams	413-664-6104
CCB's Healthy Families – Pittsfield	413-445-4324
McInerney Center/Berkshire Children and Families	413-449-3556
Parents as Teachers/Berkshire Children and Families	
Children's Health Program	413-528-0721
Family Life Support Center	413-743-7957

Financial Assistance and Food

American Red Cross	413-442-1506
Berkshire Community Action Council (BCAC)	
North Adams	413-663-3014
Pittsfield (East St.)	413-445-4503
Pittsfield (North St.)	413-499-0256
Fuel Assistance/Berkshire Community Action Council	
North Adams	413-663-3019
Pittsfield	413-445-4503
Pittsfield (Dalton Ave.)	413-448-8900
Goodwill Industries	
Adams	413-743-8092
MA Department of Transitional Assistance	413-236-2000
Salvation Army	
North Adams	413-663-7987
Pittsfield (West St.)	413-442-0624
Women and Infants Feeding Program (WIC)	
North Adams (85 Main)	413-663-3012
Pittsfield (Court St.)	413-445-9429
Pittsfield (First St.)	413-448-2611
Great Barrington	413-528-0457
Berkshire Food Project (Free Lunch Noon/ Daily)	
North Adams	413-664-7378
Christian Assembly Church (Food Pantry)	413-442-1495
Christian Center of Pittsfield (Food Pantry)	413-443-2828



Health Services

Common Health for Disabled Children	800-242-1340
Hillcrest Family Health Center	413-499-2054
Neighborhood Health Center	413-447-2351
510 Medical Walk-In	413-449-0237
Poison Control	800-682-9211
Tapestry Health Systems	
North Adams	413-663-8846
Pittsfield	413-443-2844
Gt. Barrington	413-528-4238
Tobacco Cessation/REACH	413-664-5567
Visiting Nurses Association	
North Adams	413-664-4536
Pittsfield	413-447-2862

Homeless Shelters

Barton's Crossing – 1307 North Street, Pittsfield	413-442-1445
Louison House – Adams, MA	413-743-7957
Our Friends House – 292 West Street, Pittsfield	413-447-2781

Housing Support

Adams Housing	413-743-5924
Berkshire County Regional Housing Authority	Toll Free 800-248-9002
Pittsfield	413-443-7138
Berkshire Housing Services – Pittsfield	413-499-1630
Dalton Housing	413-684-2493
North Adams Housing	413-663-5379
Pittsfield Housing	413-499-2771



Williamstown Housing	413-458-8282
<u>Immigration Services</u>	
Berkshire Immigrant Center	413-445-4881
<u>Legal Services</u>	
Community Legal Aid (Pittsfield)	413-499-1950
North Adams	413-664-4531
<u>Medical Insurance</u>	
Advocacy for Access	413-445-9480
Children's Medical Security Plan	800-909-2677
ECU Care	413-663-8711
Medicaid/Mass Health	413-785-4100
<u>Parent Education and Skill Building</u>	
Adult Learning Center	
Pittsfield	413-499-9530
Great Barrington	413-528-4238
Berkshire Community College (BCC)	413-499-4660
Mildred Elley	413-499-8618
McCann Technical School	413-663-5383
Massachusetts College of Liberal Arts (MCLA)	413-662-5000
Office of Continuing Education & Professional Development	413-662-5543
Northern Berkshire Adult Basic Education Program	413-662-5314
<u>Special Education Services</u>	
Adams/Cheshire Schools/Special Education	413-743-5202
Berkshire Hills Regional Schools	413-528-3346
North Adams Public Schools	413-664-6180
Pittsfield Public Schools/Special Education	413-499-9512
Williamstown Public Schools	413-458-5707
<u>Youth Services</u>	
Adams Youth Center	413-743-3550
Berkshire South Regional Community Center	413-429-4822
Boys and Girls Club	413-442-6106
Catholic Youth Center	413-445-5496
Dalton Youth Center	413-684-0120
4-H	413-448-8285
Gladys Allen Brigham Community Center	413-442-5174
Girl Scouts	413-584-2602
Railroad Street Youth Project	413-528-2475
South Berkshire Youth	413-528-1919
Unity (Northern Berkshire Community Coalition)	413-663-7588
Williamstown Youth Center	413-458-5925
Y.M.C.A - North Adams	413-663-6529
Pittsfield	413-499-7650



## 11. PARENT INFORMATION, RIGHTS AND RESPONSIBILITIES

Chapter 28, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates the Department of Early Education and Care the legal responsibility of promulgating rules and regulations governing the operation of day care centers (including nursery schools).

Child Care of the Berkshires, Inc. is required to inform all parents of specific information about their rights and responsibilities at the time of admission of their child to the center. Section 7.04 of 102 CMR 7.00, the regulations that govern day care centers, contains more information.

Much of the required information concerning rights and responsibilities is found within the pertinent sections of this handbook.

## **12. CHILD CARE OF THE BERKSHIRES, INC.**

Child Care of the Berkshires, Inc. is a non-profit organization that was established in 1969 and operates a number of child care and family support services programs throughout Berkshire County. The Main Office is located in the Sarah Haskins Community Center on State Street in North Adams. Inquiries may be made by calling (413) 663-6593.

A Board of Directors, made up of parent representatives and members from the community at large, oversees the operation of the agency, reviews policies and procedures, monitors the finances of the agency and supervises the Executive Director. Please check with your child's teacher or stop by the office at the Center for an updated list of the additional programs that are offered by CCB.



**NORMAN ROCKWELL EARLY CHILDHOOD CENTER STAFF**  
**413.442.0490**

Toddler Classroom	<b>Lead Teacher</b> <b>Associate Teacher</b>	Andrew Schmidt Amber Shove
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Preschool Classroom	<b>Lead Teacher</b> <b>Associate Teacher</b>	Heather Albee Kayla Smith
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**Child Care of the Berkshires North Adams Office Staff      **413.663.6593****

Support Staff	<b>Billing Clerk</b> <b>Health Care Consultant</b> <b>Child Development Specialist</b>	Lory Atwell Jeanette Langlois Tammy Hoag
Child Care Administration	<b>Anne Nemetz-Carlson</b> <b>Tamara Stephens</b>	President/CEO Program Manager, Child Care Services

**COVID-19 REGULATIONS**  
**MASSACHUSETTS CHILD AND YOUTH SERVING PROGRAMS REOPEN APPROACH Minimum**  
**Requirements for Health and Safety (*revised 8.21.20*)**

[https://eeclead.force.com/resource/1598028195000/EEC\\_RevisedMinReq](https://eeclead.force.com/resource/1598028195000/EEC_RevisedMinReq)