



2025-2026

## Program Handbook

(Mid-year policy changes will be sent via Brightwheel)

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## **Mission Statement & Philosophy**

The mission of Super Stars Learning Center, LLC is to provide a loving and nurturing learning environment to children during their early childhood years. Our philosophy is that children are unique and learn in different ways. Here at Super Stars Learning Center, LLC we develop our curriculum and lesson plans with the individual child in mind. Through thoughtful observation and ongoing assessment, the needs of each child will be met within the planned curriculum. At Super Stars, we believe each child deserves an equal opportunity. We use research-based tools for developmental screening and collaborate with parents to help children receive the best supports as needed. By employing multiple modes of instruction, our program strives to nurture every child into a Super Star and, as they grow, to help them develop a love of learning as well as the skills they need to succeed in their education in the primary grades.

## **Statement of Non-Discrimination**

Super Stars Learning Center, LLC prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law. The center does not discriminate on the basis of toilet training status as required by the D.E.E.C. rules and regulations governing child care facilities [7.04(17)(g)1].

## **Hours of Operation**

The Center is open Monday through Friday from 7:00 A.M. to 6:00 P.M.

## **Enrollment Policy and Procedure**

As part of the enrollment process, all families will take part in a tour with a staff member from the center. The purpose of the tour is to fully describe The Center and its policies and to answer any questions or concerns parents or guardians may have.

If and when parents decide to enroll, a 2-week ***NON-REFUNDABLE*** deposit will be collected and enrollment paperwork will be provided. The slot is not guaranteed until the deposit has been received. Enrollment paperwork must be submitted prior to the child attending. Parents will also receive their own copy of this Program Handbook and any written notices required by the D.E.E.C. rules and regulations [7.08(6)(a-n)].

With the two week deposit and registration fee having been paid, Super Stars will hold a spot for unborn children for up to 9 months, or up to 12 weeks for infants 3 months old or younger at the time of inquiry (or anyone registering for summer program or the following school year). For all others and re-enrollments the spot can be secured for up to 4 weeks before starting. First-time enrollees can enroll at any point throughout the year. For current or returning families, the following policy applies:

As of September 1, 2022 Super Stars Learning Center requires that if you withdraw your child for any reason between September 1st and June 15th your deposit must be applied to the final two weeks of care and the spot can not be guaranteed in the event you would like to re-enroll. You may attempt to re-enroll your child to start in September, January, or mid-June. If you choose to withdraw your child for the summer or reduce the number of days of care you will be charged a maintenance fee (amount to be determined annually each spring).

### **Tuition & Fees**

**Tuition is due 52 weeks/year even if your child is absent for sickness or vacation, and is payable on the last day of the preceding week. We prefer that all customers enroll in automatic payments through Brightwheel. However, tuition can be paid to the director via cash, check, or online via the Brightwheel platform. At the time of enrollment, families are required to put down a 2 week *NON-REFUNDABLE* deposit plus the first week's tuition. The deposit will be applied to the final 2 weeks of enrollment as long as a 2 week notice is provided. Additionally, an annual \$100 per child registration fee applies for special materials and is assessed at the time of registration, or once per calendar year on September 1<sup>st</sup>.**

**Please note: when the tuition rates are calculated for each academic year, scheduled closings as well as 3 weather-related closings are taken into account. We do not offer make-up days for days missed due to illness, vacation, inclement weather or holidays.**

### **Additional Fees:**

-You will not be permitted to drop your child off on Monday morning unless the tuition for that week has been paid. Fee for late payment: **\$10 PER DAY**

-Fee for late pick-up/early drop off: **\$5 for 6-10 minutes late and an additional \$1 per minute thereafter.** Early/Late fees are **dependent upon the drop-off & pick-up times the parent indicated on the Schedule Selection Form at**

**the time of enrollment**, unless advanced notice (24 hours) is given that they will be dropping off early/ picking up late that day. Early/Late is NOT determined by the tuition bracket you fall into, but by the exact schedule you chose.

-Returned Payment Fee: **\$25**

-Credit Card Payment Processing Fee: **2.95%**

-ACH (Bank) Transfer: **FREE**

-Summer Maintenance Fee: **\$470-\$945 (depending on your child's schedule)**

\*A chart of the fee schedule can be found in Appendix A

## **Attendance Policy**

Drop off is from 7:00-9:30 A.M. It is very important that you drop your children off during these hours so they can transition into their day and do not miss out on their learning experiences. If you attempt to drop off after 9:30 A.M. **without documentation of your child having attended an appointment** you will not be allowed to drop off. If your child will not be attending on a scheduled day you must notify us by sending a message through Brightwheel. There are 12 sick days, **14** scheduled closings, and 3 unanticipated weather closures built into the tuition rates.

**We do not offer make-ups.**

If your child has a part-time schedule, they will be missing special events that could be scheduled throughout the year. Classroom teachers accommodate every child's schedule when planning events. However, your child will still participate in activities based on the celebration during that week.

## **Drop-Off/Pick-Up Procedure**

When you drop off your child, you will sign them in using the Brightwheel app.

From 7:00-8:30 A.M. drop-off occurs curbside and we will escort your child inside. We ask that parents refrain from getting their children out of their vehicle until they are in front of the building. There are orange cones on the curb. Please don't get out of your vehicle until you are between the cones. If you prefer to walk your child inside we ask that you wait until 8:30 so as not to interrupt the flow of the drop off line.

If dropping off between 8:30 and 9:30 A.M., you must park your vehicle and bring your children to their classrooms. You are permitted to park along the curb, but please do not block the parking spaces.

For pick-up, you are permitted to park anywhere in the parking lot or along the curb.

Depending on your pick-up time, you may find your child on the playground, in their own classroom, or in another classroom in that program.

You will check your child out using the Brightwheel app.

***\*At no time may you block the handicap parking space.***

***\*Children must be dropped off and picked up by an adult.***

***\*All parents select a drop-off window at the start of the school year or at the time of enrollment. If you need to drop off outside of that time frame - EVEN IF IT WILL BE A LATER TIME - you must message us through Brightwheel.***

## **Scheduled Appointments**

If your child will be late for school due to a doctor/dentist/other appointment, you must notify us via Brightwheel of when they are expected to arrive. Arrival by 10:30 is ideal.

If you pick your child up to bring them to an appointment, they must return by 3:00 P.M. if returning to school.

For reasons of liability, and for your child's own comfort, they may not return to school after a vaccination appointment. We recommend scheduling those appointments at the end of the day.

***Whenever your child has a routine physical or receives vaccinations, please ask your child's doctor for a school form to provide to our office.***

## **Holidays and Closing Policies**

The Center observes the right to close periodically throughout the year in observance of the following days and holidays:

The Thursday and Friday preceding Labor Day (professional development), Labor Day, Columbus Day, Thanksgiving Day, Black Friday, up to 5 days for Christmas break, New Year's Day, President's Day (professional development), Patriot's Day (3<sup>rd</sup> Monday of April), Memorial Day, Independence Day.

A schedule of closings will be provided to all families at the beginning of July for the following academic year (September through August).

In the event of forecasted inclement weather, Super Stars administration will make a calculated decision based on the timing and forecast severity of each individual storm in terms of whether/when to close the center. If at any time Super Stars does not close, please use your own best judgment in determining whether or not to drive your child to school.

For the first 3 weather closures of the academic year that affect a child's schedule, parents are still required to pay tuition for that day. Beyond 3 weather closures, families will receive credits for the missed day if their child was scheduled to attend that day and if the tuition for that day has been paid in full.

### **Staffing and Staff:Child Ratios**

In accordance with DEEC regulations (section 7.08), all staff members employed at Super Stars Learning Center, LLC are required to meet at least the minimum level of certification for their position and are First Aid and CPR certified. All staff members attend a program orientation prior to their employment, and take part in on-going professional development.

In accordance with DEEC regulations (section 7.09), Super Stars Learning Center maintains in all of its classrooms a number of educators to adequately supervise the group at all times, provide individual attention at all times, and promote the children's physical, social, emotional, and cognitive development. At no time do staff/child ratios exceed the following:

Infants – 1:3 or 2:7 (max 7)  
Infant/Toddler Mix – 1:3 or 2:9 (max 9)  
Toddlers – 1:4 or 2:9 (max 9)

Toddler/Preschool Mix – 1:4 or 2:9 (max 9)  
Preschool (full day) – 1:10 (max 20)  
Preschool/School-Age Mix – 1:10 (max 20)  
School-Age - 1:13 (max 26)

\*In order to maintain regulated staff:child ratios we ask that each family complete a Schedule Selection Form. This assists us in scheduling staff appropriately. When a child arrives early or is picked up late, we are put in a position that threatens our ability to maintain these ratios\*

Your child will be assigned to a specific classroom/homeroom, but each group has buddy classrooms. Children occasionally spend time in their buddy classroom as well, specifically at the very beginning and end of the day and sometimes throughout the day. Children throughout the school are permitted to be combined in multi-age groupings at the beginning and end of the day in accordance with section 7.09.

### **Child Learning Objectives**

At Super Stars Learning Center, LLC, the educators, in conjunction with the administrators, develop and implement a curriculum that is focused on a comprehensive early education that is well-balanced and appropriate to the group and individuals being served, both developmentally and linguistically. All activities aim to support school readiness and include goals for knowledge and skills in the areas of English, math, science and technology, history and social science, and the arts. [7.06(1)(a)]

Each child at Super Stars Learning Center has their curriculum tailored to their individual needs based on detailed observations of their strengths in each developmental domain. These observations will also be used to complete periodic assessments of their progress which will be shared with their parents.

\*A chart outlining daily routines for each age group can be found in Appendix B.

## **Outdoor Play**

### **Outdoor Play in Extreme Temperatures**

Outdoor play is a valuable and necessary experience for young children. Unfortunately, living in the Northeast sometimes means that children are kept inside for their safety from extreme temperatures. Super Stars Learning Center, LLC's policy regarding outdoor play is as follows:

**Classrooms Serving Only Infants** will go outside without restrictions if the "feels like" temperature (adjusted for wind chill or humidity) is between 40 and 80 degrees Fahrenheit. They will go outside for a shortened length of time if the "feels like" temperature is between 32 and 39 degrees Fahrenheit or 80-89 degrees Fahrenheit.

**Classrooms Serving Older Infants & Toddlers** will go outside without restrictions if the "feels like" temperature is between 32 and 89 degrees Fahrenheit. They will go outside for a shortened length of time for "feels like" temperatures between 27 and 32 degrees or 89-95 degrees Fahrenheit.

**Classrooms Serving Preschoolers and Up** will go outside without restrictions if the "feels like" temperature is between 32 and 89 degrees Fahrenheit. They will go outside for a shortened length of time for "feels like" temperatures between 20 and 32 degrees or 89-95 degrees Fahrenheit.

Please make sure that your child has boots, snow pants, gloves, hats, warm jackets, etc. in the colder months and swimsuits, water shoes, and towels in the warmer months so that we can keep them as comfortable as possible while they play.

## **Ages & Stages Questionnaires**

The ASQ-3 (Ages & Stages Questionnaires) is a tool developed to assess a child's areas of strength from birth to age 5 and is designed to indicate when a child's development may be behind for their specific age.

Super Stars Learning Center, LLC administers the ASQ-3 to all children 2-3 months after admission as well as periodically afterwards. This tool involves a questionnaire that both teachers and parents complete. It will give us insight into each child's areas of strength and will allow us to cater to their individual needs and unique learning styles.

In the event that the tool indicates there might be an area of development with which your child needs some extra support you will be notified. Super Stars Learning Center Administrators can help refer families to helpful resources for Early Intervention or Public Preschool depending on the child's age. Super Stars Learning Center, LLC WILL NOT disclose information about your child or their ASQ-3 scores without your express written consent.

Included in the enrollment packet is the parental consent form to participate in the screening process.

### **Curriculum Planning**

Your child's teachers will plan activities based on their observations as well as information gained from formative assessments. Activities will be carefully planned to help your child advance their skills in each area of development. You can find a copy of the school-wide curriculum for each age grouping on our website, [www.superstarslearningcenter.com](http://www.superstarslearningcenter.com).

### **Child Assessment and Parent Conferences**

Educators are constantly assessing children in an informal manner and adapting their teaching techniques and program goals to meet the needs of the individual and to maintain communication with the family. While informal assessments are used on a daily basis for the purpose of designing and implementing developmentally appropriate activities, formal child assessments are completed throughout the year in order to document each child's progress over time. Progress reports are completed every 3 months for infants in August, November, February, and May. They are completed every 6 months for toddlers and preschool/pre-kindergarten students in Fall and Spring. Parent conferences are scheduled in December and June, and additional parent conferences by request are always welcome [7.06(3-4)].

### **Transitions**

When a child is chronologically and developmentally ready to transition to a new classroom, parents will be notified. A typical transition will happen at the beginning of the school year but can also occur mid school year. Additionally, summer groupings may be different from school-year groupings. Periodic progress reports are used in deciding a child's readiness for transition. Procedures for transitioning a child between classrooms or programs include collaboration and information sharing between educators in each classroom or program, with parental permission, and a plan for assisting the child with the transition in a manner consistent with the child's ability to understand. Collaboration among parents, educators, and

administrators is also used when preparing children in developmentally appropriate ways for transition into the primary grades or into another program [7.04(3); 7.06 (4)].

### **Parent Involvement Policy**

Super Stars Learning Center, LLC has an “open door” policy, meaning that parents are both welcome to visit their child’s classroom at any time, with or without prior notice.

Daily communication between parents and educators regarding their child’s day is facilitated through the Brightwheel app. The app is used for messaging as well as for recording children’s activities and photos [7.08(1-4)].

### **Discipline**

At Super Stars Learning Center, LLC behavior correction involves the use of clear instruction that is appropriate to the developmental level of the child. Educators at The Center are trained to get down to the child’s level while communicating with them, including during disciplinary interactions. We encourage educators to use praise to reinforce desirable behaviors rather than punishment to reduce undesirable behaviors. The following practices are **strictly prohibited:** Spanking or other corporal punishment; 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; 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; 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; 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 excessive time-out. Time-out, **or any variation thereof**, may not exceed one minute for each year of the child's age and must take place within an educator’s view.

## **Referral Plan**

Should staff become concerned regarding a child's social or mental health, medical health, development or unmanageable behavior\*, it is their responsibility to discuss their concerns with the center Administration. The staff will observe and record the child. The records will be reviewed by the Administration and a meeting will be scheduled with the parents to notify them of the program's concern. The program will provide referral resources in the community based on the child's social, mental health, educational, or medical needs. For children aged two years and nine months or older who present as an atypical learner who may qualify for individualized education, the program will provide written notice to your school district that we are serving a child who may qualify and will connect you to the appropriate contact. For children younger than two years and nine months, written notice will be provided to the administrator of DPH Early Intervention Program.

After the referral and with written parental consent, Super Stars Learning Center will remain in contact with the specialist in order to implement an on-going learning plan that is consistent with what is being implemented in the home through collaboration with the child's parents, teachers, and the program administrator(s). In order for us to collaborate, parents must provide Super Stars with copies of the Individualized plan created for their child as well as any evaluation reports completed by Early Intervention or the public schools

**\*Plan for Unmanageable Behavior** (\*\*Unmanageable behavior includes sensory stimulatory behaviors, frequent outbursts/meltdowns for which we can not identify the function, or children whose behavior requires physical prompting or assistance which we are not permitted to provide by law.\*\*)

Staff at Super Stars Learning Center, LLC is prohibited from using restraint techniques. If a child's repeated behavior presents an immediate risk to the health or safety of themselves, other children, or staff, Super Stars Learning Center, LLC reserves the right to dismiss the child from the center without notice. If a pattern of unexpected or disruptive behaviors emerges and if the behaviors can be monitored and redirected without physical prompting, the following steps will be taken to address the behaviors:

- 1) A behavior management plan will be developed by the Administration in collaboration with the classroom teachers and parents/guardians in a meeting or phone call.
- 2) The plan will be implemented immediately following the conference. The plan will last for 2 weeks and then the team will meet again.
- 3) At this meeting, the team will discuss the plan moving forward. Options include:
  - a) Continue the current plan

- b) Modify the current plan
- c) Determine that Super Stars can not service the child in this setting. An outside referral will be made to the appropriate agency.
- 4) If a referral is made, steps must be taken in a timely manner to avoid termination for refusing a referral:
  - a) Parents are expected to contact the agency within 3 school days.
  - b) Once a request has been made to a public school or Early Intervention, testing and meeting should be completed within 45 days. Parents **must** sign consent for Super Stars to collaborate with outside evaluators.
  - c) At the meeting, if determined eligible, parents must accept the services being offered (sign the IEP or IFSP) within 5 school days and start attending/receiving services immediately following. If the parent/guardian does not accept, it is considered refusal of referral and the child will be terminated with a 5 day notice.
  - d) When a child ages out of Early Intervention, Super Stars will collaborate with EI to determine next steps. If it is determined that the child should be evaluated by the Public Schools, that must occur on the timeline mentioned in step b) above.

## **Suspension & Termination Policy**

If the program chooses to suspend or terminate a child for any reason, the program will provide written documentation to the parents of the specific reasons for the suspension or termination of the child and the circumstances under which the child may return, if any.

In the event that a parent refuses a referral to an outside specialist , Super Stars Learning Center reserves the right to terminate the child from the program with a full week's written notice which includes documentation as to the reason for the termination. The child's last day will be 5 school days after the notice is provided. In this instance, the deposit will be applied to the child's final week. During the final week, the child's educators will work to prepare the child for their transition out of the program by talking with them about what they can expect [7.04(3)].

**Exceptions to the week's notice policy includes extreme behavior that risks the health or safety of other children, staff, or self which may result in immediate termination.** Additionally, in the event that a parent is disrespectful toward a child or staff member, The Center reserves the right to terminate their child from the program immediately. The parent will be provided with a written letter of termination documenting the event and/or reason for the termination. In the instance that the termination is due to the parent's behavior, **the deposit will not be**

**returned**. Disrespectful behavior includes, but is not limited to, vulgar language, physical contact with a staff member or a child other than your own, and using degrading language toward a child or staff member.

### **Transportation Policy**

Children enrolled at Super Stars Learning Center, LLC are dropped off and picked up only by individuals designated by their legal guardians and documented in their file. Any time an individual picks a child up from The Center for the first time, they will be required to present photo identification prior to the release of the child.

At this time, Super Stars Learning Center, LLC does not participate in field trips. In the event of a medical emergency requiring transportation to the hospital, 911 will be called and the child will be transported to the hospital indicated by the parent/guardian in the child's file. A staff member will accompany the child and meet the parent/guardians at the hospital.

### **Confidentiality**

It is the policy of Super Stars Learning Center that all confidential information pertaining to a child's academic record, health status, etc. will be discussed only amongst the parent/guardian, administration, and educators for whom such information is pertinent to the child's care.

## **Food Safety & Nutrition**

Super Stars Learning Center, LLC provides a morning snack and an afternoon snack to children 12 months and older which is served either with water or drinks from home. Snacks and meals for infants under 12 months must be provided by parents until the parent approves school snacks for their child. Snack menus will be posted monthly on the Parent Board. Parents are responsible for sending their child with a lunch daily. Please pack items that your child would typically consume at home, as young children are often picky eaters. **\*Peanuts and peanut butters are prohibited at The Center in order to prevent allergic reactions. Please check labels and plan accordingly.** Lunch boxes must include a cold pack as refrigeration is not offered by the center.

*It is imperative that you notify us if your child has a diagnosed allergy. Additional paperwork is required for administration of medications including life-saving medications like Epi-Pen and Benadryl.*

***Please note that glass containers are prohibited in children's lunch boxes.***

Snacks will be served with water in disposable cups to both preschoolers and older toddlers. If you prefer a different beverage you may pack it in your child's lunch box and notify the teacher.

***If your child comes to school with a dessert, we will allow the child to eat the dessert only after eating the rest of their healthy options. We openly discourage sending in sugary drinks or snacks and "junk" food for all children and will not serve such foods to any child under 12 months. The USDA recommends that each meal be balanced with components of each food group. There is no place on MyPlate for added sugars.***



For safety reasons, we require that all food that requires refrigeration according to package instructions be packed in an insulated lunchbox with an ice pack. **If perishable items are sent without an ice-pack we will be unable to serve them and will throw them away.**

**\*\*Please do not provide special snack on your child's birthday. If you would like to send in something special to share please stick to favors like pencils, stickers, temporary tattoos, etc. THANK YOU.**

## **Healthcare Policy**

### **Program**

#### ***Super Stars Learning Center, LLC***

150 Donald Lynch Boulevard  
Marlborough, MA 01752

(508) 251-9061

### **Emergency Contacts**

- ❖ **Health Care Consultant** – Anne Ferrari-Greenburg, RN/BSN  
158-A Pond St. Ashland, MA 01721  
(508) 881-5107 (office) / (508) 641-1984
- ❖ **Executive Office of Health & Human Services**  
1 Ashburn Place, 11<sup>th</sup> Floor  
Boston, MA 02108  
(617) 573-1770
- ❖ **Fire Department** – 508-624-6984
- ❖ **Police Department** – (508) 485-1212
- ❖ **Ambulance** – (508) 485-4544
- ❖ **Emergency Health Care Facility** – Marlborough Hospital  
157 Union Street  
Marlborough, MA  
(508) 481-5000
- ❖ **Poison Control** – 1-800-222-1222

**Procedure in Case of Illness, Injury, or Emergency** [7.11(19)(2)].

Notify parents of the situation and have parents come to the center to take the child to see a physician. In the event of an acute emergency requiring immediate medical attention, call the rescue ambulance (911). Notify the parent and have he or she meet the child and the center director or acting director at the hospital. The director must take the child's medical record and emergency medical form with him or her. In the event that the parent cannot be notified, contact the person(s) listed as an emergency contact. Proceed to the hospital with the child's records. Emergency procedures will apply the same to field trips. If a child has an illness, the parent will be contacted and asked to pick-up the child at the center. If an emergency situation, call rescue ambulance (911) and then notify parent or other emergency contact and have them meet the child and director at the hospital.

**Minor Injury First Aid Procedure**

All staff at The Center are required to maintain current Infant/Child CPR and First Aid training. In cases of minor injury, the staff will administer simple first aid and will notify the parents at the time of pick up. Using a standardized incident report form, the location and nature of the accident/injury will be documented within 24 hours of the incident, and logged in the Center's injury log.

Disposable gloves are used for the clean-up of blood and bodily fluids. Affected areas are always disinfected.

A first aid kit is located in each classroom as well as in the office. It contains adhesive tape, band-aids, gauze pads, gauze roller bandage, disposable non-latex gloves, instant cold pack, scissors, tweezers, thermometer, and CPR mouth guard. The classroom teacher is responsible for carrying the First Aid kit when the class goes outdoors or on field trips.

**Mildly Ill children** [7.11(19)(3-4)]

Beyond common cold symptoms (runny nose, nasal congestion, cough, etc.), the center will not care for mildly ill children. If a child becomes ill at school they will be brought into the office while they wait for their parent to pick up or be allowed to rest on a mat with a blanket outside of areas being used by the other children. Families of children in the affected classroom(s) will receive a notice on Brightwheel if there are any symptoms they should watch for. ***Parents of children dismissed for being ill must pick up within 60 minutes of being notified, and will be***

***required to sign a dismissal form indicating the condition(s) for which the child was dismissed.***

Some of the common conditions for which a child will be sent home are as follows:

1. Fever: A child will be sent home if he or she has a temperature of 100.4 degrees or more. It is required that the child stays home fever-free without the use of fever-reducing medications for 24 hours before returning to the center.

2. Diarrhea: A child who has had two or more watery stools will be sent home. Children may return to the center once the diarrhea is under control. If your child has an allergy or condition which regularly causes diarrhea, please alert the staff of this during orientation.

3. Vomiting: A child who is vomiting will be sent home and should remain home until the vomiting has stopped for 24 hours. Stomach viruses are highly contagious and will spread through the center rapidly.

4. Symptoms of Respiratory Distress: Due to the serious nature of respiratory viruses like RSV in young children, a child who is wheezing, belly-breathing, or showing other signs of respiratory distress will need to be evaluated by a physician and cleared to return to school.

5. Impetigo: This skin infection is characterized by crusted sores, which usually appear first to the facial area. Children with this condition must be on antibiotics for at least 24 hours and all lesions should be dry before returning to the center.

6. Conjunctivitis: This is a contagious infection of the eye characterized by a yellow discharge and tearing. Children with this condition must be on antibiotics for at least 24 hours before returning to the center, and all discharge must be gone.

7. Strep Throat: Strep throat is often indicated by a rash and fever combined with a sore throat. This condition requires antibiotics and your child should not return to the center until he or she has been on medication for 24 hours.

8. Suspicious Rashes: Many common and highly contagious childhood illnesses have characteristic rashes associated with them. If at any time a teacher and supervisor agree that a rash a child has appears suspicious the child will be dismissed and will not be able to return until the rash has resolved or a physician's note is acquired indicating that the child is not contagious.

9. Head Lice: We have a no nit policy. Although head lice does not carry diseases, our goal is to prevent it spreading. Hair and scalp must be free of nits before returning to school.

10. Generally Unwell: Parents will be notified if their child is lethargic, crying excessively, uncharacteristically clingy, or is unable to participate in the daily activities, in absence of other symptoms like fever. A child meeting this description will be better cared for at home where they can rest.

\*It is strongly encouraged that siblings stay home as well for cases of fever, vomiting, diarrhea, respiratory distress (pending medical evaluation of the sick child), and are required to stay home for head lice.

### **Daily Health Screenings**

Effective May 31, 2022 parents will be required to submit an acknowledgement daily that their child is not exhibiting symptoms of illness through Brightwheel.

### **COVID-19 & Other Respiratory Illnesses**

- Children and staff who are asymptomatic no longer need to be excluded from a program when testing positive for a respiratory virus, including COVID-19, flu, and/or RSV.
- Children and staff who are symptomatic of a respiratory virus, including COVID-19, flu, and/or RSV, are encouraged to remain at home/isolate until they are fever-free for at least 24 hours without the use of fever-reducing medications. Children and staff are no longer required to isolate for five days.

### **Medication Administration** [7.11(19)(5)]

Any prescription medications to be administered by the center staff should come in a bottle with the prescription labeled by the pharmacy. Parents will need to complete an Authorization for Medication form before a staff member can administer the medication. Over the counter drugs (i.e. Tylenol, Motrin, Sudafed, cough syrups, etc.) can only be administered by the staff if an Authorization for Medication Form is on file, which states the child's name, the name of the medication, the dosage, and the purpose of the medication. This form must be signed by a physician and parent and is valid for one year. Written physician AND parental consent is also required for administration of unanticipated non-prescription medication for Mild Symptoms, and written parental consent is required for topical non-prescription medication. These forms are valid for 1 year. Written parental consent for oral non-prescription medication is required weekly with dosage, times, days and purpose. Parents can always come to the center and administer over the counter medications themselves. All staff are required to be trained in the

proper Medication Administration annually without gaps. **Please contact the Director if you have questions about medication administration.**

**NO MEDICATION IS PERMITTED TO BE KEPT WITH YOUR CHILD'S BELONGINGS AND MUST BE KEPT IN A SECURE LOCATION.**

**Meeting a Child's Specific Health Care Needs** [7.11(19)(6-7)]

The parents of a child with a chronic condition will, in conjunction with their child's physician, develop a written Individual Health Care Plan to be followed by the Center and its entire staff. The Individual Health Care Plan must state the condition, symptoms, treatment if necessary, potential side effects, and consequences if treatment is not provided. In addition, it must include physician's authorization for the child's parent or program's Health Care Consultant to train staff on the child's specific medical needs. All appropriate specific measures will be taken to ensure that the health requirements of children with disabilities are met, when children with disabilities are enrolled. If a child has a documented food allergy or suspected food allergy, that food will either be banned from the center or classroom, OR the Director will meet with the child's parents to determine an acceptable plan for avoiding the child's exposure to the allergen.

**Back to Sleep** [7.11(19)(9)]

All children 12 months of age or younger will be placed on their backs for sleeping, unless the child's health care professional orders otherwise in writing. This is in response to the Back To Sleep campaign which, as a result, has reduced the incidence of Sudden Infant Death Syndrome (SIDS). A Back To Sleep informational poster is posted in every designated infant sleeping area. Infants will nap in an individual crib with a firm, properly fitted mattress with clean coverings with no potential entrapment areas. Cribs used for sleeping infants under the age of 12 months must not contain pillows, comforters, stuffed animals, or other soft, padded materials.

**Suspected Child Abuse or Neglect** [7.11(19)(10)]

All educators, including the Center staff, are mandated reporters and therefore are required by law to report suspected child abuse or neglect to the Department of Children and Families. If a staff member has a concern that a child in his or her care is suffering from either neglect or abuse from any cause, it is their responsibility to bring such concerns to the attention of the center director.

The director will discuss the concern with the teacher who has contact with the child. These concerns will be documented. If there is reasonable cause to believe that a child is suffering from abuse or neglect, the director will immediately report such a condition to the Department of Children and Families over the phone and by making a written report within 48 hours after

verbal notification. Please note that as mandated reporters, teachers and staff may make reports to DCF even if the Director does not agree that there is cause for concern.

In the event a staff member is allegedly abusive and/or neglectful to any child, the center ensures that the staff person will not have direct contact with children and will be dismissed from work without pay. A report will be made to the Department of Children and Families and an investigation completed for such further time as the D.E.E.C. requires. Staff can not return to direct care without approval from D.E.E.C.

### **Emergency Procedures**

Each group at Super Stars Learning Center, LLC has a designated educator responsible for keeping the following easily accessible at all times, both indoors and out:

- attendance list documenting all children present in the group
- emergency contact information for each child
- allergy/medication information
- a stocked first aid kit
- any emergency or life-saving medications (i.e. asthma inhalers, epi-pens, etc.)
- a charged walkie talkie for communicating with the Administration
- in the event of a life-threatening medical emergency requiring more than basic First Aid, 911 will be called

In the event of an emergency, children will be evacuated to the outdoor area which is designated on their emergency evacuation plan posted in their classroom using the route specified by the plan. Emergency evacuation drills are performed monthly [7.11(7)(h)].

In the event of a natural disaster, the administrator at The Center will use a designated mobile phone or landline to contact local authorities in order to determine whether to evacuate or to shelter in place.

In the event of an emergency evacuation each child's emergency contact person will be notified and children must be picked up from The Center immediately. In the event of a power outage, or loss of heat or hot water, the administrators will evaluate the situation, and safety of the children to determine what steps to take. The parents will be notified by email within 15 minutes of an outage on what the plan will be.[7.11(7)] If the plan is to close the center, each parent will be notified individually by phone.

#### **In the event a child is missing**

All arrivals and departures are recorded immediately. Staff members are trained to count their class before, during, and after transitions including to and from the outdoor play area. In the

event that it is found that a child has been left alone the parents will be notified and the staff member will be terminated immediately. In the event a child is unaccounted for and is not found within 5 minutes, the parents will be notified first (to rule out that the child was picked up) and then a report will be made to the local police.

### **Regulating Authority**

Super Stars Learning Center is licensed by the Department of Early Education and Care (D.E.E.C.).

Parents may contact EEC for information regarding the program's regulatory compliance history.

D.E.E.C. Regional Office  
10 Austin St.  
Worcester, MA 01609  
508-798-5180

## APPENDIX A

As of the week of June 23, 2024:

<u>Schedule Options</u>	<u>Age Group</u>	<u># Days per Week</u>	<u>Less Than 6 Hours</u>	<u>6-8.5 Hours</u>	<u>8.75-10 Hours</u>	<u>10.25 + Hours</u>
5 Days (all 5 days)	<u>Infants</u>	<u>5 Days</u>	<u>469</u>	<u>484</u>	<u>500</u>	<u>517</u>
		<u>4 Days</u>	<u>391</u>	<u>406</u>	<u>422</u>	<u>439</u>
		<u>3 Days</u>	<u>289</u>	<u>304</u>	<u>320</u>	<u>337</u>
		<u>2 Days</u>	<u>188</u>	<u>203</u>	<u>219</u>	<u>236</u>
4 Days (any 4 days)	<u>Toddlers</u>	<u>5 Days</u>	<u>423</u>	<u>438</u>	<u>454</u>	<u>471</u>
		<u>4 Days</u>	<u>361</u>	<u>376</u>	<u>392</u>	<u>409</u>
		<u>3 Days</u>	<u>269</u>	<u>284</u>	<u>300</u>	<u>317</u>
		<u>2 Days</u>	<u>173</u>	<u>188</u>	<u>204</u>	<u>221</u>
3 Days (M/W/F)	<u>Preschool</u>	<u>5 Days</u>	<u>363</u>	<u>378</u>	<u>394</u>	<u>411</u>
		<u>4 Days</u>	<u>322</u>	<u>337</u>	<u>353</u>	<u>370</u>
		<u>3 Days</u>	<u>237</u>	<u>252</u>	<u>268</u>	<u>285</u>
		<u>2 Days</u>	<u>156</u>	<u>171</u>	<u>187</u>	<u>204</u>
2 Days (T/R) (M/W) (M/F) (W/F)	<u>Preschool</u>	<u>5 Days</u>	<u>363</u>	<u>378</u>	<u>394</u>	<u>411</u>
		<u>4 Days</u>	<u>322</u>	<u>337</u>	<u>353</u>	<u>370</u>
		<u>3 Days</u>	<u>237</u>	<u>252</u>	<u>268</u>	<u>285</u>
		<u>2 Days</u>	<u>156</u>	<u>171</u>	<u>187</u>	<u>204</u>

**\*Rates take into account the 14 scheduled closures, and 3 unanticipated weather-related closures per year.**

**Tuition is payable 52 weeks per year. You are paying for the spot, not for days attended\***

### Additional Fees & Discounts

<ul style="list-style-type: none"> <li>-Late payment: <b>\$10 PER DAY</b></li> <li>-Returned Payment Fee: <b>\$25</b></li> <li>-Credit Card Payment Processing Fee: <b>2.95%</b></li> <li>-ACH (Bank) Transfer: <b>FREE</b></li> <li>-Add a day: <b>\$90 flat fee</b></li> </ul>	<ul style="list-style-type: none"> <li>-Sibling Discount: 10% off the older child's tuition when the younger sibling is enrolled 4-5 days/wk.</li> <li>-Multi-sibling: 10% off the oldest child's tuition and 5% off the second oldest's tuition when the younger siblings are enrolled 4-5 days/wk.</li> </ul>
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<p>-\$100 Annual Registration Fee (September 1st)</p> <p>-Fee for late pick-up/early drop off: <b>\$5 per child for 6-10 minutes early/late and an additional \$1 per minute thereafter.</b> <i>Early/Late fees are <b>dependent upon the drop-off and pick-up time the parent indicates at enrollment</b> unless advanced notice (24 hours) is given that they will be picking up late that day.</i></p>	<p>-School-Age Discount: Children ages 5-8 enrolled for the summer or any school vacation days will receive a 15% discount off the preschool rate.</p>
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## APPENDIX C

### BRIGHTWHEEL

You can use the Brightwheel App to:

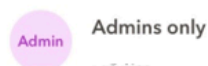
- Check your child In/Out
- Send Messages to your child's teacher or to the office
- Receive Messages
- Make Payments
- Get updates about your child's day

\*Teachers check messages and input information about your child's day during rest time.

You can access Brightwheel of a web browser to:

- Send Messages to your child's teacher or to the office
- Receive Messages
- Get updates about your child's day
- Update information
- Fill out Forms
- Make Payments, View Invoices & Access Payment Summaries

\*You will not receive a mailed payment summary for tax purposes as you can access that information on your own.



When clicking on Admins only, you will send a direct message to the Directors and Team Leaders. Here is a good place to ask any business, schedule, payment questions, and more.



## **APPENDIX D**

### **Written Notices for Parents**

The D.E.E.C. requires in the above referenced regulation that the following information be provided to families in writing prior to the enrollment of their child:

- Notification that parents are welcome to visit the program unannounced at any time while their child is present; and that input from and communication with parents is encouraged;
- The frequency of children's progress reports;
- The program's policy regarding administration of medication as in 606 CMR 7.11(2)(a);
- The procedures for meeting potential emergencies, as in 606 CMR 7.11(7)(f);
- The transportation plan, as in 606 CMR 7.13(1);
- A program calendar noting closed days and hours of operation;
- The program's fee schedule, including any fees for late payment, late pick-up, field trips, special materials, etc;
- The program's plan to provide positive and consistent guidance to children based on their individual needs and development;
- The program's criteria for excluding children from care due to serious illnesses, contagious diseases and reportable diseases in conformance with regulations and recommendations set by the Division of Communicable Disease Control, Department of Public Health;
- Information regarding SIDS risk reduction practices, including the practice of sleeping infants on their backs as required by 606 CMR 7.11(13)(e);
- The procedures relating to children's records as in 606 CMR 7.04(7) through (10);
- Notice that child educators are mandated reporters and must, by law, report suspected child abuse or neglect to the Department of Children and Families;
- Notice that the program is licensed by EEC, including the telephone number and address of the EEC regional office responsible for the program;
- A statement that parents may contact EEC for information regarding the program's regulatory compliance history.

\*This information is contained within this handbook or supplied in a pre-enrollment packet

