

KWONG KOW CHINESE SCHOOL PARENT HANDBOOK



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The Department of Early Education and Care is the licensing authority for KKCS. Parents may contact EEC at any time for information regarding our program's regulation compliance history.

Department of Early Education and Care:

Address: 51 Sleeper St. #4, Boston, MA 02210

Phone: (617) 988-6600

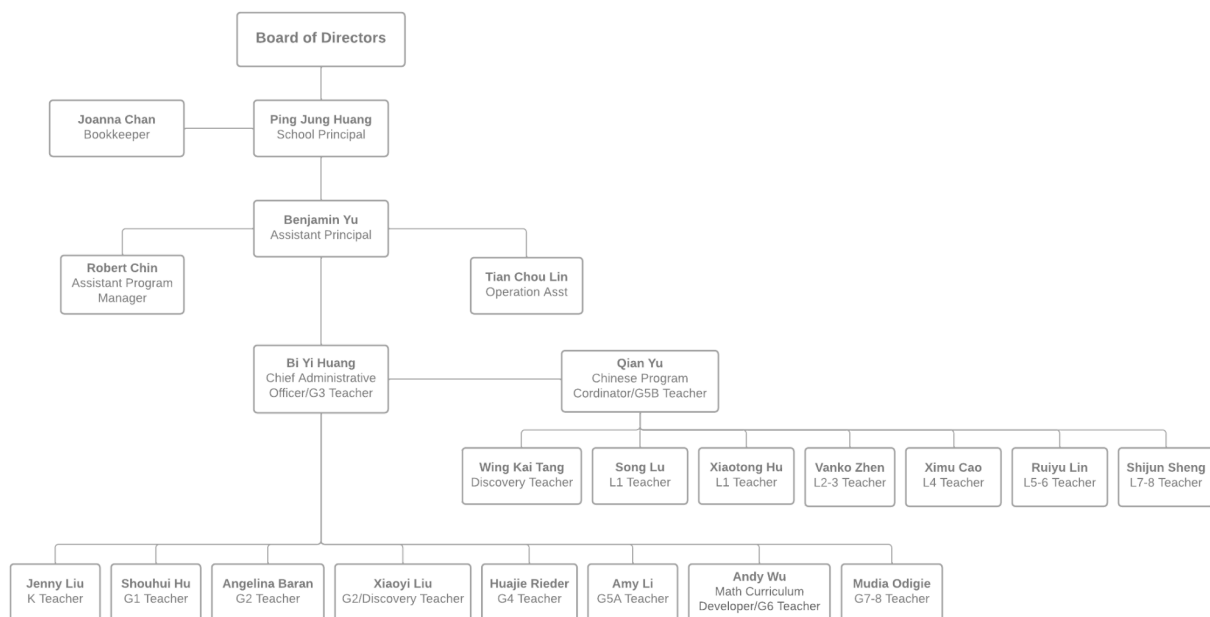
A. STATEMENT OF PURPOSE

1. History and Organizational Structure

Located in the heart of Boston's Chinatown, the Kwong Kow Chinese School has been supporting immigrant families for over 100 years. Founded by Chinatown merchants who wanted to preserve Chinese language and cultural heritage. Our programs include homework assistance, academic enrichment, and Chinese language and culture activities. In this way, students may adapt to western education while preserving their own cultural identities.

Our students come from families who seek Chinatown community support, access to employment, and social services due to language and cultural barriers. Usually, both parents work full time, speak little to no English, and cannot provide academic support for their children. Over 90% of these students are from low-income immigrant families. Some of our students are first-generation Americans, while others are foreign born and have immigrated with their families. Because many of our parents have little contact with their children's school, we provide the needed support so that their children may succeed emotionally and academically.

KKCS is governed by a volunteer Board of Directors. They are responsible for setting policies, raising funds, evaluating the program and the staff, and networking with the community. The Board meets regularly and officers are elected annually. From time-to-time, ad hoc committees will be formed by the Board of Directors, and it is hoped that parents will be actively involved in them. A copy of our by-laws is available upon request. Our organizational chart is shown below.



2. General Philosophy

Our goal is to provide a program to supplement the child's family life. This includes well rounded, high-quality, comprehensive care to meet the needs of all school age children from a variety of backgrounds. We aim to be more than a "care taking service" and have a deep concern for the total child. We provide a continuous learning experience designed to promote a child's physical, emotional, social, and intellectual development. Our program allows time and space for active and quiet learning/play experiences, both indoors and outdoors, with the goal of instilling within each child a sense of individual worth. We foster in the child a sense of security, continuity, trust, autonomy, initiative, and pride.

3. Goals of Our Program

1. To provide a safe, comfortable, healthy, orderly, and clean environment in which children feel well cared for and secure.
2. To treat each child and his/her family with respect for individual needs and differences.
3. To foster a sense of responsibility, self-discipline, and self-esteem in each child.
4. To allow and encourage the pursuit of individual interests by providing children plenty of time for free choice and exposure to many different curriculum materials.
5. To provide ample opportunity for children to unwind in outdoor and other physical play.
6. To support and encourage positive interactions among children and adults.
7. To encourage parent involvement and support in our program by welcoming suggestions, feedback, and questions.
8. To establish and consistently enforce clear and reasonable standards of behavior to the children and to serve as models of the values and behavior we wish to impart to children.
9. To teach children life skills such as: thoughtful decision-making and problem solving; productive use of time; working or playing cooperatively; handling strong emotions successfully; treating themselves, each other, and their environment with respect; seeing projects through to completion; and self-expression through dramatic play, arts and crafts, music, dance, etc.

B. NON-DISCRIMINATION STATEMENT

KKCS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our

staff, clients, volunteers, subcontractors, vendors, and clients. A student's toilet training status is not an eligibility requirement for enrollment. If any child requires assistance using the restroom for any purpose, we will designate a staff member to accompany and assist the child appropriately at all times. If you, a family member, relative or friend will visit our school and needs handicap accessibility, please contact us and make a note on your application form so we can make the necessary accommodations and arrangements.

Moreover, in accordance with the Americans with Disabilities Act, KKCS affirms the legal rights of individuals with disabilities by prohibiting discrimination based on disability and promoting equal opportunity in employment and service delivery for persons with disabilities, and the provider shall meet the standards applicable to itself and to the Commonwealth of Massachusetts under the Americans with Disabilities Act (42 USC 12101 et seq., 28 CFR Part 35).

KKCS's facility is ADA approved. There are handicapped bathrooms and the floors are accessible by elevator.

C. DAILY HOURS AND OTHER GENERAL INFORMATION

The Afterschool Program operates Mon. – Fri. from 3:30PM to 7:00PM. The Weekend Program operates Sat. & Sun. from 9:00AM to 12:00PM. It is followed by Cultural program classes from 1:00PM to 4:00PM.

The Summer Program operates Mon. – Fri. from 9:00AM to 5:30PM from July through August.

KKCS will, at times, offer full-day child care during Boston Public School vacation weeks (e.g., February break). The decision to operate during these breaks is at the discretions of the director and head of school. These offerings will be advertised far in advance via postings in our school and on our website.

KKCS follows the Boston Public School calendar and school closure proceedings, which includes vacation, holidays and inclement weather. If BPS cancels school, KKCS will also be closed. KKCS also follows the BPS calendar for make-up days.

There will be no refund or compensation for closings that are beyond the control of KKCS (for example, inclement weather, or any state of emergency, or any type of loss of power or water).

D. APPLICATION AND ENROLLMENT PROCEDURES

1. Application Process

We encourage all families who are interested in our school to take a tour of the classrooms, meet the staff, and meet with our director for basic information about our programs. If you wish to apply for a space at the school, you may submit an application and tuition fees. Upon receipt of

the application and fee, we enter your information into our database of families interested in enrollment and start a file for your child.

If space is not available and you wish to be placed on the waiting list, you may submit a basic application. No fee is required for the waiting list.

2. Enrollment Process

Whenever a space becomes available, we call families on the waiting list in the order in which we received the application (and fee, if applicable). When you are offered a space, you may secure it with a tuition fee. Without the tuition, we will continue to offer the space to other families. When a family secures the space, we send the parents an enrollment package, including the additional paperwork required for a full enrollment application.

With your enrollment materials and tuition fee, we schedule an orientation meeting with you during which we review the enrollment materials, agree on a start date, and provide you with further information about the classroom, the teachers, the catering menu (snack for afterschool program or breakfast/lunch for summer program), the curriculum, and a list of materials to bring to the school.

3. Tuition Payments and Returned Checks

Tuition is due on or before the first day of the month. Tuition may be handed to the front desk administrator. Tuition payments are never to be given directly to classroom teachers or left in your child's mailbox or backpack.

We will charge a \$35 fee to reissue checks lost by the parent. We may waive this fee for checks lost in the mail at our own discretion. We will charge a \$35 fee for bounced checks or other similar situations. We will charge a reissue fee for lost checks, if not due to the mailing process. We will also charge a bank fee for bounced checks or other similar situations.

Tuition and material/book fees are non-refundable unless approved by the head of school. It should be a case-by-case discussion. One approved refund case does not automatically apply to other similar cases.

4. Required Documentation

Kwong Kow Chinese School is required by law to keep on file the following parent-provided documents for all children enrolled in the school:

- Application Form
- Parent/Guardian Permission, Agreement, and Acknowledgment Signatures
- Health Records (including physician's examination and immunization history)
- Drop-Off and Pick-Up Authorization Form

- Student Transportation Plan and Authorization
- First Aid and Emergency Medical Care Consent Form (including known allergies and chronic health conditions)

5. Additional Child Records Information

All forms must be updated at least annually. Any written consent will be valid for one year from the date of its execution unless such consent is withdrawn, in writing, prior to that time. There is no fee for copies of any information contained in child records.

For children with special needs, additional documentation is required. These requirements are listed in our Health Care Policy document. Please also provide copies of any custody agreements, court orders, and restraining orders pertaining to the child if necessary. Additionally, we ask that parents share information about other therapeutic, educational, social, and support services received by their child. Any other information about your family's interests and needs is also valuable to us.

Parents have the right to add information, comments, data, or any other relevant materials to their child's record and may request deletion or amendment of any information contained in their child's record. Parents may request a conference with administrative staff to discuss any issues pertaining to their child's record if necessary.

We ask for your cooperation in keeping your child's file up to date by submitting any new information whenever you receive it and by responding promptly to requests for updates. We cannot allow a child without required documentation to attend the school. Enrollment will be suspended until required forms are returned to us.

E. STUDENT TRANSPORTATION

The transportation coordinator for the Program is Benjamin Yu. Benjamin Yu, Bi Yi Huang, and Ping Jung Huang are the contact people during transportation. The number to contact them is the school number (617-426-6716).

During registration for each program, the parent completing the Student Transportation Plan and Authorization of the enrollment form indicate how their child will arrive and depart to and from the Program.

1. Arrivals

Arrival options include: parent or authorized designee drop off, supervised walk from the school, or supervised walk from the bus stop. Parents must provide a Boston Public School (BPS) letter indicating bus stop location, or a signed unsupervised walk form if the child is 12 years of age or older. Parents must submit a signed consent form. If students who arrive on their own have not checked into our program by the agreed-upon time, their parents will be contacted immediately.

Our staff will work with parents and the Boston Public School personnel to arrange pickup zones

for assigned teachers and assistant teachers, this includes bus stops or at school designated areas. Parents must provide a copy of the BPS Transportation letter before the program begins so that we can make the necessary arrangements. Otherwise, parents or authorized designees will be responsible to transport the child to the program.

All staff responsible for transportation will carry a pickup log and an emergency bag with first aid equipment. If a child has an Individual Health Care Plan, a copy of the form along with required medication will be contained in the emergency bag. Staff are required to log student times as they arrive at the designated pickup zone. They are also responsible to log the time as they arrive at the program.

Please be sure to notify teachers or administrative staff in advance if your child will be late or absent. If after 10 minutes a child is not present at the pickup location and we have not received this advanced notice, the teacher or administrative staff will attempt to contact the child's parent(s). If they are unable to be reached, we will call emergency contacts.

2. Absences

If a child is going to be absent, parents must call the school and inform us. If the child does not come to school and no call has been received, KKCS staff will call the parent. If the parent cannot be reached, the persons listed on the emergency list will be contacted.

3. Departures

At the end of the program day, teachers will assemble the children in the auditorium for parents to meet their child. Parents are encouraged to speak with their child's teacher regarding any concerns they may have. KKCS assumes responsibility for the child until parents or authorized designees arrive.

Children will be released only to the parents or the other adults listed on the Authorization and Consent Form. Non-custodial parents will be permitted to pick up their children unless the custodial parents state, in writing, that they are not permitted to do so, and provides KKCS with a legal document stating what the custodial agreement is.

If there are unforeseen circumstances and parents cannot arrive at the pick-up time, parents should call KKCS ahead of time. Children should be picked up promptly at the given program times or a late fee of \$1 per minute can be imposed. Staff may issue a warning for a first-time occurrence and remind parents of this policy. Afterwards, staff may issue the late fee for repeated offenses.

If a child is 12 years old or older, the child can leave the program on his or her own. The parent must sign the required written consent form and submit it to the office.

4. Field Trips

Parents will be informed ahead of time of any planned field trips and the mode of transportation:

walking, public transportation, or private vehicles/bus. A field trip permission slip must be signed by the parent or authorized designee before the child can participate on the trip. If there is no permission slip, the child will remain at the school with school staff.

A head count will be conducted for all groups before loading onto a public or private transportation vehicle. Once loaded, the group will situate in one area. Priority seating will be given to younger students. All students not seated must secure themselves to a handlebar. Teachers will be prepared for a headcount and notify the group when approaching the destination stop.

Each teacher will have a cell phone with them during the trips. Their individual phone numbers will be kept at the office if they need to be contacted. A first aid kit with emergency contacts will be brought on all trips.

In addition, all teachers will carry an emergency bag that has the copies of the emergency contact information for all children in their group. If there is a child that has a serious medical condition, a copy of the Individual Health Care Form along with any required medication will be contained in the emergency bag.

F. STAFF POSITION

1. Principal

The Principal is responsible for the administrative supervision of the program at all times. In the event that the Principal is not on-site, this responsibility is passed to the Assistant Principal until the Principal returns.

2. Assistant Principal

The Assistant Principal is responsible for the daily operation of the school. They develop educational and recreational activities for children, such as sports, games, crafts, and science projects to enhance children's motor skills and foster learning experiences.

3. Administrative Staff

The Administrative Staff are responsible for handling the general business management and record keeping of the school. They are also responsible for all filing, maintaining staff and child records, enrolling students, assisting parents and ordering supplies.

4. Teachers

Teachers all have at least 6 months experience in working with young children (as defined by the Department of Early Education and Care). The teachers in each room assist children with their homework and provide academic enrichment activities. They prepare progress reports for each

child, and are expected to provide open communication with the parents. All teachers are certified in First Aid and CPR.

5. Teaching Assistants

Teaching Assistants are responsible for helping teachers with the children and their daily activities. They are also responsible for doing things that the teachers may not be able to do because they need to be with the children. Teacher's aides are never left alone with a group of children.

G. BACKGROUND RECORDS CHECK POLICY

Kwong Kow Chinese School will abide by all EEC Background Record Check (BRC) regulations and policies as required by state and federal law. All current and prospective employees and volunteers must complete a Background Record Check through the Department of Early Education and Care (EEC). The BRC process consists of a Criminal Offender Record Information (CORI), Massachusetts Department of Children and Families (DCF), Sex Offender Registration Information (SORI) and Fingerprint based check of state and national criminal history databases. A BRC will be processed on employees and volunteers every 3 years or as deemed necessary by state statute.

H. GENERAL CARE AND GUIDANCE OF STUDENTS

1. Child Guidance Practices

KKCS understands the importance of consistent care, empathy, and positive guidance for your children. It is expected that all members of the staff will engage in conduct consistent with KKCS commitment to the achievement of excellence in child care. The following are only some examples of the types of conduct that are expected of staff members:

1. When the children arrive, teachers give students their undivided attention. This includes greeting them by name, inviting them to join an activity and generally setting a tone of caring, relaxation, and warmth.
2. Our teachers understand the importance of their function as a role model for children in our care. The goals of emotional maturity, thoughtful decision-making, respect for others' feelings, etc. are behaviors which must be consistently modeled by any care-giving adult.
3. Teachers will inform parents of a child's progress in our program in a timely manner as needed. Parents are encouraged to communicate with our teachers daily to check-in on their child's progress.
4. Teachers keep notes on children's progress and exchange this information with the other relevant teachers in the program. Confidentiality about children outside of the immediate staff is essential.
5. Our teachers develop "room awareness." They must be aware at all times of what is going on in the room. They will be in the area of the room where they are most needed.

6. Classrooms are kept clean and orderly. We involve children in housekeeping routines and duties so that they may have a sense of teamwork when it comes to classroom maintenance and upkeep.
7. Everyone must follow through with classroom rules. Our teachers must be consistent. They will tell children what they want them to do, rather than what they don't want them to do, in a kind, yet firm, voice.
8. Reasonable classroom rules will be determined collaboratively between teachers and students at the start of each program. This is important so that students may help set the classroom tone and establish a mutual understanding of appropriate and inappropriate behavior in our program.
9. Teachers are active participants in activities with children. We encourage interaction between individuals and groups of children, stimulate conversation, and encourage development of social skills.
10. Teachers allow children to be independent. We set up activities that children can do themselves with little supervision. We give children sufficient time to work out solutions on their own. Teachers ask questions that will help children arrive at a solution. If a child seems overly dependent on teachers' answers for help, teachers gradually and gently encourage the student to become more self-sufficient.
11. Activities will be planned and organized in advance to avoid children waiting. We give children time to finish activities and preparation time for clean-up. Children will not always be expected to move as a group from one activity to another.
12. Children will be informed about transitions prior to their occurrence. Transitions between activities will be smooth and flexible. Visual, verbal and auditory cues will be used to support children's transitions.
13. On the playground, teachers will spread out and involve themselves with the children as appropriate.
14. Teachers will separate children if they demonstrate physical aggression. Teachers may speak with them about their behavior and/or place students in designated quiet areas to settle down or engage in a quiet activity before rejoining the class. In cases of extreme physical aggression, students may be asked to sit in the downstairs lobby and parents of any children involved will be contacted.

Though all teachers have their own unique strategies, they are trained to understand the general guidelines listed above. Teachers are evaluated frequently throughout the program, and training plans are developed to help them improve their instruction. These trainings are done through consultants or other individuals with expertise in the relevant areas. Teachers complete these trainings in both individual and group settings to ensure consistency of techniques used throughout our program.

2. Prohibited Staff Conduct

The following are some examples of the types of conduct that are strictly prohibited. Practice of

any of these items would be reason for immediate dismissal of the staff member.

1. Striking, humiliating, being discourteous, or being disrespectful to a child or otherwise treating a child in a way prohibited by the staff manual or Department of Early Education and Care regulations.
2. Failing to adequately supervise children in such a manner as to endanger their safety, excessive absenteeism, or absence from work without notice or cause.
3. Disrupting, delaying, or restricting the performance of duties, or interfering with others in the performance of duties.
4. Inattentiveness or erratic behavior on the job.
5. Failing to promptly report any accident or injury.
6. Failing to keep private information about a child and/or his/her family confidential.
7. Any other significant action that is harmful to the children.
8. Use, possession, or sale of drugs or alcohol on KKCS's premises or while otherwise engaged in activity relative to KKCS, or working while under the influence of alcohol or other drugs. KKCS reserves the right to request a drug test at any time before or during employment because our employees work closely with children.

If you suspect any staff member is in violation of conduct listed above, or if you have any other concerns about staff conduct, please inform the director or head of school.

I. PARENT INVOLVEMENT AND COMMUNICATION

1. Communication Between Teachers and Parents

Parents are encouraged to visit the program unannounced at any time while their child is present. Parent communication is important to us and we encourage parent input and involvement. Parents should not hesitate to contact the office or their child's teacher if they have questions or are concerned with their child's progress. Teachers and administrative staff will call and email parents, when necessary, as well. Teachers are also available for individual conferences with parents at parental request with advance notice so that we can ensure adequate coverage.

2. WeChat

Moreover, teachers are also available to speak with parents at dismissal. Please take advantage of this opportunity to address a concern or become more familiar with your child's teacher. Every teacher also has a WeChat group made for their classes. Parents are encouraged to join these groups to stay in touch with teachers. This is a valuable channel of communication for parents to provide input and feedback for their child's class, inform us of absences, etc.

3. Progress Reports

Additionally, our staff is committed to providing positive and consistent guidance to children based on their individual needs and development. In order to assist in this goal, every teacher will

provide to parents a quarterly progress report of their child. If there are multiple educators, specialists, or consultants working with your child in our program, they will all be given an opportunity to contribute to the progress reports.

The report includes observations and information of how the child is progressing and what areas the child needs attention. Teachers will identify children's interests and needs. Families are notified when the progress reports are completed and invited to meet with their child's teacher to discuss the progress reports. A copy of each progress report will be given to the parent, and another copy will be kept in the child's record. Strengths and goals are developed for each child.

4. Payment Notice & Late Payment Policy

KKCS adheres to the following payment notice system below for each payment due:

a. **Afterschool & Summer Program:**

1. *Receipt of Invoice:* Parents have 5 business days after receiving an invoice to make a due payment on time.
2. *First Warning:* If the payment is not made within those 5 business days, you will be issued a first warning by email (and WeChat, if applicable) on the following business day.
3. *Second Warning:* If a payment is not made within 2 business days of the first warning, a second warning will be given by email, WeChat, and phone.
4. *Notice of Suspension:* If a payment is not made within 2 business days of the second warning, a notice of suspension will be given by email, WeChat, and phone. The student will not be allowed to attend KKCS until the due payment is made.

b. **Weekend Program:**

1. *Receipt of Invoice:* Parents have 7 days (including weekends) after receiving an invoice to make a due payment on time.
2. *First Warning:* If the payment is not made within those 7 days, you will be issued a first warning by email (and WeChat, if applicable) on the following business day.
3. *Second Warning:* If a payment is not made within 3 days (including weekends) of the first warning, a second warning will be given by email, WeChat, and phone.
4. *Notice of Suspension:* If a payment is not made within 3 days of the second warning, a notice of suspension will be given by email, WeChat, and phone. The student will not be allowed to attend KKCS until the due payment is made.

5. Other Information

If any parent struggles with or is unable to communicate through English, Mandarin, or Cantonese, we kindly ask that they bring an interpreter to any meetings, conferences, etc.

For additional information about KKCS and our programs, we encourage parents to visit our website frequently for blog posts and important notices. Parents may also choose to subscribe to

our monthly newsletters, which include information about upcoming events, program updates, student highlights, and more.

To subscribe to our newsletter, please visit <https://www.kwongkowschool.org/newsletters>.

J. AVOIDING STUDENT SUSPENSION AND TERMINATION

The following are steps KKCS will take to avoid suspension or termination of a child's enrollment. Please note that if circumstances arise that require immediate suspension or termination, KKCS may not be able to follow this protocol.

1. The teacher(s) will schedule an initial meeting with the family to discuss the behavior and outcome of strategies and supports that have been attempted in the classroom so far.
2. The teacher(s) will discuss options with the family including, but not limited to, behavioral intervention strategies at home, modifying the length of the child's day, referral options, and other Program interventions and supports. Common Program interventions and supports include social stories, visual cues/prompts, adjusting sensory stimuli, increasing movement breaks and methods, explicit individualized communication, modifying classroom environment and/or schedule, and short-term 1-on-1 supervision (shadowing).
3. The teacher(s) will set a plan and time frame (typically 2-4 weeks) to implement next steps for behavioral intervention (from the options above) as well as a follow-up meeting with the family.
4. If the behavior continues or if staff or children are injured due to the challenging behavior, the director(s) will intervene in further plans. The director(s) will offer consultation services for the child at the Program (only with parental permission) and training/support for the teacher(s). The teacher(s) and director(s) will implement additional strategies, including recommendations from consultants and training, that are within the means of the Program.

Suspension: Students may receive **up to** three strikes (depending on severity) of challenging and/or dangerous behavior before a suspension is issued. When a suspension is issued, the director(s) will request that the child remain home for a period of time that the director(s) deems sufficient to determine next steps, attempt to break the cycle of behavior, and/or to ensure safety. The period of time could range from immediate dismissal for the remainder of the day to up to 1 week. The family will remain responsible for tuition throughout this time.

Termination: Circumstances may arise that indicate that KKCS may not be a suitable placement for a child or family. KKCS reserves the right to request that a child or family leaves the Program, either immediately or by a specified date, if that decision is in the best interest of the Program as a whole. The family will receive a written notification explaining the reason for the enrollment termination and the circumstances under which the child may return, if any. If the family would like, the Program will also provide a list of options that may benefit the child,

including referral options or other placements or strategies. The following actions are considered due cause to terminate a child's or family's enrollment at KKCS:

1. Severe behavior challenges that cannot be resolved and endanger the child and/or other children
2. Needs that require consistent one-on-one attention for a period of more than 30 days
3. Individual needs that the Program cannot accommodate
4. Family refusal to follow-up with referral recommendation by Program staff
5. Family refusal to cooperate with Program policies
6. Failure to pay tuition on time
7. Repeatedly picking a child up late from the Program
8. Any other circumstances that may be disruptive to the Program

Students who have been suspended or expelled from KKCS program will need to reapply for enrollment when certain documents are in place, depending on the reason for suspension/termination, which may include written assessment report(s) issued by a licensed psychiatrist and/or other professionals. All parties involved in the suspension/termination of a student are encouraged to reach out to KKCS medical chair for counseling and/or medical services.

Whenever children are preparing to transition to a new classroom or program, the educator will collaborate and share information between each classroom or program with parental permission and assist the child with the transition in a manner consistent with the child's ability to understand.

Students who are suspended or expelled from KKCS program will not be eligible for tuition refund nor defer for credit.

K. PROCEDURE FOR REFERRING STUDENTS

Kwong Kow Chinese School shall refer parents to appropriate social, mental health, educational and medical services, including but not limited to dental check-up, vision or hearing screening for their child, should the program staff feel that an assessment for such additional services would benefit the child.

When a staff member feels that such an assessment is necessary for a student:

1. The staff member should inform the director or head of school immediately.
2. The director and/or head of school will observe and record the child's behavior and review the child's record prior to making a referral.

3. The director and/or head of school will organize a meeting with the student's parent(s) to notify them of the program's concern.
4. A current list of referral resources in the community for children in need of social, mental health, educational or medical services will be provided for them. This list is made available through BPS here: <https://www.bostonpublicschools.org/Page/6120>
Upon referral, the parent will be connected with the contact person for St. 1972, c. 766 and Early Intervention Program referral.
5. A written notice will be sent to the student's day-school that KKCS is serving a child with a disability.

Kwong Kow Chinese School will obtain parental consent prior to contacting any outside social, educational or health care resource or service provider on behalf of an individual child.

L. CHILD ABUSE POLICY

Abuse is defined as non-accidental commission of any act by a caretaker which causes or creates a substantial risk of harm or threat to a child.

Neglect is defined as failure by a caretaker, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, or other essential care.

1. Procedures for Handling Suspected Abuse or Neglect

KKCS will:

1. Report case to KKCS Director if s/he is available, otherwise that particular staff person is mandated by law to report the case to the Department of Children and Families (DCF) on their own.
2. Director or staff person reports the case immediately by telephone and in writing within 48 hours to the DCF Area Director.
3. KKCS and involved staff cooperate fully in the investigation of any case.

2. Procedures in the Event of Suspected (Alleged) Abuse by Staff

KKCS will:

1. Follow the above procedures.
2. Suspend the staff person accused.
3. Seek legal consultation.
4. Abide by mandate concerning the staff person.

KKCS is mandated to report any suspected child abuse or neglect to the Department of Children and Families (DCF). Licensee's program administrator or designee shall notify the EEC

(Department of Early Education and Care) immediately after filing a 51-A report or learning that a 51-A has been filed on a child while in care.

3. Institutional Abuse and Neglect Policy

Whenever any incident of suspected abuse or neglect by any KKCS staff member is reported to the Director, the Director will investigate the allegation. If, as a result of this investigation, these people have "reasonable cause to believe" that a child is suffering from physical or emotional injury resulting from abuse, including sexual abuse or from neglect, the Director will notify the parents of the child and shall report the condition to the Department of Children and Families (DCF) as per the Massachusetts General Laws, Chapter 119, Section 51-A.

Immediately when a 51-A report is made, the accused staff person shall be suspended without pay. The Director and the Board of Directors shall consider the results of the DCF investigation and other relevant information to determine whether further disciplinary action, including termination, shall be taken or whether the accused staff member shall be reinstated if there is no indication that the staff person acted inappropriately.

In the event that an outside person or agency files a 51-A report raising concern about suspected abuse of a child in the program by a staff person, the Board of Directors shall immediately be notified. The suspected staff member shall be suspended without pay immediately. The Director and/or the Board of Directors will review the results of the DCF investigation and other relevant information to determine whether further disciplinary action, including termination, shall be taken or whether the accused staff member shall be reinstated if there is no indication that the staff person acted inappropriately.

Depending on the results of the allegation and the regulations of the Department of Early Education and Care, the person can return to work. However, until the investigation is complete, the allegedly abusive or neglectful staff member will not work directly with children.

The Director will also notify EEC after filing a 51-A report or learning that a 51-A report has been filed alleging abuse or neglect of a child while in the care of the program or during a program related activity. KKCS will cooperate in all investigations of abuse and neglect in any way the Department deems necessary.

In the event that a staff member suspects abuse or neglect of a child by a parent, family member, staff member, or any person who may be associated with that child, ultimately it is that staff member's responsibility to ensure the suspected abuse or neglect is reported to the Department of Children and Families (DCF). All staff are mandated reporters.

Any staff who report suspicions of potential neglect or abuse of a child in the program, are immune from discharge, retaliation, and/or disciplinary action, unless it is proven that the staff person was malicious in his/her actions. **All** staff are mandated reporters and therefore should **NOT** be reprimanded for reporting their suspicions.

Department of Children and Families (DCF):

Address: 600 Washington St., Boston, MA 02111
Phone: (617) 748-2000

Department of Early Education and Care:

Address: 51 Sleeper St. #4, Boston, MA 02210
Phone: (617) 988-6600

M. PRIVACY AND CONFIDENTIALITY POLICY

Each child has a file which will contain all the required forms, any written communications from you, and any information the child's parent may have in regards to their child. The child's file and records are available only to the Director, administrative staff, and the teachers with a “need to know” of the contents of the child’s files and records. All files are kept in a locked office. The Directors and Administrative Assistants are the only people who have access to the key.

Parents may request access to their child's file at any time. Parents will be asked for a written and signed release of information form before the file can be shared with other professionals. When accessing, duplicating, or distributing any information contained in a child’s files, staff will update a written log in their file indicating: staff’s name, signature, and position; date of release or review; portions of the record which were released; purpose of such release; and signature of person who the information was released to. This log will only be available to the child’s parents, program personnel responsible for record maintenance, and EEC.

Staff may not discuss any child or child's family with other children's parents. Staff may not discuss children or their families with anyone outside of KKCS, including other professionals, without written permission from the parent(s). In cases where children's teachers, social workers, etc. would like to observe the child, written permission must be granted by the parent(s).

Employees of KKCS shall not take any photographs of children with their personal cameras, cellphones, or other personal devices without a parent or guardian’s consent. KKCS is required by The Department of Early Education and Care guidelines to have permission from every parent to take photographs of their children, particularly if it is going to be posted on the web.

N. HEALTH CARE POLICY

A copy of our full Health Care Policy will be provided for you along with this Parent Handbook. If you have not received a copy of our Health Care Policy, please notify our administrative staff, and one will be provided to you. Please be sure to read our Health Care Policy when you receive it, as it includes crucial information regarding the health and safety of our students. Below is some additional information regarding general health and safety in our program.

1. Smoke- and Drug- Free Workplace

KKCS is a smoke- and drug- free workplace, and both are not permitted anywhere inside the building. Any substantiated drug or alcohol use while working would result in immediate

dismissal of any employee. KKCS reserves the right to request a drug test at any time before or during employment because our employees work closely with children.

2. Pesticide Policy

KKCS has contracted with a pest maintenance company who provides regular service to our school. Please contact the administrative staff if you wish to review our pest management plan.

3. Classroom Safety

All staff must keep personal hot beverages in covered, tightly sealed containers kept out of child's reach at all times. Purses, plastic bags, sharp objects, hazardous equipment and materials, and cords longer than 6 inches should be kept out of children's reach at all times.

O. EVACUATION PROCEDURES AND EMERGENCY CONTINGENCY PLANS

The safety and security of the children enrolled in Kwong Kow Chinese School is of primary importance and takes precedence over all other procedures and policies. Outlined below are our day-to-day policies with regard to protecting the children and ensuring their safety.

There are four basic scenarios that we rehearse in preparation for emergencies and evacuations. In the event of a natural disaster, the Director or emergency back-up person would contact local authorities by phone to determine whether it is necessary to evacuate or shelter in-place. The director will always have a charged cell phone to contact for emergencies on and off site.

1. Shelter In-Place Emergency

When there is a hazardous situation nearby or a dangerous storm, children and staff remain inside the school while the director notifies parents of the emergency via e-mail and telephone. If necessary, administrative staff know the location of emergency shutoff valves for power sources.

2. Lock-Down

- c. External situation: If there is a dangerous situation outside that necessitates securing the school and keeping the children away from any windows, the director orders everyone into the gym, gives the children popsicles or milk to keep them quiet, and coordinates with Public Safety officials as to how long to remain in lock-down. Under no circumstances may anyone enter or leave the building during a lock-down.
- d. Missing Child: All available educators will immediately check inside and outside grounds. If after five minutes that a child is reported missing from the program, KKCS will immediately call 911 and initiate a school-wide lock-down order via PA System. All Teachers and their children must remain in their assigned classroom until the lock-down order has been lifted. The program director and school administrators will identify the missing child and conduct a school-wide search and classroom headcounts. The check-out log will also be reviewed. If the missing child cannot be located in the building, the program director and administration team will notify the child's parent(s)/guardian(s) and local authorities. The program director

will provide critical information of when the child was last seen and continue to work with local authorities until the missing child has been found.

3. Immediate Area Evacuation

If it ever becomes necessary to leave the school to ensure the safety of the children (e.g., fire, loss of heat or electricity, gas leak), staff vacate the children in an orderly manner and convene in the parking lot across the street from KKCS to await further instructions. If necessary, children will be relocated to the Chinese Consolidated Benevolent Association (CCBA), where teachers will contact parents via cell phone to arrange for pick up. The address for this location is 90 Tyler Street, Boston, MA 02111.

4. General Evacuation

If it is necessary to leave Chinatown, local and state emergency personnel will designate shelters. Kwong Kow Chinese School teachers remain with the children at all times until they can be handed over to parents. Staff and children evacuate the area by walking, trolley, or by buses and gather at the designated shelters.

5. Evacuation Procedures and Drills

Evacuation plans are posted in each classroom. In the event of an emergency, the director calls 911 and remains in the building until all children are accounted for. Teachers are responsible for evacuating their own classrooms. All classes exit by the nearest door, unless it is blocked or unsafe, in which case they exit through their designated back-up route. The director will do a final sweep in all classrooms and bathrooms to ensure no child is left behind.

Upon evacuation, teachers must bring emergency bags (which includes first-aid kits, medications, IHCP, emergency contact, and each child's first aid and emergency medical care consent forms) for treating minor injuries, and bring cell phones for contacting parents. Teachers will evacuate their classes in an orderly manner, take attendance at the designated pick-up area, and stay with the children until all of them have been picked up.

The director ensures that all procedures are followed correctly and that evacuation drills are held at least once a month, at different times of the day, and are practiced with all groups of children and staff.

The director documents the date, time and effectiveness of each drill and keeps all documentation on file in our Evacuation Drill log. If the director is out of the building for any reason, the designated administrator assumes the director responsibilities in an emergency.

6. Closings and Snow Days

KKCS follows the Boston Public School schedule and closings due to weather. In the case of a fire, power outage, lack of water, lack of heat, or any type of natural disaster where KKCS is unable to operate as usual, KKCS would close. If KKCS is forced to close temporarily due to

snow, natural disasters or problems with the building (for example, a power outage, loss of heat, or loss of water), parents would be called at work or if the problem occurred during non-operating hours, then a message would be posted on our website stating that KKCS was closing for the day. In the case a problem occurring during the day and it was necessary that the children be removed from the building, KKCS's emergency site is located across the street at CCBA, 90 Tyler St. Boston, MA 02111, (617) 426 – 6716.

If KKCS does need to relocate, parents will be notified and ID'd when they arrive at the relocation site to pick up their child. Any decision to close KKCS for any reason would be made by the Director and the Board of Directors.

7. Emergency Phone Procedures

Emergency telephone numbers are posted at each telephone in the school. Whenever calling any emergency number, always provide the following information: Your name and the name of the school, the nature of the emergency, the school's telephone number and address, directions to the school, and the exact location of the injured person or emergency situation (e.g., classroom 313, the Eliot playground across from the Wang Y, the 3rd floor bathroom).

P. MEDICAL EMERGENCY PROCEDURES

A staff person with current pediatric First Aid and CPR would be present at all times. If there is a medical emergency in which a child needs to be taken to the hospital immediately, KKCS staff will call 911 to get assistance. The Director or Lead Teacher (if possible, otherwise at least a teacher qualified person) will accompany the child to the hospital. The teachers who are staying at KKCS will call parents and/or emergency contact people to meet their child at the hospital. If it is an extreme emergency, we will automatically go to the closest hospital, Tufts Medical Center.

O. NUTRITIOUS FOOD IDEAS

KKCS provides sealed, pre-packaged snacks for our Afterschool students (breakfast and lunch for our Summer Program). Parents are encouraged to pack additional healthy snacks to complement the food served at our program. Below is a short list of nutritious foods you could pack for your child. This is by no means a complete list. Every child has different food and taste preferences, so try different snacks to see what your child likes and dislikes. Monthly and/or weekly KKCS snack and lunch menus are posted in our school.

- Fresh or frozen berries with cottage cheese
- Banana slices with peanut butter
- Fresh fruit skewers with Greek yogurt
- Canned fruit such as peaches or pears with yogurt
- Apple slices topped with almond butter or cheese
- Peaches with soft tofu
- Unsweetened applesauce sprinkled with cinnamon and toasted nuts or seeds
- Yogurt and chopped fresh fruit sprinkled with nuts or granola
- Homemade wholegrain blueberry muffin
- Apple berry crisp with a dollop of Greek yogurt
- Whole grain English muffin with almond butter and fruit slices
- Homemade smoothie or lassi
- Trail mix
- Chia pudding with unsweetened shredded coconut and pineapple
- Energy bites made with dates and nuts
- High fiber cereal topped with chopped fruit and milk or fortified soy beverage
- Cut up vegetables with hummus or a yogurt-based dip such as tzatziki
- Green leafy salad with sliced strawberries and toasted almonds
- Celery sticks or cucumber rounds topped with tuna salad
- Veggie sticks with cashew dip
- Bean and corn dip with pita chips
- Carrot sticks, whole grain crackers and cheese
- Cherry or sliced tomatoes and a hardboiled egg
- Edamame and cucumber chunks with a splash of olive oil and vinegar
- Salsa or guacamole with homemade chips from whole grain pita or tortilla