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Canterbury Children's Center
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Parent Handbook



*Licensed by the Department of Early
Education and Care*

revised August 2026

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WELCOME

Welcome to Canterbury Children's Center! We are happy you have chosen to have your child attend our center. Your child's teacher and administrative staff can help with any questions.

Canterbury Children's Center is a non-profit child-care program established by Emmanuel Parish in 1966. We care for children age 2 years and 9 months through age 6 and are committed to serving the diverse and individual needs of young children. Canterbury does not discriminate in providing services to children and families, or in employment practices, on the basis of family structure, socioeconomics, disabilities, toileting status, race, religion, age, cultural heritage, political beliefs, sex, marital status, national origin, or gender identity.

Our operating hours are 7:30am-6:00pm. We have 5 classrooms and offer a Preschool Program from September-June, a Summer Program, and year-round child care.

We are licensed by the Department of Early Education and Care (EEC) and all staff members must adhere to their regulations. Policies in this handbook are subject to change due to changes in EEC licensing regulations and we will provide updates as needed. Parents may contact our local EEC regional office for information about our regulatory compliance history:

Address: 360 Merrimack Street, Building 9, Third Floor, Lawrence, MA 01843

Phone: (978) 681-9684

Canterbury is governed by a Board of Directors. The Board of Directors has 8-15 members, including the Executive Director of Canterbury, Administrative Director of Canterbury, an elected staff member of Canterbury, parents of Canterbury students, the rector of Emmanuel Parish, and an Emmanuel parish vestry representative. The Board of Directors develops policies for school operations, oversees school fiscal matters, and engages and oversees the Executive Director.

EDUCATIONAL PHILOSOPHY

The philosophy of the center is to provide quality care in a nurturing environment that helps foster the growth and development of children. Our goal is to create a developmentally appropriate program that meets the individual needs of each child as well as those of the group.

We believe children learn through their play and that their experiences here at the center should be joyful and fun. We offer a well-balanced developmentally appropriate approach, meeting the social, emotional, physical and intellectual needs of the children in our care. At the same time, we take our responsibility to parents seriously, providing them with a safe, happy, and dependable place for their child while they are at work or at home. Parents are always welcome in the center.

Canterbury Children's Center is both a traditional Preschool and a full-time child-care center, open 51 weeks per year. We provide the following programs:

- Traditional School Year Preschool Programs, September-June
- 5 day Preschool Programs 8:30-3:30

- 3 day Monday/Wednesday/Friday Preschool Programs 8:30-12:30
- 2 day Tuesday/Thursday Preschool Programs 8:30-12:30
- Extended Child Care until 3:30 or 6:00
- School Vacation Child Care Programs
- Flexible Summer Programs

TUITION POLICIES

Canterbury tuition rates are based on the 36 week preschool program. The total school year tuition cost is divided into 10 equal payments, billable August-May. These rates and payments do not include School Vacation Child Care Weeks (February & April) or child care weeks in between the end of the school year and the beginning of the Summer Program or the two weeks of child care at the end of the Summer Program prior to the start of the school year. Vacation Weeks will be billed separately if you choose to participate and will be based on the hours and days your child attends. Prescheduled additional hours for child care will be billed at a rate of \$20.00 per hour.

Tuition bills are sent out via email on the first of the month, August-May. Your payment is due by the 11th of each month. Canterbury bills one month in advance for the preschool year. Tuition payments that are overdue will be charged with a 1.5% interest rate per month with a \$5 minimum. Families whose accounts are in arrears, one month or more, may be asked to withdraw their child from school. Failure to pay two months tuition will result in suspension of services until account is current.

Families enrolling more than one child will receive a 10% discount on the second child and a 15% discount for any additional children enrolled. The discount will be given on the child with the lesser amount of tuition.

There is a 5% discount for pledging members of the Emmanuel Parish and there is a form that can be picked up in the Parish Office.

No changes in the contract will be allowed after the April Billing.

Questions about billing may be brought to the Director or the Administrative Director.

There will be a \$25.00 fee for every schedule change.

The Center does not credit tuition should you choose to take vacation during the regularly scheduled 36 weeks of preschool. Our vacation and summer programs allow more scheduling flexibility.

Early withdrawal does not entitle parents to a reduction in the terms of your contract for the remainder of the school year, except for the month of September. Any changes in your contract must be made in writing at least one month in advance and must be approved by the Board of Directors.

Canterbury participates in the Mass Jobs Voucher program. If you meet the requirements you may qualify for a voucher from the Commonwealth of Massachusetts that will pay a larger percentage of the tuition. More information is available from the Administrative Director. Before applying for Financial

Aid from Canterbury you are required to apply for state funded aid through the Child Care Circuit at www.childcarecircuit.org Proof of application must be included with Financial Aid request paperwork.

REGISTRATION

Registration forms are distributed to current families in November and students are enrolled for the next year. Families returning to the center can enroll in December and will be added to a class list, as space allows. New families can submit a registration form in December or early January to be included in a January lottery for any remaining classroom spots. All registration forms must be returned with a non-refundable enrollment fee. Once the classes are filled, we keep a waitlist. On or about August 1st you will receive your first bill for the school year via e-mail. It is due upon receipt and this 1st payment guarantees your child's spot for the fall. If payment is not received by August 11th, your child will be placed on the waitlist and their spot will be given to another child.

CHILDREN'S RECORDS

Children's records include enrollment paperwork, progress reports, incident reports, and other documentation related to your child. Please keep information up-to-date, particularly your home and work telephone numbers and emergency contact information. All records must be renewed annually. Parents have the right to access their child's records and can amend or delete information contained in them. Canterbury will provide parents with a copy of any information upon request.

All families are asked for background information upon enrollment in order to ascertain the linguistic needs of all families. If necessary, the center would call upon the assistance of a translator to translate specific information as needed. The EEC and The Child Care Circuit of Massachusetts provide information in languages other than English that can be ordered upon request.

Children's records are confidential and Canterbury will not release information from a child's record without parent/guardian written consent. In accordance with EEC regulations, a child's record may be available to EEC, upon request, for a monitoring or licensing visit or for legal situations.

ORIENTATATION

Orientation is a time for parents and children to visit the Center before the first day of school to become familiar with the teachers, classroom, and administrators. All parents are strongly encouraged to visit the school at least once with their child before school starts. Children cannot attend school unless all required enrollment paperwork is completed prior to their first day of school.

TRANSPORTATION

Parents/guardians are responsible for all daily transportation to and from the school. It is the parent's responsibility to escort the child all the way into the classroom and wait for the teacher to acknowledge the child's arrival. Please remember that Canterbury Children's Center strives to be a good neighbor, and you can assist us by parking with care and not blocking driveways or handicap ramps.

We take a walking field trip to the Wakefield Fire Station in October, as well as unscheduled walks around the area. Parents are given a blanket release form upon enrollment, which would cover local areas. On walking field trips, the teacher will carry an emergency first aid kit and a copy of all children's Authorization and Consent Forms and emergency contact information. Staff members will

carry a cell phone with them at all times. Teachers will be responsible for the care of all children, even if there are parent volunteers. Attendance will be taken prior to leaving the center, while they are in route to their destination, upon arrival and departure of destination, and when the children arrive back at the Center. Children with disabilities will have a plan made for them prior to any field trips; parents and all concerned parties will be included in the process. Canterbury does not participate in field trips that require busing.

ATTENDANCE, ARRIVAL, DEPARTURE

Please notify the school if your child is absent. Please provide the expected length of absence and information about any illness.

Please escort your child all the way into the classroom. When dropping off in the morning, please do not leave until one of your child's teachers knows that you have arrived. Cordial, personal greetings among parents and teachers let a child know that he/she is a member of a community where people care about each other.

When you pick up your child, make sure to notify the teacher in charge that you are leaving. As a safety concern, after leaving the class, please stay with your child at all times and do not allow them to exit the building without your supervision.

Parking at drop off and pick up times can be an issue. Please remember all driveways, including the church's driveway, are private property and cannot be blocked. We ask that you do not use our neighbor's driveways to turn around. Please enter Bryant Street from Pleasant Street, not Main Street.

Please do not park in the handicapped space or block the ramp. Police patrol the area and we are not responsible for parking tickets.

We encourage parking on Pearl Street, Park Street and Main Street. A path from Pearl Street leads to the front of the building.

SEPARATION

This may be the first time your child has been part of a group or cared for by someone who is not a family member. A confident and positive attitude on your part will go a long way to helping your child have a smooth transition to school.

Whenever possible, schedule at least one visit before your child actually begins school.

Make a plan for drop off with your child prior to the first day and allow time for a relaxed drop off. For example: "I will give you two kisses and one hug and then I will be back after lunch time."

Stay just a few minutes to help your child settle in. The longer you stay the more difficult the separation may be. Once you have decided to leave, alert the teacher so they may assist you if needed. Say goodbye and go. If you are hesitant about leaving, your child will pick up on that and be just as hesitant to stay.

If your child is upset when you leave, we encourage you to give us a call and we will be happy to give you a progress report. Please feel free to call as many times during the day as you would like.

Experienced teachers have found that with proper reassurance and involvement in the activities of the classroom, most children stop crying within a few minutes. Once your child has a better sense of their schedule and has been to school multiple times their anxiety will lessen.

GENERAL SCHOOL INFORMATION

Curriculum - Canterbury curriculum involves an active approach to learning. The three-year-old groups begin with simple activities, lots of time for social play and learning about self-regulation and self-help skills. The four-year-old groups become more involved in skill mastery: learning how to listen, to speak in one's turn, to resolve conflicts, to appreciate stories and music, and to develop a feeling of self-worth. Goals of the center include having children being able to share, take turns, and care for and recognize the feelings of others. The children develop large muscles through outdoor play in the playground as well as exercise in the gym. Fine motor control is developed through puzzles, pegboards and lacing beads, along with a multitude of other manipulatives. The teachers model social interactions and good health habits. We discuss school and home safety throughout the year. Canterbury is a play-based school and emphasizes the foundation skills associated with future success in school and life. Canterbury follows the Guidelines for Preschool Learning Experiences curriculum frameworks.

Clothing - Dress your child in washable comfortable clothing suitable for active play that does not restrict movement. Remember that children's play is "messy work." Please keep a labeled, extra set of head-to-toe clothing at school at all times. Check the clothing periodically to make sure that it still fits your child and that the outfit is appropriate for the season. Please wash and return any clothes borrowed from the center.

Field Trips - Parents will be notified about planned field trips, including nature walks, trips to the fire station, and walks to the post office and library. Parents provide consent to the trips on the enrollment paperwork.

Grievances - Problems having to do with individual classes should first be brought to the attention of the class teacher. If a parent feels their needs are not being met, they can contact the Director. The Director will either meet with the parent alone or facilitate a team meeting between Director, Teacher and Parent. If warranted, the Director can also, or in addition to, meet with the teacher alone and also the parent alone. Problems having to do with policies of the school should be brought to the attention of the Director. If problems continue, the Chairperson of the Board of Directors should be notified.

Late Pick-up Policy - Canterbury Children's Center closes at 6:00pm. Staff and children must be out of the building by this time. Please be sure to be here a few minutes early to ensure you are not charged a late fee. In fairness to the staff, we ask that all parents be on time to pick up their children. **Any parent who is late, whether for pick-up at 12:30 PM, 3:30 PM or 6:00 P.M. is charged \$20.00 for any time after their contracted time ends and \$10.00 each 10 minutes thereafter. If your pick up time is 6:00pm, that fee is paid directly to each staff member at the time of occurrence.** If the child has not been picked up after 1 ½ hours and there is no communication with parent, guardian, or emergency contacts, the Department of Child and Family Services will be notified. Parents who are consistently late will be asked to review their schedules to see if some adjustment can be made. After three occurrences, the family may be asked to leave the Center.

Birthdays - Since birthdays are such a special day for your child, you may wish to send in a snack for the school celebration. The birthday celebration snack can be anything that your child would like to

share with their peers and does not need to be a sweet treat. Please coordinate with your child's teacher. If your child has an allergy, you can leave snacks for special occasions at school for your child to have as needed.

Nutrition - If a child needs to follow a special diet for medical reasons, please provide a note from your doctor. Allergy information is posted in the classrooms, office, and kitchen.

You may provide breakfast for children arriving at the center between 7:30 and 8:15 am. Parents provide a labeled water bottle and a snack for morning and afternoon (if staying after 12:30). Snacks should be labeled with child's name and AM or PM for when the snack should be eaten.

Children must bring their own lunch each day, including a beverage and any necessary utensils. We cannot refrigerate lunches and encourage parents to use cold packs to keep lunch items cold. We do not allow children to share food during snack or lunchtime. Staff will check food brought from home for expiration dates and safety. Staff will discard any food that is expired. All lunches should be in a bag or lunch box clearly labeled with your child's name. Thermoses and plastic/glass containers should also be labeled with your child's name. We have the ability to heat foods for the children's lunches, but we are unable to cook foods. Glass containers are recommended for use when sending in food to be heated in a microwave and no food over 110 degrees will be in reach of the children at any time.

No nuts of any kind, Nutella, peanut butter or almond butter. If you send in soy butter, please label it as such.

Staff members encourage children to eat the healthy choices in their lunch prior to eating any treats provided. Suggestions for nutritious food items include: protein, fruits, vegetables, whole grains, and dairy products. Please do not send soda or candy in your child's lunch. We ask that if sending in grapes or grape tomatoes, please cut them in half to reduce choking hazard.

School Celebration Policy - We know that both children and parents love to celebrate special occasions and holidays at school. Canterbury is moving away from centering parties on and around "junk food." Children often begin at a young age to associate celebrations with eating unhealthy foods. Canterbury would like to take steps to build the association around healthy foods and fun activities instead. Please help us in this effort by adhering to the sign-up sheets for parties outside your child's classroom. We will have a healthy balance of fruit, veggies and treats. If all the party items are taken from the list, please speak with the teacher about volunteering to bring something for the next celebration. Items that are brought to the party and were not on the signup sheet will be sent home for your child. There are many ways to celebrate, such as donating a themed book, theme related stickers, craft items or decorations. Parents are always encouraged to come into the classroom to volunteer and/or read to the children.

Pets - For health and safety reasons, no pets in the Center unless a special visit has been arranged with your child's classroom teacher. Please share this information with those who will be responsible for dropping off or picking up your child.

Pictures - Children's pictures are taken each year by a professional studio, usually in late September, and photo packages are available for purchase. During the year, teachers take pictures for Facebook and the school website. If you do not want to have your child included in these pictures, please indicate this on the Authorization and Consent Form.

Release of a Child - Children will be released to parents and those listed on the Authorization and Consent form. All children should have at least two people authorized to pick them up, in addition to parents/guardians. Parents/guardians can add/remove people from the authorization list at any time by checking in the office. If a child is being picked up by someone listed on the authorization form, then that person can pick up the child anytime. No written notice is required, but we appreciate a verbal notice or quick message to the teacher or office. If a child is being picked up by someone not listed on the authorization form, then a written note, dated and signed, should be given to the teacher in the morning. If a child needs to be picked up by someone not on the authorization list, and you have not given the teacher a written note, then you need to email the office the child release information and call the office to verify the information. Keeping with EEC regulations, we cannot accept telephone calls for release. The designated pick up person must provide photo identification upon arrival. Staff will check the information compared to the information parent/guardian has provided. Any questions will be addressed to the parent/guardian. Staff reserves the right to refuse release of the child if the information is not adequate, incorrect, or there is suspicion of impairment. Canterbury can refuse release of a child if it is suspected that the person is mentally unstable or under the influence of alcohol or other substance that may impair their ability to use good judgment or operate a vehicle.

Rest Time - Every child who is at the center for a minimum of four hours (after 12:30pm) is required to rest for a minimum of 45 minutes. Please bring in a nap mat or sheet, stuffed animal, and/or book. To comply with state regulations, provide these items in a labeled recyclable bag, such as one from TJ Maxx, Marshall's or other retailers. A canvas or sturdy cloth tote bag is also fine. Items should not be stored in a single use plastic bag. Rest items must be contained to the bag or fit in your child's cubby, depending on the storage for each classroom. Children are not required to sleep, only rest quietly. Bedding needs to go home weekly for laundering.

Snow - The center will be closed if the Wakefield Public Schools close due to a snow day. In the case of a storm delay, the only change in our daily schedule will be the elimination of early morning child-care and the day will start at 8:30. If there is a Massachusetts State of Emergency, the center will be closed. The Director will notify parents of snow cancellations or delay via email, a message on the Center's phone, and the Center's Facebook page. The Administration reserves the right to close the school early or in its entirety if there is a danger to staff and children.

Toys from Home - Please do not have your child bring toys from home unless it is for show and tell. These items are easily lost or forgotten which may cause anxiety for your child. Stuffed animals, books and other soft rest toys should be put with rest items in a bag and labeled with your child's name. If your child requires an item during their transition into school, this item may be left in their cubby for the day.

CHILD GUIDANCE/BEHAVIOR MANAGEMENT

Behavior Management is used in a consistent, reasonable, and appropriate way based on an understanding of the individual needs and development of the child. Basic techniques include gentle guidance, positive redirection, natural consequences, and communication of feelings.

The goal of Canterbury Children's Center is to encourage children to develop and practice social skills and self-control that will allow them to interact positively and co-operatively, without major conflict, throughout the day. We believe that social emotional development should be the focus in the classroom

and that teachers provide opportunities each day for these skills to develop. Staff members model appropriate social behavior and interactions and assist when children are in conflict or emotionally stressed or upset. Teachers strive to develop a child's ability to practice pro-social behavior and verbally express concerns, and classrooms have visuals that represent emotions. Canterbury teachers use positive re-direction of inappropriate behavior and state limits in a clear, child-centered manner. We encourage children to listen to the concerns of others and resolve conflicts collaboratively and peacefully. When appropriate, children participate in the establishment of classroom rules, policies, and procedures for acceptable behavior.

- We encourage children to verbally express concerns to make others aware of a problem.
- We encourage children to listen to the concerns of others.
- We encourage children to choose to remove themselves from a conflicting situation.
- Children are redirected with the help of a teacher
- Children are given the words/language to facilitate conflict resolution
- Children are encouraged to use words to describe their feelings/emotions
- Children are given 1:1 time with a teacher to support their needs
- Children are given the opportunity to use the "quiet area" in a classroom
- Children are encouraged or given the opportunity to take a "break"
- Support Staff is available to take a child on a walk, break or for 1:1 time as needed

Physical punishment is not allowed. Verbal punishment is not allowed, including shaming, belittling, shouting, and name-calling. Denying food as a form of punishment is not allowed, nor is force-feeding. Disciplining a child for soiling, wetting, or refusing to use the toilet is not allowed; neither is forcing a child to remain on the toilet, or using any other excessive practices.

Children are always treated with respect and dignity. If a child needs help to regain self-control, they may be removed from the group and given time to regain control for a few minutes. In extreme cases the child may be removed from the classroom, giving the child the privacy required to regain their self-control. This time out of the room should be brief and the child will never be left unattended. Children who may demonstrate overly aggressive behavior resulting in the injury of peers or staff will be assisted to the Director's office and the parent will be contacted for a dismissal if needed. If a child is struggling behaviorally, teachers and Directors will meet, seek parental input, and create a behavior plan to meet the child's individual needs.

CONFERENCES

The teacher's observations of each child's development are written and compiled on an ongoing basis. Observations may include anecdotal records, small group and large group observations and dated compilations of children's work. Canterbury uses a Preschool Assessment tool which aligns our curriculum with the Massachusetts Curriculum Frameworks for Preschoolers. A written report on each child's progress will be prepared twice a year, before the end of January and before the end of May. A copy of the report is given to the child's parents during Parent Conference time and placed in the child's file. For children with disabilities these reports will be prepared every three months. The Center staff will bring any concerns or significant developments to your attention as they arise.

It is the responsibility of the child's classroom teacher to observe and evaluate the child's progress and report anything unusual to the Director and to the parents. Conferences may be set up at any time during

the year upon the request of parent or teacher. One or both parents and the teacher and Director may attend these conferences. When staff has concerns with an individual child, the Director will work with the teacher and family regarding the child's individual needs and any necessary consultation. Before a child is referred for special assistance or a professional evaluation, we will make every attempt to adjust or modify the child's program to meet his/her needs.

REFERRAL PROCEDURE

1. A written description/observations of the teacher's concerns about the child are prepared.
2. A meeting is scheduled with the parent(s) for their input, involvement and to obtain parental consent to make a referral for consultation and/or professional evaluation for the child. At this meeting, the Director will provide to the parent a written statement including the reason for recommending a referral for additional services. A brief summary of the center's observations related to the referral and any efforts the center may have made to accommodate the child's needs will be shared with the parent(s). The Director will assist the parent in making the referral in terms of calling or writing. The parents will be notified of their rights under Chapter 766.
3. Each referral will be followed up in order to determine how effective the child's needs are being met, and what additional services may be needed. A written record of requests or referrals will be kept in each child's folder. All records must be dated and signed.
4. Every three months a progress report will be prepared to determine if another referral is necessary or if the child is still in need of services. With the written consent of the parents, the school will contact the referral agency.
5. The Director will keep on hand an updated list of referral agencies.

WITHDRAWAL/TERMINATING ENROLLMENT

When parents decide to terminate arrangements for preschool, a 30-day written notice should be given to the Director.

Canterbury Children's Center recognizes that not every situation is appropriate for every child. If our program is found to be unsatisfactory for any particular child, we will make every effort to discuss our concerns with parents.

Canterbury will work closely with the child and family to make the school experience as successful as possible. Together, we can develop a plan for behavioral intervention at home and at school to help with a child who is having difficulty. Canterbury can provide community resources for outside services.

When a child's behavior continues to be unsatisfactory or endangers staff or other children, or requires 1 on 1 attention, the child may be referred for a professional evaluation. Any child who cannot maintain a satisfactory level of appropriate behavior on a given day may be suspended for the rest of the day, at the discretion of the Director or the designee. The parent will be called and must arrange for the child to be picked up immediately. Parents are responsible for tuition during a suspension period.

When the child's adjustment to the program is unsatisfactory and educators have determined that they cannot provide for the child, it is in the best interest of the child to seek another placement. When a child's behavior does not improve following the implementation of an individualized plan for a reasonable length of time, it is in the best interest of the child to seek another placement. If a child

behaves in a manner that endangers his/her own safety or that of other children and/or school staff, it is in the best interest of the child to seek another placement. Termination will be made on a timeline that serves the interest of the child who is leaving, as well the other children in the program.

Other reasons that may result in the termination of a specific child's enrollment include:

Non-payment of tuition or lack of adherence to tuition payment policies.

Parents not cooperating with the program's efforts to resolve differences and/or meet the child's needs through parent/staff conversations, meetings, or conferences.

Parental behavior that causes the staff or other parents to be fearful for themselves, the children in the center, or their family members.

Parent who has been late to pick up a child on more than three occasions.

PARENT INFORMATION, RIGHTS, RESPONSIBILITIES

A quality program cannot exist without a partnership between parents and staff, involving close cooperation and planning for the well being of the child. Throughout all activities, we strive to support the family in its role as the child's primary caregiver and first teacher. We act as an educational resource for our parents and as a source of emotional support for the everyday challenges of child rearing.

You have a right to make unannounced visits to your child's room while your child is present.

You have a right to make suggestions by placing them in the payment box outside the office. You can also reach out to the Director directly at canterburychildrenscenter@gmail.com

You have the right to request an individual conference with the program's staff. The Center has the responsibility to make the staff available.

Canterbury Children's Center shall assure that the Director, or a designee is available to meet with you prior to admitting your child to the center. You will be given the opportunity to visit the center's classrooms either at the time of the meeting or prior to the enrollment of your child.

You are responsible for checking your child's cubby and folder for school information each day.

Your child does not need to be toilet trained to attend Canterbury. Parents provide diapers/pull-ups and wipes for their child. The *Diapering Policy and Procedures* is posted in the student bathroom.

SAFETY AND HEALTH CARE

Canterbury Children's Center/Emmanuel Episcopal Church are smoke-free. No smoking or vaping in the building.

Firearms are not allowed on school property, except for law enforcement personnel who are required to carry firearms.

Medication

All topical non-prescription medications, including sunscreen, require written authorization, which can be granted on the Authorization and Consent Form. Parents must supply all products, which should be clearly labeled. Products should be given to the child's teacher and not left in a backpack or cubby.

For prescription or non-prescription medications, a doctor's note or medication consent form designating the medication, its dosage, and criteria for administering is required for staff to administer any medication, prescription or non-prescription.

The doctor and parents must sign the consent to administer any medication.

Non-prescription medication is kept in the office closet and prescription medicine is kept in the classroom, office, or refrigerator, if needed.

Emergency medications such as epi-pens and asthma inhalers are kept in a bag in the classroom. The medication is labeled with the child's name and includes pertinent paperwork such as an Individual Health Care Plan, Allergy Action Plan, Asthma Action Plan and any other documentation on the child's allergy or medical condition and medication used.

Canterbury staff cannot administer the first dose of medication. Staff cannot administer any medicine that has expired. All expired medicine will be returned to parents and exchanged for medicine that is in date. All unused medicine will be returned to parents when their child leaves the center.

Canterbury staff members who administer medication have received specific training that is updated annually. All staff members are trained in the "5 Rights" of medication administration, which include the right child, medication, dose, time, and method. A record of medication administered by staff is kept in the child's file.

Chronic Health Condition

Any child with a chronic health condition (food allergy, asthma, etc.) needs an Individual Health Care Plan. The pediatrician can provide an allergy action plan from their office or complete the EEC form. The plan must be updated yearly.

First Aid

Staff members maintain up-to-date certification in First Aid procedures and CPR certification. A First Aid Kit with EEC required supplies is in every classroom, the main office, and the playground shed. The required supplies are checked and replaced as needed. A portable first aid kit is taken when children leave the school with the class for any field trip along with any necessary medication.

Procedures for Mildly Ill Children

Mildly ill children may be removed from the classroom to wait in the Director's office while parents or emergency contacts are notified. The child may play quietly or rest under the Director's supervision.

Be prepared to miss some time at work to be with your sick child and make advanced plans for sick care arrangements. The decision to call a parent mid-day and ask that they pick up a child is made by the Director based on information and recommendations made by the child's teacher.

Emergencies

If your child becomes seriously ill or injured in school, the Director or an educator will call parents immediately. If parents cannot be reached, we will call emergency contacts listed on enrollment paperwork. We will perform First Aid and provide lots of TLC. If needed, we will call 911. If needed, the Director or an educator will accompany the child, with records, by ambulance, to the closest emergency facility or the facility designated by the parents on the emergency authorization form. Canterbury is not responsible for the payment of fees, such as medical or ambulance fees, that may be associated with an injury that occurs on the premises

MANAGING ILLNESS AND INFECTIOUS DISEASES

Illness Exclusion

In the preschool setting, germs spread easily. If your child has been ill the night before school or complains of illness the morning before school, please evaluate and use sound judgement about keeping your child home if warranted. Children cannot attend school and must be excluded from the center when exhibiting the following symptoms of illness or infectious diseases:

1. Illness prevents a child from participating in daily activities or resting comfortably.
2. Illness results in greater care than staff can provide without compromising the health and safety of other children.
3. Child has: fever, unusual lethargy, irritability, persistent crying, difficulty breathing, or other signs of serious illness
4. Fever. For school guidelines, a fever is an elevated temperature of 100.5 degrees or higher. Children with a fever will be excluded from school and must remain home until fever-free for 24 hours without the use of fever-reducing medication.
5. Vomiting. Children are excluded from school if they vomit at the center or in the previous 24 hours at home. Children can return to school 24 hours after the last episode of vomiting.
6. Diarrhea. Children are excluded if diarrhea is present and can return to school 24 hours after the last episode of diarrhea.
7. Cold Symptoms. Children with moderate to severe cold symptoms (including green nasal discharge, chronic cough, or flu-like symptoms) should remain at home.
8. Respiratory Virus. Stay home when you have symptoms of any respiratory illness, like flu, COVID-19, and RSV. Remain at home until asymptomatic and fever-free without medicine for at least 24 hours. Children who test positive for a respiratory disease and are asymptomatic can attend school.
9. Rash. Children with an unidentifiable rash should not come to school until it has been diagnosed by a medical professional and determined that it is not a communicable disease.
10. Hand, Foot and Mouth Disease. Children may attend school when all sores are healed over and not oozing and they are fever free and well enough to participate.
11. Impetigo. Remain home 24 hours after treatment or until all the sores are covered.
12. Strep. Children with strep infection can return to school after taking antibiotics for at least 13 hours and their fever is gone.
13. Conjunctivitis. Children with conjunctivitis must be examined by a physician and approved to attend school.
14. Head lice. Children must be free of crawling lice.

A child excluded from the center due to an infectious disease that requires medical care may return after being evaluated by a medical professional and it is determined that the child does not pose a serious health risk to him/herself and the other children.

Infectious diseases are managed by separating a child who appears to have a fever or other symptoms of an infectious disease from other children. If the child shows symptoms requiring exclusion (listed above) parents will be contacted to pick up the child, and the child will be kept in the Director's Office, under supervision, while awaiting parents. Children will be offered a mat to lie down and kept as comfortable as possible. Disposable rubber gloves are used when treating any child with infectious disease or severe diarrhea.

Parents are notified of these procedures through the parent handbook and at parent orientation. Parents are notified by email if a student in their child's class has an infectious disease and of any outbreak of communicable disease in the center.

Infection Control

A professional cleaning company cleans Canterbury daily after school. All floors and rugs are vacuumed daily and tables and floors are washed with a non-toxic anti-bacterial commercial cleaner. Classroom and bathroom trash bins have lids and are lined with plastic liners. Bathrooms are cleaned and disinfected daily. Staff members maintain sanitary conditions in bathrooms by keeping floors clean and re-stocking paper towels, gloves, and toilet paper, as needed. Classroom equipment, toys, and materials are washed regularly. Disposable eating utensils, plates, and cups are used in classrooms, as needed.

Children and adults wash their hands with liquid soap and running water after using the bathroom and before eating. Staff members also wash hands before and after attending to children. Staff members wear disposable gloves when introduced to bodily fluids, including nasal discharge and blood.

Injury Prevention

All staff members will monitor and report any potential classroom or playground safety hazard to the Director daily. The Director will monitor the school environment daily and remove or repair any hazards.

A central injury log is maintained in the main office near the First Aid kit. Staff enter any injuries in the log and fill out the injury report form. Parents are notified of injuries via the injury report form and it must be signed and dated by a parent. A copy of the report will be placed in your child's file.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE OR NEGLECT

Contact the Department of Children and Families (DCF) at 178 Albion Street, Wakefield, MA.
Phone: 781-388-7100.

As mandated reporters, staff receive yearly training on how to recognize signs of physical and emotional abuse and neglect. Educators will report suspected child abuse or neglect to the Director, who will immediately notify DCF. A verbal report (51A) will be made within 24 hours, followed by a written report within 48 hours.

Any staff member suspected of child abuse or neglect will be immediately suspended and may not have contact with any child in the center. Any allegation against a staff member or the school itself will be reported to EEC, as well as DCF. The Director and all staff members will fully cooperate in any investigation and all EEC requirements must be met before the return of the staff member.

All staff are required to undergo an EEC Background Record Check (BRC), which includes a CORI check for criminal offender record information, a DCF check for findings of abuse or neglect, a SORI check through the Massachusetts Sex Offender Registry Board, and a fingerprint-based check of state and national criminal history databases.

CHILDREN WITH SPECIAL NEEDS

Children with some special needs are admitted on the same basis as all other children. The Director will meet with parents beforehand to tour the school, give parents information about the school, and discuss the individual needs of the child to ensure that Canterbury is a good placement for the child.

Upon admission, adaptations and modifications to the curriculum will be made based on the needs of the child. If an educational plan is in place it must identify in writing any accommodations that need to be taken to meet the individual needs of the child. At times Canterbury will refer families to a different school if we cannot safely meet all the student's requirements. If the public school can offer a placement due to special education needs, we will help you transition your child. Canterbury can meet some basic special education recommendations, but a child that requires a full educational plan will be requested to join the public school who wrote the IEP for the child.

SUMMER PROGRAMS

Summer programs (7:30am-6:00pm) are available during the months of June, July, and August and we offer flexible scheduling. Summer information is available during the month of March and the summer is divided into two separate sessions, each with its own registration period.

ADMINISTRATIVE ORGANIZATION

Canterbury's administrative team is comprised of the Executive Director, Program Director and Administrative Director. The Executive Director is in charge of the day-to-day operation of the school, responsible for the supervision, oversight, and management of all aspects of the program. The Program Director works in conjunction with the Executive Director to manage the educational program, administrative and operational aspects, supervision of staff, and support of children and families. The Administrative Director is responsible for billing, accounting, payroll, and office management, also working in conjunction with the administrative team to manage the program.

In the absence of the Executive Director, the Program Director or Administrative Director will be in charge. Should neither be available, the chain of command will be based on staff qualifications. In the absence of an administrator, we will appoint a teacher designee, who is teacher certified, to be responsible for the administration of the center.

EMERGENCY PREPAREDNESS PLAN

The emergency preparedness plan adheres to EEC policies and was created in conjunction with local authorities.

Communication with Authorities

In the event of an emergency, the Director will immediately contact the emergency management Director, fire department, and police department by phone.

Tom Walsh, Wakefield Emergency Management Director
339-219-4614 or 781-716-7047 (cell) or 911

John Walsh, Wakefield Fire Chief
781-246-6435 or 781-245-1313 or 911

Steven Skory, Wakefield Police Chief
781-245-1212 or 911

Communication and Reunification with Families

In the event of an emergency, the Director and educators will use school phones and cell phones to call families and notify them of the emergency. We will also send a message via the Lineleader communication application and send an email.

The Director and educators will verify that the adult picking up a child is on the approved list by having the forms with them that list authorized pick-up people.

If a parent or caregiver is unable to pick up their child or is unresponsive to the program's outreach efforts, the Director and teachers will contact emergency contacts listed on enrollment paperwork. Staff members will have this information with them. If no one is able to be contacted after 90 minutes, we will notify the police department.

Power, Heat and Water

If the center has a sudden loss of power we will contact:
Wakefield Municipal Gas and Light Department, 781-246-6363
Sartell Electrical Services, 781-944-9152

If there is enough light to safely keep the school open and the Wakefield Municipal Gas and Light Department expects to have power restored within the hour, we will remain open. If there is not enough light to safely remain open, and power will not be restored within the hour, we will discontinue services and contact families to pick up their children.

If there is a sudden loss of heat we will contact:
Hinchey Brothers Plumbing, 781-665-3919

If the temperature in the school is 65 degrees or higher, we will remain open. If the temperature inside the school is below 65 degrees, we will discontinue services and contact families to pick up their children.

If there is a sudden loss of water we will contact:
Wakefield Department of Public Works Water Division, 781-246-6301, ext. 3 or 781-246-6318 (emergency)

If we do not have water, we will discontinue services and contact families to pick up their children. Division, 781-246-6301, ext. 3 or 781-246-6318 (emergency)

Missing Child

In the unlikely event that a staff member realizes that a child is missing, she/he will notify the Director immediately. The Director and staff will close doors and monitor all exits. Extra staff (float teachers, administrators) will search the building, including all classrooms, common areas, storage areas, bathrooms, closets, and offices. Another staff member will conduct an outdoor playground and perimeter check. If the child is not immediately found, the Director will call 911, parents, and the EEC. Extra staff will continue to search and follow the direction of public safety officials. Regular routines and activities will continue in classrooms until local authorities notify us otherwise.

In the unlikely event that a child goes missing during an off-site activity, staff at the activity will call 911 and call the center to notify the Director. The Director will notify parents. Any available extra staff at the activity will search for the student and await direction from public safety officials.

Shelter in Place

If a severe weather situation or other occasion requires the center to “shelter in place” children will be moved indoors (if outside) and kept away from windows. We will obtain information from local authorities about instituting a shelter in place by phone, email, or text. Educators will monitor child attendance with the paper attendance sheets they will have with them. Educators will keep the children safe and comfortable by playing with them, comforting them as needed, and offering food and water. Educators will keep children engaged during the emergency by interacting and engaging with the children, singing songs, playing games, reading stories, and providing paper and crayons/markers. If necessary, the Wakefield Municipal Gas and Light Department will shut off the electricity and gas and the Wakefield Department of Public Works will shut off water service.

Lockdown

If the Director or a staff member identifies a potential threat from an intruder inside or near the program, the Director will place the center in lockdown mode. The Director will call 911 and alert educators of an immediate threat verbally, by intercom, or by cell phone. Educators will close and lock all interior doors, cover windows as feasible, turn off lights, and gather children away from windows. Educators and children will sit on the floor and remain as quiet as possible. Educators will use their paper attendance sheets to take attendance during and after the lockdown. Educators and children will remain in the room until the Director announces the end of lockdown. If at any time the staff deems it safer or possible to evacuate the children out of the building, they will do so. Exiting using the safest route and following the evacuation plan, children will be brought to First Parish Church, 1 Church Street, Wakefield, by foot, where they will remain accompanied by educators while parents/emergency contacts are notified and arrangements are made for transporting home or care-taking for the remainder of the day. The Director will notify local authorities before a lockdown by a 911 call and parents will be notified as soon as possible by a message via the Lineleader communication application, email, and phone.

Evacuation

Emergency evacuation and fire drill procedures are posted in all classrooms, near possible exits and include designated meeting areas for all classrooms.

During an evacuation, educators lead the children out of the building and bring daily attendance sheets, children's authorization and consent forms with parent and emergency contact information, information about allergies and known medical conditions, children's medication, first aid bags, and cell phones. The Director and other administrators check bathrooms and common areas to make sure that all children have been evacuated.

The Director or designee will be responsible for evacuating any children with disabilities that might interfere with the normal evacuation procedures, using lifts or ramps where available. The Director and educators will develop a plan to meet the needs of any child with a disability.

The Director or designated staff member will be responsible for bringing a cell phone and taking the Student Contact and Pick Up Information binder, which includes parent and emergency contact information, from the office. The Director or designee will be responsible for notifying parents if necessary and/or contacting local authorities for more information or to report an emergency. The Director keeps an evacuation log binder in the office that documents the dates, times and effectiveness of fire drills.

Relocation

If there is an emergency and the children cannot stay on the premises, they will be brought by foot to First Parish Congregational Church, 1 Church Street, Wakefield, MA, 01880, where they will remain accompanied by caregivers while parents/emergency contacts are notified of the situation and arrangements are made for either transporting home or care-taking for the remainder of the day.

If children need to be relocated out of the neighborhood, they will be transported to the Americal Civic Center, 467 Main Stret. Wakefield, MA, 01880 by a town school bus, arranged by the Local Emergency Management Director. Children will remain accompanied by caregivers while parents/emergency contacts are notified of the situation and arrangements are made for either transporting home or care-taking for the remainder of the day.

Educators will lead the children out of the building and bring daily attendance sheets, children's authorization and consent forms with parent and emergency contact information, information about allergies and known medical conditions, children's medication, first aid bags, and cell phones.

The Director or designated staff member will be responsible for bringing a cell phone and taking the Student Contact and Pick Up Information binder, which includes parent and emergency contact information, from the office. The Director or designee will be responsible for notifying parents if necessary and/or contacting local authorities for more information or to report an emergency.

Educators will have paper attendance sheets with them to conduct attendance checks during the relocation process.

Immediate Continuity of Operations

If the program evacuates from the building and staff are unable to use the program's building, staff will provide child care services on the day of relocation by interacting and engaging with the children, singing songs, playing games, and reading stories until children are picked up. If the program's building

is not available in the days following relocation, the program will discontinue care until a suitable space is available.

Staff Training and Practice Drills

All staff will be trained on the updated emergency preparedness plan at a staff meeting. New staff will be trained at orientation and all staff will be retrained at a staff meeting at the start of the school year. A log of staff training dates will be kept in the evacuation log binder in the office.

The program's Director conducts fire drills every month. During a drill, educators lead the children out of the building and bring daily attendance sheets, children's authorization and consent forms with parent and emergency contact information, information about allergies and known medical conditions, children's medication, first aid bags, and cell phones. The Director and other administrators check bathrooms and make sure that all children have been evacuated. The Director keeps an evacuation log binder in the office that documents the dates, times and effectiveness of fire drills.

COMMUNITY RESOURCES

This list is provided as a starting point for families seeking resources. Canterbury Children's Center does not endorse or have a vested interest in the providers listed below.

Occupational Therapy

Wakefield OTA

607 North Ave, Wakefield, MA

781-245-4446

[OTA Kids - Locations in Wakefield & Bedford| \(781\) 245-4446](#)

Creating Connections Occupational Therapy and Wellness Services LLC

827 Main St, Woburn, MA 01801

[Creating Connections LLC: Occupational Therapy & Wellness Services](#)

Children's Occupational Therapy and Associates

203 Middlesex Turnpike, Burlington, MA

617-797-3403

[Occupational Therapy, Children's OT, Rounders OT](#)

Kiko Center

820 Turnpike St, North Andover, MA

978-681-6605

[Best Pediatric Speech Language & Occupational Therapy](#)

Speech and Language

Wakefield OTA

607 North Ave, Wakefield, MA

781-245-4446

[OTA Kids - Locations in Wakefield & Bedford| \(781\) 245-4446](#)

The Speech Therapy Center

274 Main Street Reading, MA 01867
781-439-2179

[The Speech Therapy Center](#)

Buttonloop Children's Therapies
2 Centennial Drive, Peabody, MA 01960
978-535-3355

[Buttonloop Children's Therapies | Peabody Mass | Speech, Occupational](#)

Kiko Center
820 Turnpike St, North Andover, MA
978-681-6605

[Best Pediatric Speech Language & Occupational Therapy](#)

Behavioral Health/ Therapy and Psychological Services

Touchstone Neurodevelopmental Center
304 Cambridge Rd. Suite 320, Woburn, MA
781-497-8164

[Home | Touchstone Neurodevelopmental Center | Woburn, MA](#)

The Edinburg Center
205 Burlington Rd, Bedford, MA
781-862-3600

[Behavioral Health and Mental Health Services in Massachusetts - The Edinburg Center](#)

Eliot Community Human Services
125 Hartwell Avenue Lexington, MA 02421
781-861-0890

[Services - Eliot](#)

Counseling Services of Greater Boston
7 Lincoln St, Suite 216, Wakefield, MA
781-328-1904

[Home Counseling Services of Greater Boston](#)

Triumph Center for Child, Adolescent and Young Adult Counseling
36 Woburn St Reading, MA
781-942-9277

[The Triumph Center - Counseling Services for Children](#)

Woburn Pediatric Psychological Services
7 Alfred St, Suite 300B, Woburn, MA
781-569-6022

[Woburn Pediatric Psychological Services in Woburn, MA](#)

Boston Children's Hospital Psychiatry and Behavioral Sciences
300 Longwood Ave, Boston, MA (and other locations)
617-355-6680

[Psychiatry and Behavioral Sciences | Boston Children's Hospital](#)

Massachusetts Behavioral Health Helpline - 833-773-2445

Center on Social and Emotional Foundations for Early Learning (CSEFEL)

Promotes the social emotional development and school readiness of young children birth to age 5. A national resource center funded by the Office of Head Start and Child Care Bureau for disseminating early education research and evidence-based practices.

[CSEFEL: Center on the Social and Emotional Foundations for Early Learning](#)

The Town of Wakefield, and many other towns, have contracted with the [INTERFACE Referral Program](#), a unique helpline service that connects children, teens, and adults to mental health care for free. You can call to obtain the names of providers that meet your specific needs, accept your insurance, and have available appointments. Call 1-888-244-6843, Monday to Friday, 9am-5pm