



**A Place to Grow and Learn**  
**Infant - Toddler - Preschool - School-Age**

# **PARENT HANDBOOK**

**Contact information for all Locations**

**Email – [Asiya.123Grow@gmail.com](mailto:Asiya.123Grow@gmail.com)**  
**Website [www.123growchildcenter.com](http://www.123growchildcenter.com)**  
**Mail: 134 Burncoat St. Worcester, MA 01603**

**Hubbardston**  
**48 Barre Road**  
**Hubbardston, MA 01452**  
**T)978-928-1140**  
**F) 978-928-1142**

**Worcester**  
**134 Burncoat Street**  
**Worcester, MA 01603**  
**T)508-853-10096**

**Leominster**  
**109 Allen Street**  
**Leominster, MA 01453**  
**T) 978-534-0051**

**Fitchburg**  
**341 Elm Street**  
**Fitchburg, MA 01420**  
**T) 978-345-1333**

**Gardner**  
**838 West Broadway**  
**Gardner, MA 01440**  
**T) 978-632-1715**  
**T) 978-355-2599**  
**F) 978-632-1716**

**Barre**  
**145 Mechanic Street**  
**Barre, MA 01005**

**Athol**  
**1471 Rear Main Street**  
**Athol, MA 01331**  
**T) 978-249-2310**



Dear Families,

Welcome and thank you for selecting 123 Grow Child Center for your child's care and educational needs. Together, we share similar values in connection with the importance of quality early childhood education and care.

We strive to make learning a fun experience for all children. In fact, we like to think of our center as a second home for your child; a place that he/she can feel safe, loved and special.

We look forward to our time together and to making your child's experience memorable.

Sincerely,

Asiya Peerzade

Asiya.123Grow@gmail.com

---

## **OUR PHILOSOPHY**

The development of a young child should be a rewarding, enjoyable and fulfilling experience. 1-2-3 Grow invites young children to explore the world at their own pace. Each child is provided with guidance and direction to support their individual learning needs. We provide a variety of activities and experiences to support their individual growth and ability.

## **GOALS AND OBJECTIVES**

To provide a safe, fun and enriching learning environment for all children. In addition, to recognize the potential of each child and to help promote the growth and development of a positive self-esteem. Furthermore, to work in a positive manner with parents and families in the best interest of every child.

## **LICENSING AUTHORITY**

All 123 Grow Child Center locations are licensed by the department of early childhood education in care (otherwise known as EEC).

## **AGE GROUPS**

All 123 Grow Child Center locations are licensed by EEC to provide care and education to children ages six-weeks of age up to eight years of age. In other words, Infants, Toddlers, Preschoolers and school-age children. In addition, some 123 Grow locations are also licensed for school-age children.

Therefore, please see the Director at the specific center you are interested for school-age licensed information.

## **ADMINISTRATION ORGANIZATION**

The department of Early Education and Care is the licensing authority for all 123 Grow Child Center locations. The Worcester regional office oversees our centers located in the following towns/cities: Leominster, Fitchburg, Worcester and Gardner. The Springfield regional office oversees our centers located in the following towns/cities: Barre and Hubbardston. The regional offices are shown below.

Dept. of Early Education and Care  
324 Clark Street  
Worcester, MA 01606  
T) 508-798-5180

Dept. of Early Education and Care  
1441 Main Street #230  
Springfield, MA 01103  
T) 413-788-8401

## **Licensors Contact Information:**

Allison Tassinari (Athol, Barre, Hubbardston)  
#413-386- 1331

Jennifer Lynch (Fitchburg, Gardner, Leominster, Worcester)  
#508-612-2088

Our Directors at each of our center/locations are directly responsible for the administrative supervision of their particular center/locations at all times. In addition, our Lead Teachers lead and supervise their particular group/class assigned; which include Teachers without Lead designation and/or Teacher's Aides.

## **Hours of Operation**

7:00a.m.-5:00p.m. applies to Athol, Barre, Fitchburg, Gardner, Hubbardston, Leominster, Worcester

## **NON-DISCRIMINATION POLICY**

Non-Discrimination Policy in connection with our enrollment procedures. Our enrollment is open to all families without regard to race, religion, national origin, cultural heritage, political

beliefs, age, disability, ancestry, marital status, sexual orientation, genetics, gender identity and expression, etc. In addition, toilet training status is not an eligibility requirement for enrollment.

## **ENROLLMENT PROCEDURES**

The Director (at each particular center) or the Administrator or other qualified individual, will offer and schedule personalized tours to prospective families interested in our program. At the time of the tour, the family is provided the opportunity to tour our classrooms and play yard, meet our Teaching staff and review our curriculum. In addition, they are provided with information about our program such as our education principles, our tuition rates and our programs policies. Furthermore, families are allotted the opportunity to ask questions and to visit our program and classrooms while in session. Finally, our Director (tour guide) will also inquire and gather information as to the particular needs and services the parent seeks to obtain.

If/when the family chooses to enroll with 123 Grow; he/she will be provided with orientation related to the program including the enrollment procedures, the enrollment packet and to discuss their child's developmental history. Furthermore, the parent will be advised that their child's developmental history will be revisited and updated annually. In addition, the parent must submit his/her child's paperwork no later than three business days prior to the anticipated start date. This time is allotted to provide the particular center's Director adequate time to review the enrollment packet (including all accompanied paperwork provided) to ensure all required documentation is accounted for prior to the child's start date.

To follow, an individual file will be created and be maintained for said child located at the particular center you child will attend. Please note, your ongoing cooperation in providing updated documentation such as children's physicals is imperative to properly maintaining your child's file. Therefore, the Director and/or your child's primary Teacher will request (at a minimum) updated documentation such as but not limited to: updated contact information, physical, immunizations, etc.

## **CHILDREN'S RECORDS**

Information in each child's file is confidential and privileged. It is only available to staff responsible for maintaining these records and you, the parent. The center staff may not offer or release any information in a child's file to anyone not directly related to implementing the program for the child without your consent. If your child's records are subpoenaed for any reason you will be notified.

Parents are entitled to review their child's file if they wish to do so. The center must maintain a written record of anyone who reviews a child's file or received any information located in a child's file. You have the right to add information, comments, data or any other relevant materials to your child's file. You also have the right to request deletion or amendment of any information contained in your child's records.

## **EVALUATIONS/PROGRESS REPORTS**

Children receive evaluations after 30 days in our program and then twice per year (January and June), or more often if deemed necessary by parents and/or Teachers. Parents are encouraged to have a conference with their child's teachers. (Infants and children with disabilities or IEPs will be evaluated every 3 months). A copy of each progress report will be provided to the respective parent and the original report will be stored in the child's individual file.

## **IMMUNIZATIONS/PHYSICAL EXAMS**

The Department of Early Education and Care requires that all children have an updated, current immunization record in their file, stating that they have been successfully immunized against communicable diseases in accordance with the Department of Public Health's recommended schedules. Immunizations may be exempt for those with a medical or sincere religious belief.

Children are also required to have proof of a recent physical examination (within one year). No child will be admitted without proper physical and immunization records.

## **SICK POLICY**

1-2-3 Grow is not equipped to care for children who are ill. Children should be well enough to comfortably participate in all center activities. For the health and safety of other children, as well as staff, you should not send a child who is exhibiting any of the following symptoms/ailments:

1. Fever higher than 101 degrees
2. Vomiting and/or diarrhea (2 or more times in a 12 hour period) \*head lice, scabies or similar symptoms
3. Conjunctivitis
4. Strep throat/severe sore throat
5. Severe colds/coughs
6. Severe pains (which may interfere with center activities) \*breathing difficulties
7. Excessive fatigue
8. Open/oozing sores and unidentified rashes

Children exhibiting any of these symptoms while here at the center will be sent home. If we are unable to contact a parent, we will attempt to call emergency numbers listed on your contact list. In cases of vomiting, diarrhea, fever, or other contagious disease, the child should not return to school until he/she has been on medication (or free from symptoms) for 24 hours. 1-2-3 Grow reserves the right to refuse any child from admittance if there is a question as to the health of that child.

## **MEDICATION AUTHORIZATION**

Any child requiring medication that needs to be given while he/she is here at the center must have a parent fill out a "medication authorization" form. You can get one from a staff member should your child need medication. The medication must be in its original container and clearly labeled with your child's name and instructions for administration. Please note that we are unable to give your child over the counter medications (pain/fever reducers, cough syrup, cold medications, etc.) unless we have a medication authorization form from your child's physician.

Please ask a staff member about acquiring one of these if you wish to do so. All staff are trained in administering medication and must adhere to EEC regulations when doing so.

Any child with specific medical needs (i.e. a nebulizer, epi-pen) is required to have an individual health plan on file including specific condition, treatments and doctor recommendations. Staff members will be required to be properly trained so they are able to properly administer/perform any medications/treatments needed for that child within the guidelines of the EEC 7.11 (3)

Unless otherwise specified in a child's individual health care plan, the educator must store all medications out of the reach of children and under proper conditions for sanitation, preservation, security and safety during the time the children are in care and during the transportation of children.

1. Those medications found in United States Drug Enforcement Administration (DEA) Schedules II through V must be kept in a secured and locked place at all times when not being accessed by an authorized individual.
2. Prescription medications requiring refrigeration shall be stored in a way that is inaccessible to children in a refrigerator maintained at temperatures between 38°F and 42°F. Notwithstanding the provisions of 606 CMR 7.11(2)(e), emergency medications such as epinephrine auto-injectors must be immediately available for use as needed.
3. When possible, all unused, discontinued or outdated prescription medications shall be returned to the parent and such return shall be documented in the child's record. When return to the parent is not possible or practical, such prescription medications must be destroyed and the destruction recorded by a manager or supervisor in accordance with policies of the licensee and the Department of Public Health, Drug Control Program.
4. No educator shall administer the first dose of any medication to a child, except under extraordinary circumstances and with parental consent.
5. Each time medication is administered, the educator must document in the child's record the name of the medication, the dosage, the time and the method of administration, and who administered the medication, except as noted in 606 CMR 7.11(2)(k).
6. The educator must inform the child's parent(s) at the end of each day whenever a topical medication is applied to a diaper rash.

**ALL MEDICATIONS MUST BE ADMINISTERED IN ACCORDANCE WITH THE CONSENT AND DOCUMENTATION REQUIREMENTS SPECIFIED BELOW:**

- 1.** All Prescriptions require the following: Type of Medication, Written Parental Consent Required, Health Care Practitioner Authorization Required, Logging administered Required.
- 2.** All Prescriptions must be in original container with original label containing the name of the child affixed, name of child on the medication log sheet, dosage amount, date given, time given and staff signature.
- 3.** Any missed doses must also be noted along with the reason(s) why the dose was missed.
- 4.** Oral Non-Prescription must be renewed weekly with dosage, times, days and purpose. Must be in original container with original label containing the name of the child affixed name of child on the medication log sheet, dosage amount, date given, time given and staff signature.
- 5.** Any missed doses must also be noted along with the reason(s) why the dose was missed.
- 6.** Unanticipated Non-Prescription for Mild and Small Symptoms. Must be in original container with original label, name of child on the medication log sheet, dosage amount, date given, time given and staff signature.
- 7.** Acetaminophen, Ibuprofen, Antihistamines Must be in original container with original label, name of child on the medication log sheet, dosage amount, date given, time given, staff signature. In addition must be renewed at least annually.
- 8.** Topical, non-Prescription (when applied to open wounds or broken skin) Must be in an original container with original label, with a medication consent form and physician's signature, name of child on the medication log sheet, dosage amount, date given, time given, staff signature. In addition, it must be renewed at least annually.
- 9.** Topical, Non-Prescription (not applied to open wounds or broken skin) Items used solely for prevention, such as sunscreen, insect repellent and Chap Stick may be supplied by program. However, written parent permission to apply the above mentioned items will be obtained prior to applying said products. If parent's prefer, they may send in preferred brands of such items for their own child's use. Please clearly label these items with your child's name.

## **MANAGEMENT OF INFECTIOUS DISEASES**

1. The program must follow exclusion policies for serious illnesses, contagious diseases and reportable diseases in conformance with regulations and recommendations set by the Division of Communicable Disease Control, Department of Public Health.
2. The licensee must notify all parents in accordance with Department of Public Health recommendations when any communicable disease or condition has been introduced into the program.
3. Educators must follow the recommendations of the Department of Public Health regarding the use of insect repellents.

## **SIDS REDUCTION**

Programs serving infants must:

1. Place infants on their backs for sleeping, unless the child's health care professional orders otherwise in writing.
2. Nap infants in an individual crib, portacrib, playpen or bassinet.
3. Ensure that cribs have firm, properly fitted mattresses with clean coverings, and do not contain any potential head entrapment areas.
4. Ensure that slats on cribs are no more than 2 inches apart.
5. Ensure that cribs, portacribs, playpens or bassinets used for sleeping infants younger than 12 months of age do not contain pillows, comforters, stuffed animals or other soft, padded materials.
6. Swaddling is not allowed for children who can roll over.
7. Weighted sleep sacks such as "Magic Merlin" suits and "Nest Egg" are never allowed.

## **HEALTH CARE POLICY**

All parents will be furnished with a copy of our Health Care Policy.

## **ARRIVALS AND DEPARTURES**

Please be sure to bring your child into the center each day. Never send your child into the center alone! Make contact with a staff member when your child arrives and departs from the



center if you are not immediately noticed. Your cooperation is appreciated and required since staff may be involved with other children and may not immediately notice your arrival.

If your child arrives at our program by bus from another school and he/she will not be attending 1-2-3 Grow on any given day, please be sure to call and let us know. If a Kindergarten/School Age child does not get off the bus on a day they are scheduled to attend our center, we will contact the school and parents to ensure that child is safe.

## **RELEASE OF CHILDREN**

At the time of your child's enrollment you will be asked to provide the names of anyone who you may send to pick up your child. Please be advised that our staff is not allowed to release your child to anyone who is not on this list. Anyone who picks up your child must have a photo ID and be prepared to show it to a staff member at time of pick up. Anytime you will be having someone else pick up your child, you should notify the teachers in the morning when you drop off. If something should come up during the day and someone else will be coming to pick up your child, please be sure to call the center and let someone know.

## **CLOTHING**

When coming to the center, children should be dressed in easily washable, comfortable clothing. Smocks are provided for art and water play experiences, however, it should be expected that sometimes clothing will get messy.

## **EXTRA CLOTHING**

All children are required to have a complete set of extra clothes at the center should they be needed. This includes pants, shirt, socks and underwear. They will be kept in a bin with your child's name. Parents will be asked periodically to rotate clothing for changes of seasons and size changes.

All infants and toddlers must have diapers and wipes available. Toilet training children should have several sets of clothing available in case of accidents.

## **STORAGE OF FOOD AND/OR OTHER PERISHABLE ITEMS**

Parents please be advised that we may not have a refrigerator available to you at your particular center. Therefore, please discuss the availability of refrigerator storage with the Director and/or the child's Teacher at your particular center. **Please note: parents of the Gardner location**, refrigerators are not on the premises. Therefore, please pack ice-packs or other suitable means to prevent food or consumable liquids (e.g., breast milk) from spoiling during the duration your child is at the program.

## **LUNCHES AND SNACKS**

Lunches and snacks are provided by parents/guardians. We have a morning snack (approximately 9:30 am), lunch (approximately 12:00 PM) and an afternoon snack (approximately 3:30 PM). Please be sure your child has enough food for each snack/lunch time he/she is here at the center (including drinks). Food should be sent in an insulated lunch box labeled with your child's name. Each lunchbox should have an ice pack inside to keep cold items cold. We encourage parents to send in items that are well balanced and healthy. Our programs do not have microwaves available, warm lunches should be brought in, in a thermos style container. Foods sent in should be easy for your child to eat and already prepared whenever possible (i.e.: apples sliced and peeled, crusts removed from bread, etc. if that is your child's preference)

Some examples of suggested items to send for snacks and lunches: Lunchables, leftovers, sandwiches, yogurt, muffins, crackers and cheese, cereal bars, fruit and veggies with dip, pudding and jello, etc

Should a particular center have a child with a severe allergy, parents will be notified and asked not to send in that particular item. We also ask that children do not come to school with soda or candy, unless it is for a birthday or other special occasion!

## **Diapering and Toilet training Policies**

The following policies were developed in accordance with the Department of Early Education and Care 7.11 918) (C) and 7.11 (12).

1. Every child will be changed on a regular basis throughout the day. In addition, will also be changed when his/her diaper has become wet or soiled.
2. Every child will be furnished with a complete set of extra clothing; in the event his/her current clothing becomes wet/soiled. In addition, an adequate supply of clean, dry diapers will be maintained to meet the specific needs of each child.
3. If a child's personal belongings e.g., clothing, blankets, soiled non-disposable diapers, etc. are wet/soiled. They will be properly placed into a secure plastic bag, labeled, kept inaccessible to all children and provided to the parent/guardian at child pickup on same day.
4. In terms of the diapering changing surface, it will meet the requirements in terms of having a smooth surface, intact and impervious to water and easy to clean. In addition, said surface will be covered with a disposable cover that is of adequate size to prevent the child from coming in contact with the changing surface. The disposable cover will then be properly discarded after each use. In addition, the diaper changing surface will be cleaned and disinfected after each use.
5. Diaper changing surface will not be located where food is prepared, stored or served. In addition, said surface's only purpose will exclusively be used for diaper changing purposes.
6. Educators will ensure that he/she maintains at least one hand on the child at all times when the child is being changed on an elevated surface.
7. Every child will be properly washed and dried with individual washing materials during each diaper change. In addition, his/her hands will be washed with liquid hand soap and water; then dried with an individual disposable towel.

8. Educators will also wash their hands with liquid hand soap and water after and between each child's diaper change. In addition, he/she will also dry his/her hands with an individual disposable towel.
9. In terms of soiled disposable diaper disposal, every soiled diaper will be properly disposed of in a designated closed container kept inaccessible and to prevent children from coming in contact with said soiled diapers.
10. Children will be toilet-trained in accordance with the child's parents/guardians requests and consistent with the child's physical, emotional and developmental abilities.

## **HANDWASHING**

Children wash their hands after using the toilet, before snacks and meals and at other times during the day when it is necessary. Water, soap and paper towels are always accessible to children and staff.

## **PLAN FOR CHILD GUIDANCE 6.06 CMR(7.05) (5-8)**

Educators must provide guidance to children in a positive and consistent way based on an understanding of the individual needs and development of children by:

- (a) Encouraging self-control and using positive child guidance techniques such as recognizing and reinforcing children's appropriate behaviors, having reasonable and positive expectations, setting clear and consistent limits, and redirecting.
- (b) Helping children learn social, communication, and emotional regulation skills they can use in place of challenging behaviors.
- (c) Using environmental modifications, activity modifications, adult or peer support, and other teaching strategies to encourage appropriate behavior and prevent challenging behaviors.
- (d) Intervening quickly when children are physically aggressive with one another and helping them develop more positive strategies for resolving conflict.
- (e) Explaining rules and procedures and the reasons for them to children, and where appropriate and feasible, allowing children to participate in the establishment of program rules, policies and procedures.
- (f) Discussing behavior management techniques among staff to promote consistency.

Educators must have a method of communicating effectively with each child.

Educators must direct child guidance to the goal of maximizing the growth and development of children and protecting the group and the individuals within it.

The following practices are strictly prohibited:

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

## **PARENT INVOLVEMENT/INPUT**

Our center maintains an "open door" policy. Parents are always welcome at our center at any time. Siblings, other relatives and family friends should always get prior permission from staff before visiting our center.

We encourage you to be involved with your child's center experience. If you would like to spend some time with your child at school (i.e. read a story at story time, have lunch with them, share a talent with the class), please let us know. We also encourage any volunteering you may wish to do. Helping out for an afternoon or participating in an open house, special event party or other activity is always welcomed!

If at any time you have concerns about your child and our center, please feel free to discuss it with your child's teacher or Director. In addition, suggestions from parents on how we can improve our center are always welcome.

## **COMMUNICATION WITH PARENTS/GUARDIANS/OTHERS**

Mutually respectful, courteous and professional communication is a requirement of both parties (123 Grow staff and parent/guardian/others). If a parent/guardian/other feels a particular staff person did not exercise professional communication, then he/she has the right to inform the center's Director. However, if the concern relates to said Director, then he/she

may contact the company's Regional Director: Ms. Cori Owen at:123grow.Cori@gmail.com or the Administrator Ms. Asiya Peerzade at: Asiya.123Grow@gmail.com

In-turn, if any 123 Grow staff feels a particular parent/guardian/other did not exercise professional communication, then 123 Grow Child Center, Inc. reserves the right to terminate all services provided with said family at their discretion.

Examples of forms of communication deemed inappropriate/unacceptable: using verbal profanity (i.e. swearing), verbal threats, insults, yelling, aggressive body-language (i.e. arms raised, disrespecting one's reasonable personal-space).

123 Grow Child Center will communicate with parents utilizing several forms of communication. For instance, we will inform parents of current and upcoming events. In addition, we will provide daily notes for all Infant and Toddler children. However, daily notes are available for Preschool children upon request. Therefore, please see your child's Preschool Teacher and/or the Director if you would like to receive a daily note for your Preschool age child. Furthermore, we will conduct parent surveys at least once per year; at which time you can submit your responses anonymously by mailing the completed form to our central post office box which is: 134 Burncoat St. Worcester, MA 01603

If/when a parent's primary language is not English, we will utilize our company's staff if they are fluent in the particular parent's language such as Spanish. However, if we do not have a staff person able to effectively translate and communicate with the parent in need, then we will first attempt to utilize the cellular phone application known as "SAYHI" which is known to effectively translate up to 90 different languages via their "speech to speech" application. However, if said cellular phone application is not available and/or ineffective, then the local Hospital for the particular center will be utilized for their translation services.

In regards to school closings and/or changes to normal operating hours; we will communicate our message through various means. For instance, we will post our announcement on our company's Facebook page (123 Grow Child Center). In addition and when possible, our staff will also provide verbal notification as well such as if we will be closing early on same day or change to following days schedule and/or we will post notices in clearly visible locations at our centers such as the primary entrances/exits. Please refer to CENTER CLOSURES for additional information.

## **CENTER CLOSURES**

1-2-3 Grow is open year round, closing for the following holidays...

New Years Day, Martin Luther King Jr. Day, Presidents Day, Patriots Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and day after Thanksgiving, Christmas Day.

The center closes at 12 noon on day before Thanksgiving and Christmas eve and New Year's Eve.

## **123 Grow Child Center, Inc. Winter Season School Closings and Delays:**

For the current winter season, when the PUBLIC SCHOOL SYSTEM in the same TOWN/CITY/DISTRICT as your child's 123 Grow Child Center is located has a delayed opening or will be closed for the day:

123 Grow Child Center, Inc. will open at: 8:30am to allow ample time for the public streets and our parking lots to be cleaned and cleared.

In the event of an afternoon/evening storm, 123 Grow Child Center, Inc. will close at: 4:00pm in an effort to aid and allow ample time for all to arrive home safely.

Please note that 123 Grow Child Center, Inc. will make every effort to open every day during the winter season. However, 123 Grow Child Center, Inc. reserves the right to close if it's administrators deem the weather conditions unsafe. Furthermore, if for any other reason such as unusual or unforeseen conditions change and/or remain present or for any other matter, 123 Grow Child Center, Inc. reserves the right to alter the above as they deem necessary in an effort to maintain safe conditions for all.

In addition, please be aware that your child's full tuition will continue to remain due in accordance with the normal payment schedule and due date. Therefore, no credit or discount will be granted for delayed openings or center/school closings.

### **REFERRAL PROCEDURES**

If/when an educator has a concern related to a child's social, emotional, behavioral, cognitive or medical development/limitation; said concern will be promptly addressed with the Director. The Director will obtain as much information as possible from all the educators who have worked with the child. In addition, she/he will also make time to effectively observe the child her/himself.

If after all information has been collected has been reviewed and the concern remains, then the parents will be notified in confidence and offered the opportunity to set a time to meet and discuss said concerns and recommendations.

At time of said meeting, the parents will be presented with a written statement from the Director and the educators who have observed said concerns. The written statement will be presented in a respectful and professional manner. The parent(s) who be provided ample opportunity to discuss the concerns and to offer his/her insight and opinion regarding the concern.

### **REFERRAL SERVICES**

If/when outside agencies or additional/specialized services are needed and/or requested by the parent; the Director and/or the Administrator will coordinate and work with the other assigned support providers in a cooperative and professional manner adhering to the requests of the parent, the guidance from the other agency and the needs of the child.

Therefore, requests for the appropriate written notification from the designated agency will be requested by the Director of 123 Grow Child Center and/or the Parent and will be completed in accordance with their policies. Therefore, all requests for special education services for children 2 years 9 months of age will be submitted in written notification to the respective Administrator.

In addition, all requests for Special Education services for children with a disability and who are 2 years 9 months of age or older will be submitted in written notification to the respective Administrator.

Furthermore, all requests for DPH Early Intervention services for children with a disability and who are younger than 2 years 9 months of age will be submitted in written notification to the respective Administrator.

**Referral agencies:**

Child Care Resources – No. Central MA 978-345-7395

Child Care Resources – Greater Worcester area 508-856-7930

Battered Women’s Resources Fitchburg, MA  
978-342-9355

Herbert Lipton Community Mental Health Center Leominster, MA  
978-534-6116

WIC (Women, Infants and Children)  
Call 1-800-WIC-1007 to find your local WIC center.

Together for Kids (behavioral/mental health services)

508-421-4453

**BEHAVIOR MANAGEMENT AND DISCIPLINE POLICY**

We recognize that young children enrolled in our center may be encountering first time social relationships and group learning experiences.

1-2-3 Grow Child Center uses a variety of discipline methods. We have multiple approaches for various scenarios, keeping the whole child in mind.

Redirecting behavior is usually our first approach as it is a proactive method for dealing with challenging behavior. It maximizes a child's engagement in learning by giving the child

alternatives to a behavior that teachers consider problematic. Other examples are; breathing techniques, visuals, cozy corners, etc. Please see our director for more details.

Any child, who exhibits dangerous behavior while at our center, will not be allowed to stay for the rest of the day. A parent or other authorized pick up person will be required to immediately pick up that child. That child will then be unable to return to our center on the next scheduled school day. A meeting will also be set up between parents and staff members to discuss strategies to address the challenging behavior that is occurring.

Examples of behavior that is considered dangerous: intentionally hurting other children or staff, throwing toys or other items, being destructive to center property, and attempting to leave the center building or playground without an adult. Teachers will use their discretion in deciding if the behavior warrants being picked up (i.e. throwing a small toy out of frustration vs. throwing a chair out of anger).

In addition to protecting the physical safety of children, we are also keeping in mind that emotional safety is also important. If we find that a child is exhibiting inappropriate behaviors such as excessive name calling, bullying, swearing, or sexual behavior we will address these as well. We understand that these behaviors are all normal for young children. However, if we find that they are happening consistently, these issues will be addressed in the form of a meeting between staff and parents to come up with a plan of action to redirect the inappropriate behavior.

## **SUSPENSION AND TERMINATION**

123 Grow Child Center will make every effort possible in conjunction with the child's parents and authorized outside agencies (if applicable) to avoid the suspension and termination of a child from the program due to challenging behavior.

For instance, our center will provide the opportunity to meet with the child's parents to discuss options other than suspension or termination. For instance, we may offer referrals to parents for child evaluation, diagnostic and/or therapeutic services. In addition, we will also pursue options for supportive services to the program, including consultation and educator training. Furthermore, we may develop a plan for behavioral intervention at home and in the program. However, if we ultimately decide to suspend or terminate a child for any reason, the program will provide written documentation to the parents and include the specific reasons for the proposed suspension or termination of the child and the circumstances under which the child may return if any. 7.04 (17) (i)

## **MANDATED REPORTING OF ABUSE AND NEGLECT**

All employees of 1-2-3 Grow Child Center are mandated reporters of child abuse and/or neglect. They are required by law to report any suspected cases of abuse and/or neglect to either the Department of Children and Families (DCF) or the licensee's program administrator.

In addition, parents will be notified of allegations of abuse and neglect involving their child while in the care of the program.



123 Grow will place the alleged staff personnel under a non-paid suspension while DCF and EEC perform a formal investigation. If the allegation is supported, 123 Grow will terminate the staff in question. If the allegation is not supported, pending the compliant 123 Grow will place the staff under a two month probationary period. They will be required to perform re-trainings, get observed/ evaluated by the Program and Regional Director during that two month time. 123 Grow does hold the right to terminate an employee under investigation whether the allegation is supported or not.

## **EMERGENCY EVACUATIONS**

Fire drills are held monthly at all 1-2-3 Grow locations. Local fire departments inspect each program quarterly for safety and evacuation procedures. Fire drill logs noting date, time and length of time taken to exit building are located at each center.

1-2-3 Grow has developed the following contingency plans and procedures to be referred to and implemented in emergency situations. While it is extremely unlikely that the plans will be needed, it is important to be prepared.

**MISSING CHILD:** Should a child be found to be missing from the group the following plan will be put into effect. (A) Premises (both inside and out) will be checked to insure that the child is missing. (B) 911 will be called (C) Parents will be notified (or emergency contacts if parent is not reachable.)

**EMERGENCY SITUATION** (natural disaster, bomb threat, fire, etc): Children and emergency contact information will be taken to the nearest elementary school or hospital. A cellular phone will be used to contact parents/emergency contacts for pickup from this location.

## **BUILDING EVACUATION**

Evacuation plans are posted in each classroom near the exit doors. Each center will follow the evacuation plan/route posted at their center and proceed to their designated meeting space. The director or lead teacher in charge will be responsible for staying behind after evacuating to ensure all children and staff have left the building safely. They will then call 9-1- 1. A "roll call" procedure is used to ensure all children are accounted for at the designated meeting place. If the reason for evacuation requires parents to be notified, staff will notify them of the situation promptly and inform them of the situation.

In the case of a power outage, loss of heat or loss of water for more than one hour, or if the center is unable to maintain a safe operating environment (e.g., inoperable toilets, unsafe temperatures, etc.) an early release will be implemented. Parents or emergency contacts will be notified to come pick up their child.

1. In the event an emergency requires the children to remain at the program. We will utilize our emergency supplies on-site to keep the children safe and comfortable. In

addition, the Director and all supporting supervising staff (e.g., Lead Educators) have been informed and trained on the location and the know-how to safely turn off valves and switches for the power sources related to the building.

2. In the event the actual premises needs to be evacuated; the educators will escort their assigned group to the closest and safest neighboring property that the educators can safely escort and walk the children to. In addition, the Lead educator for each assigned group will be responsible for bringing and/or coordinating the necessary items such as the attendance log, emergency contact list, emergency medications, the proper first-aid supplies, diapers (if applicable) food and a cellular phone. Once at the meeting place, staff will collectively and immediately perform a head count; to ensure all children, staff and others (if applicable) have been accounted for. Following said head count; the Director or person in charge will call 911 and will indicate if transportation will be required from existing location. In addition, the Director and/or person in charge will coordinate and instruct the other educators to contact the children's parents. Furthermore, if food, water or other specific items are needed such as medication. In addition, all remaining staff will immediately contact each child's parent/guardian via phone call, to inform him/her of the emergency situation. Furthermore, the center's EEC licensing agency will also be promptly notified of the situation. Below is the list of locations we will walk to in the event of an evacuation emergency:

The location of the off-site emergency locations is shown below:

For our Hubbardston program

Hubbardston Center School  
8 Elm Street  
Hubbardston  
t) 978-928-4487

For our Barre program

Barre Town Hall  
40 West Street  
Barre  
t) 978-355-2599

For our Leominster program

Priest Street Elementary  
115 Priest Street  
Leominster  
t) 978-534-7761

For our Fitchburg program

Fitchburg Art Museum  
185 Elm Street  
Fitchburg  
t) 978-345-4207

For our Worcester program

Burncoat High School  
179 Burncoat Street  
Worcester  
t) 508-799-3300

For our Gardner program

Fitness Concepts  
696 West Broadway  
Gardner  
t) 978-630-5114

For our Athol program

Athol High School

2033 Main Street  
Athol, MA 01331  
T) 978-249-3511

3. In the event the actual premises needs to be evacuated via transportation; we will inform emergency personal via 911 that transportation will be required from existing location. In addition, the Lead educator for each assigned group will be responsible for bringing and/or coordinating the necessary items such as the attendance log, emergency contact list, emergency medications, the proper first-aid supplies, diapers (if applicable) food and a cellular phone. Furthermore, if food, water or other specific items are needed such as medication. In addition, all remaining staff will immediately contact each child's parent/guardian via phone call, to inform him/her of the emergency situation. Furthermore, the center's EEC licensing agency will also be promptly notified of the situation.

#### **WRITTEN PLAN FOR TRANSPORTATION.**

1. Transportation to and from our center is the sole responsibility of each child's parent(s) and their authorized individuals; with the exception of bus transportation.
2. Bus transportation for children transported off campus to another facility. As part of the parent's enrollment packet each parent will be required to complete the transportation plan form. Therefore, in the event their child will be transported off campus to another facility, the child's parent will be required to provide written permission authorizing said off-site transportation. In terms of our staff, we will only send properly licensed educators with CPR and 1st Aid certification along with a cellular phone to contact emergency personnel and will be equipped with the proper first-aid supplies if needed. In addition, the educator will escort/meet the child and/or children to and from the bus transportation and will safely escort/walk them to and from the center. Furthermore, said educator will be responsible to record the departure and arrival times on the attendance sheets. However, in the event that a child does not arrive to the center (from the bus transportation), the educator meeting the bus will ask the bus operator information about the missing child. To follow the educator will call the center and request to speak with the person in charge and inform her/him of the missing child. The educator in charge will coordinate phone calls to the school or facility (where the child was arriving from), the child's parent and 911 if necessary.
3. In regards to field trips via bus transportation. The child's parent will be notified of the intended event including but not limited to: purpose of event (e.g., apple orchard)

location of event (including address and phone number of event). In addition, the estimated departure time from the center, duration of event and the approximate return to the center. Furthermore, the name and contact information of the bus company and their credentials. We will also provide the names of the educators in attendance and the name of the Director and/or educator in charge/supervising said event and her/his cellular contact phone number. All EEC policies and regulations will be adhered to during said event and in relation to the center; including but not limited to: Teacher/child ratios, child supervision, etc. Furthermore, the same practices used to escort children to the center's play-ground for recess or a fire drill will be fully exercised. For instance, first-aid supplies, the contact information for all the children in attendance, a cellular phone and the attendance log will accompany each educator. In the event that there exists a child and/or parent with a disability that will be attending said event. The proper accommodations will be discussed and secured prior to the day of said event to ensure all accommodations have been met in accordance with all applicable laws and regulations. Therefore, the proper bus transportation will be secured and coordination with the event administrators to ensure the grounds and facility is properly equipped to meet the needs of the visiting individuals with disabilities.

## **DAILY SCHEDULE**

We at 1-2-3 Grow Child Center know that learning should be rewarding and fun. We provide opportunities for both small and large group experiences, quiet and active time and free play and scheduled activities. We want to provide the essential skills your child will need. We will introduce the children to basic concepts in reading, writing, math and science, as well as provide opportunities to develop fine and gross motor skills. Experiences for developing social skills and problem solving techniques will also be provided.

Please note that this is just a basic schedule and is subject to change on any given day to adhere to the needs/interests of the children/center/classroom.

7:00-9:15 arrivals, free choice activities

9:15- 9:30 bathroom/hand washing

9:45-10:00 snack

10:00-10:20 group time (calendar, weather, stories, games, songs, sharing, etc) 10:20-11:15 art activity/small group project, individual attention, free choice 11:15-12:00 outdoor play/gross motor activities

12:00-12:15 bathroom/hand washing

12:15-1:00 lunch/clean up/bathroom

1:00-2:30 rest time (children not sleeping after 45 minutes will be given quiet activities to do while others are resting)

2:30-3:15 small group projects, individual attention, free choice

3:15-3:30 bathroom/hand washing  
 3:30-3:45 snack  
 3:45-4:15 free choice, classroom clean up  
 4:15-5:30 departures, outdoor play

We try to go outside each day – weather permitting (temperatures below 20 degrees/above 90 degrees/excessive humidity, rain, thunder/lightening, etc)

Please note that children may use the bathroom at any time during the day, not just scheduled bathroom times.

Infant/toddler diaper changing and toilet training is done on a regular as well as and as needed basis.

**PHOTOS**

Occasionally we use photos of the children at the center for display on the center website, in local newspapers or for display at the center. If you do not wish for your child’s photo to be used for these occasions, please let us know.

**BIRTHDAYS AND SPECIAL EVENTS**

Parents are welcome to send in cupcakes or treats to share with their child’s class on birthdays and special occasions. Please let us know in advance that you will be sending in a treat.

**FIELD TRIPS**

Field trips and nature walks are part of the educational program and will be taken periodically to places within walking distance. Trips to local parks, libraries, banks, post offices, etc may be taken on occasion. The same responsible supervision will be provided for these excursions. A permission slip is signed at the time of your child’s enrollment for him/her to take part in these walking field trips. Should we take a trip that requires a bus, additional permission slips will be distributed and information on any fees associated with the trip will be given to parents.

**CURRICULUM**

Below is an outline of our curriculum for our school year; it is adjusted as needed to meet the needs of each age-group, each child’s learning, and developmental ability.

September Back to School All About Me Fun with Shapes and Colors	Learn and follow daily routines Classroom rules and safety. Get to know ourselves, our families and each other. Introduce shapes and colors Exploring the colors and activities of Fall.	Introduce letters A, B, C Introduce numbers 1 & 2 First & last names Putting on our coats Matching colors and
---	---	---

Autumn Fun Highlighted Author: Kevin Henkes		shapes with items in classroom and outside.
October  Fire Safety Pets Nature Insects/Spiders Highlighted Author: Arnold Lobel	Learn about fire prevention and safety. Practice what to do in case of fire.  Discover different kinds of animals and pets. Learn about our outside world and some of the creatures in it.	Introduce Letters D, E & F Introduce numbers 3 & 4  Addresses Putting on our shoes
November  Harvest Fruits/Vegetables Five Senses Families Highlighted Author: Gail Gibbons	Discussing what happens at harvest time. Explore fruits and vegetables. Explore our world using touch, taste, smell, hearing and seeing.  Discover different types of families.	Introduce letters G, H, I Introduce numbers 5 & 6 Graphing  Recognize sensory words Phone numbers Practice with zippers and buttons
December  Opposites/Patterns Houses/Construction Winter Highlighted author: Bill Martin, Jr	Explore the different kinds of patterns. Learn how homes, buildings and other things are built. Learn about what happens in Winter.	Introduce letters J, K, L Introduce numbers 7 & 8 Recognize and create patterns  Positional language  And Birthdays

January  Winter Animals Hibernation Math Madness Fun with Letters Highlighted author: Jan Brett	Learn about various winter animals, their habitats and hibernation. Incorporating numbers/math into everyday activities. Letters/words are all around us!	Introduce letters M, N, O Introduce numbers 9 & 10 Link letters with sounds in play  Discovering words, letters and numbers in our environment. Use writing skills to make letters for many purposes.  Addresses
---	---	---

February Dental Health Rhymes Dinosaurs Creative Art Highlighted Author: Robert Munsch	Learn about dental health and keeping our teeth and mouth healthy! Discover dinosaurs.  Explore different ways art is incorporated into our world.	Introduce letters P, Q, R Introduce numbers 11,12,13 Prediction and questioning with literature  Connect quantities of concrete objects and actions to numbers Phone numbers
March Dr. Seuss Health & Nutrition Outer Space Musical Magicians Spring Highlighted author: Dr. Seuss	Celebrating Dr. Seuss and his works! Exploring things and words that rhyme.  Keeping our bodies healthy. Learning about the sun, planets, stars and other things in the sky.  Discovering things that happen in Spring!	Introduce letters S, T, U Introduce numbers 14, 15, 16 Listen to and use formal and informal language Rhyming words Birthdays  Tying our shoes
April Spring Weather/Rain Community Helpers Amphibians & Reptiles Zoo animals Highlighted author: Margaret Wise Brown	What kind of weather do we have in Spring? Finding out who works in our communities and how they help us.  Learning about frogs, lizards and other reptiles/amphibians. Learning about animals in the zoo.	Introduce letters V, W, X Introduce numbers 17, 18, 19 Use descriptive language to describe and compare objects. Construct and describe simple maps  Addresses
May	Learning about seeds, soil,	Introduce letters Y, Z

Flowers/Plants/Gardens Farms Movement Matters Highlighted author: Eric Carle	planting, etc. Discussing what happens on a farm? Who lives there? Keeping our bodies in motion and why it's important.	Introduce number 20 Arrange events in order Use nonstandard units to measure length, weight, etc  Using our bodies to create shapes, letters, numbers Phone numbers
--	--	---

June Circus Transportation Sports Summer Fun Highlighted author: Mercer Mayer	Finding out what goes on at the circus? Learning about different modes of transportation. Exploring different types of sports activities.  Getting ready for summer activities and fun!	Alphabet review A-Z Numbers review 1-20 Create characters through physical movement, gesture, sound, and speech Creating simple maps Birthdays
---	---	--

**TUITION**

Please see our staff for a printout of our current rates  
Tuition rates are subject to change with 30 days notice to parents.  
Our center uses Tuition Express for automatic payments. Your payment is safely and securely processed each week. You may use a checking account, savings account or credit card for your Tuition Express payment.  
Registration fee/annual re-registration fee: At registration, if enrollment begins between September 1-April 30, a non-refundable fee of \$85 per child must be paid. Registration fee for any additional children is \$20.00. A \$45 discounted rate per child "re-registration" fee will be due each May. If the re-registration fee is not received, enrollment for the following September cannot be guaranteed.

Tuition is due weekly regardless of illness, holiday, vacation and closings due to snow emergencies.

A \$35.00 fee will be charged to your account if tuition is returned due to non-sufficient funds. Fee will be charged the following week with your next tuition payment, as well as payment missed due to non-sufficient funds..

All children are required to be in attendance no later than 10 a.m. each day, unless prior authorization has been granted by the center director for special circumstances. After 10:10 a.m., our staff reserves the right to deny entry to families arriving late. This policy enables us to make necessary scheduling and staffing accommodations promptly, ensuring optimal care and educational experiences for all children.

In addition, please make every effort to pick your child up on time each day. Our staff schedules their evening/family activities/night classes around our scheduled closing time. If you should be running late, please call and notify us as soon as possible. You will be given a grace period of 5 minutes after closing. After 5 minutes you will be charged \$1/minute for each minute thereafter.

To help us ensure appropriate teacher-child ratios and to be fair to all families and children, we ask that all parents/guardians to please follow their child's specific scheduled days and drop-off/pick-up times that were established at time of enrollment and/or re-enrollment; If you would like to add an extra day to your child's schedule at any time, drop off early or pick up later than your usual time, please let us know so that we can adjust staff schedules as needed.

If you should decide to terminate your child care, we require a written notice, 2 weeks in advance. Payment for those 2 weeks is due, whether or not the child attends the center for that time period.



# Parent Handbook and Tuition Agreement

Please take a few minutes to look over our Parent Handbook, which is located on our website, at the following address:

<http://www.123growchildcenter.com/contact.nxg>

Please look for the Parent Handbook link on the bottom of the page.

**Tuition is due weekly:** Tuition payments are automatically and electronically processed each Friday by our tuition program known as Tuition Express. Please note, a **\$35.00 fee will be charged** to your account for any return **for non-sufficient funds**. This \$35 fee will be applied to the following week's tuition.

In addition, **you are 100% responsible for the entire tuition** due for your child/children from time of enrollment and including two-weeks beyond the acknowledged notice of termination; including all fees associated, such as but not limited to: registration/re-registration, late fee, collection agency fees, etc.

Therefore, if we the company make an error such as failure to collect said tuition payments and/or fees at the time they due; you are still 100% responsible for all of the above mentioned tuition and fees associated.

**Our registration fee:** is \$85.00, is non-refundable and should be included with your child's enrollment registration form. This registration fee holds your child's spot in our program upon your decision to enroll in our center. Each May you will be charged a re-registration fee of \$45.

**Late pick up:** Please make every effort to pick your child up on time. If you are late to pick up your child, you will be charged a fee of **\$1.00 per minute after the center's closing time**.

**Termination procedure:** Enrollment may be terminated by the parent or guardian that established enrollment. The parent/guardian must submit a two-week written notice **to the Director in person**. Please note, the actual acknowledged/accepted commencement of said two-week notice will begin once the Director has received said notice in person/in hand and has personally dated and signed when received. Therefore, if the date of the letter precedes the actual date received by the Director it will not be valid.

For convenience, we have a pre-written form that is available for you to complete at the center. The parent/guardian will be responsible for tuition for the entire two-week period, regardless if the child attends the center during said time.

## Parent Handbook and Tuition Agreement-continued

COMMUNICATION WITH PARENTS/GUARDIANS/OTHERS

Mutually respectful, courteous and professional communication is a requirement of both parties (123 Grow staff and parent/guardian/others). If a parent/guardian/other feels a particular staff person did not exercise professional communication, then he/she has the right to inform the center's Director. However, if the concern relates to said Director, then he/she may contact the company's Regional Director: Ms. Cori Owen at: [123grow.Cori@gmail.com](mailto:123grow.Cori@gmail.com) or the Administrator Ms. AsiyaPeerzade at: [Asiya.123Grow@gmail.com](mailto:Asiya.123Grow@gmail.com)

In-turn, if any 123 Grow staff feels a particular parent/guardian/other did not exercise professional communication, then 123 Grow Child Center, Inc. reserves the right to terminate all services provided with said family at their discretion.

Examples of forms of communication deemed inappropriate/unacceptable: using verbal profanity (i.e. swearing), verbal threats, insults, yelling, aggressive body-language (i.e. arms raised, disrespecting one's reasonable personal-space).

I have read and am fully aware of the policies reviewed in the parent handbook. I understand that the policies mentioned in the parent handbook are considered legal documents. I also understand that non-compliance of center rules and policies may result in termination from the center. Furthermore, I understand and agree that I am 100% responsible for the entire tuition owed from my child's actual start date and two-full business weeks following the actual last date that my child attended.

I have read, understand and agree to the all of the above.

---

Parent signature

---

Date