

**MOTHER HUBBARD
PRESCHOOL, INC.
PARENT HANDBOOK**



Growing Together With Care

Parents' Handbook Legal Notice

This Parent Handbook provides families with an overview of the policies, procedures, and expectations at Mother Hubbard Preschool, Inc. It is designed to support clear communication, promote safety, and ensure compliance with Massachusetts Department of Early Education and Care (EEC) regulations.

This handbook is a guide and is not a contract. Policies may be updated at any time to reflect changes in licensing requirements, public health guidelines, or program needs. Families will be notified of any revisions, and the most recent version will always be available upon request.

In the event of a conflict between this manual and EEC regulations, the EEC regulations take precedence.





Revised: January 2026

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Administrative Staff

This list represents the organizational structure of the program's leadership, including lines of authority.

- **Di-Ann Ethier** – Program Director
 motherhubbard.office1@gmail.com
- **Troy Butler** – Assistant Director
 motherhubbard.office2@gmail.com
- **Sarah Kase** – Infants, Toddlers, and Preschoolers Educator and Family Support
 motherhubbard.office4@gmail.com
- **Mercedes Vallejo** – School-age Educator and Family support
 motherhubbard.office3@gmail.com

Section 1: Welcome and Program Summary

Welcome to Mother Hubbard Preschool

At Mother Hubbard Preschool, we believe that every child is unique, capable, and deserving of love, learning, and laughter. Our classrooms are warm, welcoming spaces where developmental milestones are supported through play-based exploration, inclusive teaching practices, and consistent routines.

We proudly serve families from diverse backgrounds and strive to create an environment rooted in respect, safety, and community. This handbook is designed to guide you through our program policies and procedures, supporting clear and collaborative communication between families and staff.

Together, we foster joyful learning, meaningful connections, and a strong foundation for each child's future.

Inclusion and Non-Discrimination Policy

We welcome children of all backgrounds and abilities. Our program does not discriminate on the basis of race, religion, national origin, gender identity, disability, or family structure. We make reasonable accommodations to support each child's success.

Mission Statement

Our mission at Mother Hubbard Preschool is to provide a developmentally appropriate, inclusive, and culturally responsive child care experience that promotes emotional, physical, social, and cognitive growth. We strive to collaborate with families and maintain the high standards set by the Massachusetts Department of Early Education and Care (EEC).

Educational philosophy

We believe that children learn best through play, exploration, and meaningful relationships. Each classroom at Mother Hubbard Preschool is designed to reflect the unique developmental needs of their age group, fostering curiosity, independence, and respect. Our educators implement intentional teaching practices and conduct ongoing observations to support each child's learning process.

Ages and developmental stages served

Mother Hubbard Preschool proudly serves children in the following age groups:

Age group	Development Range
Infants	3–14 months
Toddlers	15–36 months

Age group	Development Range
Preschoolers	2.9–6 years
School age	5–13 years

All classrooms comply with EEC regulations for safety, curriculum, educator qualifications, and appropriate supervision ratios for each age group.

🏡 **Licensing and Accreditation**

Mother Hubbard Preschool is licensed by the Massachusetts Department of Education and Early Care (EEC) and complies with all state regulations governing child care services. This includes staff training, health and safety protocols, physical space requirements, and curriculum standards.

We may also seek accreditation from organizations like **NAEYC** to affirm our commitment to excellence in early childhood education.

Section 2: Enrollment, Admission and Withdrawal

Eligibility Requirements

Mother Hubbard Preschool welcomes children between the ages of 3 months and 13 years, including infants, toddlers, preschoolers, and school-age participants (before/after school and summer care). Admission is open to all families, regardless of race, religion, national origin, gender identity, or ability, depending on program availability and capacity.

Tuition depends on:

- Space availability by age group
- Completion of all required paperwork
- A successful intake meeting between the family and program leadership
- The child's ability to benefit from the structure and routine of the program

Required Documentation

To comply with EEC regulations, families must submit the following prior to enrollment:

- Child Enrollment Packet (including emergency contacts and authorized pickups)
- Current physical exam (dated within the last 12 months)
- Updated immunization records
- Developmental History Form
- Signed Enrollment Contract
- Completed allergy and medication plans (if applicable)
- Photo Authorization, Transportation Consent, and other applicable authorizations

These documents must be updated annually or at the request of the Director.

Pre-registration visit

Before your child begins attending, we require a family orientation and classroom visit. This visit allows families to meet educators, learn classroom routines, and introduce their child to the environment. It also includes:






- Family Handbook Policy Summary
- Guided tour of both indoor and outdoor play spaces
- Review of your child's developmental and care needs

Private Tuition Fee Sheet

Program: Mother Hubbard Preschool, Inc.

Effective: 7/1/2025

Contact: motherhubbard.office1@gmail.com

 Age group	 Calendar	 Daily Classes	 Weekly Enrolment	 Notes
Infants	Full-time	\$90.00	\$450.00	Does not include formula or diapers
Toddlers	Full-time	\$75.00	\$375.00	Includes support for potty training
Preschoolers	Full-time	\$60.00	\$300.00	Includes a Pre-K prep curriculum
School age	Before/After Care	\$40.00	\$200.00	Includes activities, breakfast and snacks
School age	Early release and full daycare	\$56.00	\$280.00	Includes excursions

Enrollment Notes for Families

- Tuition is based on the contracted days and age group, set out in the signed Tuition Agreement.
- Grants and vouchers are accepted.
- Fees for parents of subsidized families are based on EEC authorization for care.
- Payments are typically due weekly and must be kept up to date to maintain enrollment.
- Mother Hubbard Preschool participates in CACFP, providing nutritious meals and snacks at no additional cost to enrolled families.

Financial Responsibility

- Tuition will continue to be charged during the two-week notice period, regardless of whether the minor attends during that time.
- No refunds are given for unused days or partial attendance within the notice period.
- If no notice is given, families will be billed for two weeks of tuition after the child's last day.

Withdrawal Policy

Families must provide a minimum of two weeks' written notice prior to removal. If notice is not given, registration may be charged during the notice period.

Transition planning

To support your child's emotional transition and ensure continuity of care:

- Families are encouraged to meet with classroom educators to prepare the child for departure.
- If appropriate, developmental records and screenings will be shared with future care providers upon request and written consent.

Immediate withdrawal

In rare cases, the program may initiate immediate termination due to:

- Security concerns
- Unresolved behavioral problems after documented intervention
- Repeated non-compliance with program policies
- No payment of tuition fees

If this occurs, Mother Hubbard Preschool will provide written documentation and collaborate with families on a transition plan if possible.

Section 3: Daily Operations

Hours of Operation

Mother Hubbard Preschool is open **Monday through Friday** from **7:00 a.m. to 5:30 p.m.** Drop-off is before 9:30 and pick-up before 5:30.

Arrival and Departure Procedures

- All children must be checked in and out daily by an authorized adult.
- Families should notify staff of any changes in drop-off or pick-up routines.
- Children will only be released to individuals listed on the Authorized Pickup Form and who present valid photo identification.
- Late pick-ups are subject to fees as outlined in the Late Pick Up Policy.

To facilitate transitions, we encourage families to establish consistent routines and communicate directly with classroom staff during arrival.

Assistance and closures

Regular attendance promotes learning and connection with the community. Please notify the office by **9:00** if your child will be absent. Closures include:

- State holidays
- Vacation days
- Professional Development Days
- Bad weather (see Section 10 for details)

A calendar of closures and special events will be provided annually, which will be updated as needed. By signing the Parent Handbook Acknowledgment, families agree to review the annual closure schedule provided by Mother Hubbard Preschool and to follow all posted closure dates. The closure schedule is considered an extension of this policy and may be updated as needed throughout the year.

Nap and rest time

All children receive appropriate rest periods according to EEC guidelines and age group:

Age group	Nap/Rest Guidelines
Infants	Individualized sleep schedules; supervised at all times
Toddlers	Daily nap on the assigned cot or mat
Preschoolers	Scheduled rest; Quiet activities offered if they don't nap
School age	No naps; You can have quiet time during extended care hours

Children can bring a labeled blanket or comfort item. Bedding is cleaned weekly by MHP.

Guidelines for Toilet Training

Toilet

training is a **collaborative effort** between families and educators.

- Signs of readiness are observed and discussed with parents.
- Families provide extra clothing, diapers, or training pants as needed.
- Positive reinforcement and consistency are central to our approach.
- Children are never pressured, punished, or shamed during this process.

Staff communicate regularly about progress and offer support tailored to each child's developmental stage.

Section 4: Health and Safety

Health and Safety Practices

Our program complies with all Massachusetts EEC regulations to ensure a safe and healthy environment for every child. Staff are trained in first aid, CPR, and emergency procedures. We maintain strict cleaning and disinfection protocols, including daily disinfection of high-touch surfaces and toys.

Sickness and Exclusion Policy

To maintain a safe and healthy environment, children who show signs of illness should stay home or they may be sent home. Exclusion criteria include:

- **Fever of 101°F or higher**
- Vomiting or diarrhea in the past 24 hours
- Undiagnosed rash or contagious disease
- Conjunctivitis (conjunctivitis eye) or eye discharge
- Lethargy or inability to participate in normal activities

Children can return when:

- No symptoms for 24 hours without medication
- Cleared by a physician, if needed
- Be able to participate comfortably in the activities of the program

Families must notify the Director immediately of any communicable diseases (e.g., HFMD, RSV, COVID-19) for EEC reporting and classroom notification.

Response to Injury

Minor injuries are treated on site and documented. Families are notified of any incidents. In the event of a serious injury, emergency services will be contacted immediately.

Medication and allergies

Parents must complete an Individual Health Care Plan and provide written consent for any medication. All allergy information is documented and posted in classrooms and food preparation areas.

Mother Hubbard Preschool follows strict protocols for administering medication:

- **Requires parental consent and doctor's instructions**
- **The medication must be in the original container with the child's name on it**
- **Includes prescription and over-the-counter medications**

All medicines are stored securely and administered by qualified personnel under EEC guidelines. Emergency medications (EpiPens, inhalers) are kept accessible and checked regularly.

Emergency Procedures and Evacuation Plans

Emergency Preparedness : We conduct regular evacuation exercises and maintain up-to-date contingency plans. Evacuation plans are posted in each classroom. Emergency contacts and medical consent forms are required at the time of enrollment.

We maintain written emergency management plans for fires, lockdowns, evacuations, and natural disasters. Key practices:

- Monthly fire drills
- Quarterly home confinement or evacuation drills
- Clearly marked emergency escape routes
- Trained CPR/First Aid and Emergency Response Personnel

Families will be notified immediately in the event of an emergency or evacuation.

Bottle warming (infants only)

Only approved methods are used (e.g. double boiler or air bottle warmer). Microwave is strictly prohibited. The temperature is checked before feeding.

Safe Sleep Policy (Infants Only)

In accordance with the recommendations of the EEC and the AAP:

- Babies sleep on their backs in assigned cribs
- No blankets, toys, bumpers, or soft bedding
- The sleep environment is monitored at all times
- Wrapping must be approved and documented by a pediatrician

Each baby has a crib labeled with his or her name. Crib sheets are cleaned weekly or as needed.

Cleaning and disinfecting practices

We follow daily and scheduled cleaning protocols to ensure health and sanitation:

- Toys, furniture, and learning materials are sanitized daily
- Clean bathrooms and diaper areas after each use
- Mattresses and crib mats disinfected weekly
- Handwashing routines integrated into classroom transitions

All procedures meet EEC standards for bleach dilution, use of disinfectants, and prevention of cross-contamination.

Section 5: Nutrition and CACFP Compliance

Nutrition & Foodservice

We participate in the Child and Adult Care Food Program (CACFP) and follow USDA guidelines for balanced meals and snacks. Our menus include whole grains, lean proteins, fruits and vegetables. Water is available throughout the day.

Children receive:

- Infants (1–11 months): Individualized feeding plans with formula/breast milk and purees
 - MHP will provide iron-fortified formula milk on site. Parents can choose to use this or not
 - MHP will provide baby food and snacks on-site for your use. Parents can choose to use this or not
- Toddlers and preschoolers: Two meals and a snack daily
- Breakfast, lunch and/or snack for school-age children according to the schedule

Menus are posted monthly and meet CACFP serving requirements for each age group.

Nutritional Standards

All meals and snacks meet or exceed federal and state nutrition guidelines. This includes:

- Whole grains daily
- Variety of fruits and vegetables
- Low-fat dairy for children over two years of age
- Limited sugars, saturated fats, and sodium

Menus avoid fried foods, juices larger than 4 oz/day, and foods that pose a choking hazard to children under four years of age.

Allergies and dietary restrictions

Families should notify staff of any dietary restrictions. Substitutions are made with proper documentation and parental consent. We offer:

- Modified CACFP alternatives as needed
- Strict allergen monitoring in classrooms and meal preparation
- Visible allergy icons on classroom listings and food storage

In severe cases of allergies, an Individual Health Care Plan (IHCP) and emergency medication should be provided.

Food from Home Policy

To ensure food security and compliance with programs:

- Outside food is not permitted unless necessary for medical or religious reasons and approved by the Director
- Parents can provide infant meals (breast milk/formula) following CACFP protocols
- No candy, gum, sugary drinks, or fast food

Exceptions are reviewed on a case-by-case basis and must comply with CACFP and EEC guidelines.

CACFP Monitoring and Compliance

Mother Hubbard Preschool undergoes routine CACFP reviews to maintain program integrity. Families may be asked to:

- Review and sign the CACFP Income Eligibility Forms
- Submit documentation for dietary accommodations
- Participate in menu planning

We are committed to transparency and to care and accuracy to the nutritional needs of all children.

Section 6: Curriculum and Assessment

Our Curriculum Philosophy

At Mother Hubbard Preschool, we believe that every child is a capable learner who benefits from engaging, play-based experiences tailored to their individual needs and interests. Our curriculum is based on developmentally appropriate practice, responsive care, and intentional teaching that nurtures the whole child: socially, emotionally, cognitively, and physically.

Curriculum planning includes:

- Daily routines that reflect children's needs
- Emerging themes based on children's interests
- Goals aligned with the Massachusetts Guidelines for Preschool Learning Experiences
- Integration of language, math, science, art, movement, and social-emotional learning

Infant and Toddler Curriculum

- Individualized care routines and exploration
- Rich sensory environments to stimulate growth
- Focus on secure bonds and communication
- Developmental milestones that are tracked by observation
- Tools like Teaching Strategies GOLD and anecdotal notes support curriculum planning

Activities include tummy time, music, stories, finger play, object permanence, and simple cause-and-effect exploration.

Preschool Curriculum

- Structured and free-choice learning centres (art, theatre, literacy, STEM)
- Classroom topics based on seasonal themes or children's consultations
- Introduction to Early Literacy, Math, and Problem-Solving Skills
- Continuous development assessments using standardized tools
- Social-emotional growth through routines, peer play, and visual supports

Educators use small groups, circle time, and hands-on materials to prepare children for success in early childhood.

School-Age Program

- Homework support and academic reinforcement
- Enrichment activities including crafts, games, reading, and STEM challenges
- Outdoor play and gross motor development
- Flexible learning space to foster independence and collaboration
- Choice-based stations and project-based learning topics

Rules and Expectations

- School-age children are expected to follow the rules posted in the classroom, participate respectfully, and take responsibility for their actions. Staff guide children using positive reinforcement and age-appropriate consequences.

Behavior Contracts

- Children and families review and sign behavior contracts that detail expectations and consequences. These contracts are reviewed as needed.




Developmental Screening and Referral Services

At Mother Hubbard Preschool, we are committed to supporting each child's growth through individualized observation, intentional planning, and family collaboration.




Developmental Screenings

We monitor children's growth through **informal and formal assessments** that guide curriculum planning and support ongoing communication with families.

Selection tools and timeline:





-  *Ages & Stages-3*
-  *Ages and Social-Emotional Stages (ASQ:SE)*
-  Taken **within one month of enrollment**

Ongoing observations include:

-  *Teaching Strategies GOLD Assessments*
-  Anecdotal notes and progress logs
-  Biennial Family Conferences

Referral Process

If concerns about development arise, we follow a protocol of support and collaboration:

1.  **Parent Notification and Meeting**
2.  **Shared documentation and observations**
3.  **Referral recommendation** (e.g., early intervention, speech therapy, or occupational therapy)
4.  **Collaboration with Families and Specialists**

Referrals are made **with parental consent** and families are encouraged to share their opinion. We believe that strong family partnerships lead to the best outcomes for every child.

Section 7: Guidance and Discipline

Philosophy of Positive Guidance

At Mother Hubbard Preschool, we believe that discipline is not punishment, but teaching. Our approach focuses on fostering self-regulation, empathy, problem-solving, and cooperative behavior through supportive interactions and clear expectations.

We strive to:

- Model respectful communication
- Helps children identify and express feelings
- Reinforce positive choices with praise and encouragement
- Provide safe and predictable environments where children know what is expected

Counseling techniques are tailored to each child's age, developmental level, and temperament.

Targeting strategies by age group

Age group	Basic Strategies
Infants	Responsive care, redirection, comfort, and safe routines
Toddlers	Simple choices, clear language, redirection and sensory regulation
Preschoolers	Role-playing, visual aids, problem-solving steps, classroom work
School age	Conflict resolution tools, group discussions, reflection questions

Educators use tools such as peace corners, social stories, puppets, and visual cues to reinforce desired behaviors in different age groups.

Behaviors that require intervention

Intervention strategies are employed when behaviors:

- Pose a risk to one's own safety or to others
- Significantly disrupt the learning environment
- Persists despite constant redirection

Interventions may include:

- Individual support for adults
- Temporary removal of activity ("cool-down" zone)
- Behavior reflection sheets (school-age only)
- Documenting Continuous Behavior Patterns

Prohibited practices

- In accordance with MA EEC regulations, we do not use corporal punishment, isolation, verbal abuse, or denial of food, rest, or bathroom use. Time-out is never used in an enclosed space. All guidance is age-appropriate and respectful.

Support Plans

- If a child's behavior presents ongoing challenges, staff will collaborate with families to develop a support plan, which may include referrals or accommodations.

Family Communication, Collaboration, and Negotiation Process

We believe that families are partners in promoting social-emotional development. Educators will:

- Provides regular updates on behavior and social growth
- Share strategies to promote coherence between home and school
- Offers referrals if outside support can benefit the child

Families are encouraged to share ideas and strategies that work best at home – open communication strengthens success in all settings.

Negotiation Process

- Talk to your child's primary teacher
- Contact the Program Director
- File a written complaint if necessary
- Contact MA EEC if not resolved
 - Contact with the EEC: (see appendix)

Suspension and Termination Policy

Under EEC policy, suspension or dismissal is a last resort and is only considered after all support strategies have been exhausted. The process includes:

1. Documenting challenging behaviors and attempted interventions
2. Family meetings and development of a behavioral support plan
3. Temporary suspension only if security cannot be maintained
4. Termination only if the program can no longer safely meet the child's needs

Whenever possible, Mother Hubbard Preschool works collaboratively with families and specialists to prevent exclusion and promote success.

Section 8: Family Engagement

Communication channels

Open and respectful communication with families is at the heart of our community. Mother Hubbard Preschool offers multiple ways for families to stay informed and engaged:

- **Daily updates** via classroom requests or paper records (varies by age group)
- **Monthly newsletters** with curriculum topics, reminders, and family resources
- **Parent bulletin board** located near the main entrance with important notices
- **Emails and phone calls** from teachers and classroom administration
- **Scheduled meetings** and family gatherings as needed to discuss developments or concerns

Families are encouraged to share their opinions, ask questions, and promptly notify us of any changes in routines or contact information.

Multilingual support

To ensure accessibility, we offer:

- Parent brochures and signage in **English, Spanish, and Portuguese**
- Translation assistance during meetings when requested
- Visual aids and icons to support communication across language and literacy levels

Families can request materials in other languages to support the connection between home and school.

Family Engagement Opportunities

Mother Hubbard Preschool invites families to participate in the program through:

- Classroom visits and story time volunteering
- Seasonal celebrations and multicultural events
- Parent Advisory Group to Provide Input on Programming and Policy
- Contribution to cultural curriculum materials that reflect children's identity

We value each family's contributions and welcome participation in a way that best fits your schedule and interests.

Parent Conferences

Parent-teacher meetings are held twice a year and include:

- Review of developmental screenings and portfolio samples
- Discussion of learning objectives and strategies
- Space for family engagement and planning for next steps

Additional meetings can be scheduled at any time upon request. We believe that families are the experts on their children and we strive to make conferences collaborative and enriching.

Section 9: Transportation

Overview of transport services

Mother Hubbard Preschool provides transportation to and from designated public schools for enrolled school-age children. The vehicles meet all safety standards and are driven by licensed drivers. Attendance is checked before and after the transfer. Families must complete a Transportation Permit Form.

Transportation services include:

- Use of school buses driven by drivers with a commercial driver's license (CDL)
- Use of 7D vans driven by duly accredited 7D licensed drivers
- Compliance with RMV, EEC, and Massachusetts School District guidelines for safe, child-specific transportation

Infants, toddlers, and preschoolers are not transported to or from school and must be dropped off and picked up by an authorized adult.

Qualifications and Driver's License

CDL Bus Drivers

CDL drivers who operate large school buses must:

- Possess a valid Class B or Class C CDL license with School Bus (S) and Passenger (P) endorsements
- Undergo criminal background checks, drug and alcohol tests, and annual medical exams
- Mandatory Complete Training for School Bus Drivers
- Maintain up-to-date CPR/First Aid certification
- Participate in ongoing defensive driving and safety exercises

CDL drivers are employed by MHP and meet all district and CEE transportation criteria.

7D van drivers

7D drivers who operate passenger vans must:

- Holds a valid 7D Certificate issued by the Massachusetts RMV
- Pass a CORI, SORI, drug test, medical exam, and annual driver history review
- Complete 7D safety training and child-specific transport
- Display a 7D School Transportation license plate visible on the vehicle
- Keep proper insurance and documentation on the vehicle at all times

7D drivers follow strict behavioral expectations and are trained in child supervision and emergency protocols.

Registration and Consent

To access transportation, families must:

- Fill out a transport permit form
- Provides up-to-date emergency contact information
- Notify the office of any changes to school, schedule, or pick-up arrangements

Space is limited and is determined by current route availability and licensing regulations.

Security and Monitoring

Whether by bus or van, all children are:

- Invoiced and posted on pickup and delivery
- Sitting properly
- They are expected to follow the rules of transport behaviour (remain seated, speak kindly, listen to adults)
- Supported by staff or drivers trained in child guidance and emergency procedures

If a child exhibits unsafe behaviors during transportation, families will be contacted and a behavior plan can be implemented.

Excursions

Field trips can be scheduled periodically for preschool and school age groups. Families will:

- Receive detailed trip information in advance
- Submit signed travel-specific permission forms
- Be notified of the type of vehicle (bus or 7D van) and supervised adults

Safety protocols reflect daily transportation procedures, with additional staff to supervise during excursions.

Section 10: Policies and Procedures

Confidentiality and Registration

Mother Hubbard Preschool maintains strict confidentiality regarding all child and family records.

- Records are stored securely and are only accessed by authorized personnel
- Information is not shared with outside agencies without written parental consent (except in situations of mandatory notification)
- Families can review their child's record if requested

Educators receive training on confidentiality and professional boundaries as required by the EEC.

Family Rights and Access to Records

Mother Hubbard Preschool is committed to maintaining open communication, transparency, and respectful partnerships with families. As part of our licensing requirements with the Massachusetts Department of Education and Early Care (EEC), families have specific rights related to access to programs, communication, and their children's records.

These rights help ensure that families stay informed, engaged, and empowered throughout their child's enrollment.

Your rights as a parent or guardian

Families have the right to:

- Visit the program at any time during opening hours without prior notice.
- Review your child's file if you ask for it.
- Ask for copies of any information in your child's file.
- Add or update information in the child's file to ensure accuracy.
- Request that the information be removed if it is out of date or no longer relevant.
- You receive written notice before changes are made to program policies that affect children or families.
- Request a meeting with educators or administration at any time to discuss your child's development, behavior, or classroom experience.
- Expect confidentiality with respect to all information of children and families, except where disclosure is required by law (e.g., mandatory reporting).

Access to your child's records

To review your child's record:

- Submit an application to the Program Director or Assistant Director.
- Registrations will be available within two business days.
- Copies can be provided upon request.

Record Keeping

Your child's record includes enrollment forms, emergency contacts, medical records, developmental information, and any reports of incidents or injuries. These records are:

- Securely stored
- Accessible only to authorized personnel
- Maintained in accordance with EEC regulations

Families will be notified if any information in the file needs updating.

Mandated Reporter

All staff at Mother Hubbard Preschool are required to report under Massachusetts law.

- Any suspected abuse or neglect should be reported to DCF (Department of Children and Families)
- Reports are submitted confidentially and maybe without notifying the alleged party
- Staff receive annual training on how to identify signs of abuse, reporting procedures, and professional responsibility

Our priority is to ensure the safety and well-being of every child.

Program Complaint Procedure

Mother Hubbard Preschool is committed to maintaining open and respectful communication with each family. We understand that questions or concerns may arise from time to time, and we encourage families to raise them so that we can work together toward a positive solution. Your feedback helps us strengthen our program and support a collaborative and trusting relationship.

Step 1: Talk to your child's primary teacher

Most concerns can be resolved quickly through direct conversation. Families are encouraged to:

- Share your concerns openly and respectfully
- Ask questions about routines, expectations, or incidents in the classroom
- Request a follow-up conversation if needed

Teachers will listen carefully, document concerns when appropriate, and work with you to find solutions.

Step 2: Contact the Program Administration

If a concern is not resolved at the classroom level, or if the issue involves program policies, safety, or sensitive issues, families may contact:

Di-Ann Ethier, Director of Programming
Troy Butler, Assistant Director

The administration will be:

- Check the concern
- Gather all the necessary information
- Meet with families to discuss next steps
- Provides written follow-up when appropriate

Step 3: Written complaint

Families may file a written complaint with the Program Director if:

- One concern remains unresolved
- Additional documentation is needed
- The issue affects policies or procedures at the program level

Written complaints will receive a timely response and will be kept confidential.

Step 4: Contact EEC

If a family believes that a licensing policy has been violated or that a concern has not been adequately addressed, they can contact the Massachusetts Department of Education and Early Care (EEC). Families have the right to speak to the EEC at any time.

EEC contact information is provided in Section 11 of this manual.

Our Commitment

We address every concern with:

- Respect
- Confidentiality
- Professionalism
- A focus on collaboration and problem-solving

Our goal is to make sure that every family feels heard, supported, and valued.

Non-Discrimination Policy

Mother Hubbard Nursery School does not discriminate based on:

- Race, color, national origin
- Religion or cultural background
- Disability or medical condition
- Gender identity or expression
- Family composition or income

We promote inclusion and encourage respectful participation in all communities.

Adverse weather policy

Decisions to close or delay opening due to inclement weather are based on safety conditions, local school district closures, and emergency management guidelines.

- Notices will be sent via email, SMS alert, or posted on ProCare
- If the weather worsens during the day, early dismissal may be decreed
- No refunds or credits are given for weather-related closures

Safety is our top priority, and our goal is to keep families informed with timely updates.

Authorized pick-up and dismissal procedures

Pick up authorization

- Only people listed on the Authorized Pickup Form can pick up your child.
- Identification may be required.

Dismissal

- Children must be picked up before closing time. Late pickups may result in fines.

Personal belongings and clothing

To ensure safety and comfort:

- Children should wear weather-appropriate clothing and closed-toe shoes daily
- Extra clothing (including underwear and socks) should be stored in backpacks
- All items must be labeled with the child's full name
- Toys are not allowed from home unless they are comfortable in baby rooms or with prior authorization

Mother Hubbard Preschool is not responsible for lost, damaged, or unlabeled items.

Zero Tolerance Policies

We maintain zero tolerance for the following behaviors:

- Physical aggression toward children or staff
- Discrimination, harassment, or harassment
- Possession of weapons on the spot
- On-site substance use
- Continued non-compliance with manual policies

Violations may result in suspension or termination of enrollment in accordance with EEC and program policies.

EEC Contact Information

Our program is licensed by the Massachusetts Department of Early Care and Education and complies with all state regulations. Families can contact EEC with questions or concerns.

Massachusetts Department of Education and Early Care (EEC)

Regional Office: Worcester Regional Office

Address: 324-R Clark Street, Worcester, MA 01609

Phone: (508) 798-5180

Website: <https://www.mass.gov/orgs/departement-of-early-education-and-care>

Mother Hubbard Preschool is licensed by the Massachusetts Department of Early Care and Education. Families are encouraged to contact EEC with concerns related to health and safety, educator qualifications, or licensing status. The EEC also makes available licence inspection reports and documentation upon request.








Section 11: Checklist of Registration Forms and Required Documents

(For all families — please keep it for your records)

To ensure a smooth and complete enrollment process, families should review and submit the following forms and documents. Some forms are included in your Child Enrollment Forms packet, while others are provided separately depending on your child's needs or type of funding.





A. Child Enrollment Forms

(Required for all families — included in the Child Registration Forms packet)

-  Developmental history and background information
-  Child Registration Form
-  First Aid and Emergency Medical Consent
-  Health Insurance Card Information and Emergency Use Consent
-  Transportation Authorization Form
-  Permit for local walking tours
-  Photo Launch

B. Additional MHP Forms

(Required for all families — provided separately as needed)

-  Parent Handbook Acknowledgment and Compliance Agreement
-  Approved Closing Schedule
-  MHP Communication Sheet
-  Permission Form for Topical Ointment and Skin Product

- 🍼 Infant feeding plan (*for infants younger than 15 months*)
- 💊 Medication consent form (*if applicable*)
- ❤️ Individual Health Care Plan (IHCP) (*if applicable*)
- 📄 Publication of information (ROI) (*if applicable*)
- 🍎 CACFP Registration Form
- 🗳️ CACFP Meal Benefit Income Eligibility Form
- 🗣️ Home Language Survey (*Infant/Toddler/Preschool or School-Age Version*)

C. 📄 Documents Families Must Provide

(Required for all families — provided by your child's doctor or family)

- 🩺 Current physical exam (*within 12 months*)
- 💉 Immunization history
- 🧪 Lead Testing Documentation
- 🏠 Copy of Health Insurance Card
- ⚖️ Custody Agreements/Court Orders (*if applicable*)
- 🧠 Specialist reports / Medical action plans (*if applicable*)

D. 📁 Additional Forms for Subsidized Families Only

(Required by the Department of Education and Child Care)

- 📄 Child Care Financial Assistance (CCFA) Application and Payment Agreement
- 🔍 Child Care Financial Assistance Agreement (Fraud Declaration)
- 👨 👩 👧 Household Composition Statement
- 💰 Household Income Statement
- 🗣️ Parent Contact Information Form

E. 💰 Additional forms for Private Pay families only

- 📄 Tuition Agreement for Private Child Care

