Parent/Guardian Handbook

A reference guide on policies, procedures and services

Updated July 2024
September 2023
September 2024
July 2025
June 2026

*Please note—the term parent and guardian is used interchangeably throughout this document.

Parent/Guardian Handbook was reviewed and approved by the Board of Directors and the Policy Council **in its entirety** in August 2019
Updates approved October 2022 by both PC and BOD; August 2023, August 2025

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General Information

Dear Parent/Guardian

The staff at Triumph Inc. would like to welcome you and your child (ren) to our program. We look forward to collaborating with you to prepare your child for success in school and beyond. It is the goal of Triumph Inc. to support your family by providing high quality, comprehensive early childhood services, whether in the home, in one of our childcare centers, or at one of our community partners. Parent/guardians and caregivers are an important part of our success. We hope that you will take advantage of the many opportunities offered to participate in your child's education.

Established in 1965, Triumph, Inc. operates Taunton and Raynham's federally funded Head Start (HS) and Early Head Start Center (EHS) and EHS Home Based programs. We provide educational services for expectant families, and children six weeks through five years of age.

This Parent/guardian Handbook has been created to acquaint you with Triumph's policies, procedures, and services and is the beginning of an informational exchange that will continue throughout our partnership with you. Please keep this Handbook in a convenient location and use it as a reference guide. Thank you for entrusting the care of your child(ren) to us, and we look forward to a long and successful relationship.

Karen M. Ennis

Karen M. Ennis
Executive Director

Sites & Contacts

Administrative Offices:
Riverway Center
100 Hon Gordon Owen Riverway
Taunton, MA 02780
508-822-5388

Executive Director's Contact:
Name: Karen M. Ennis
Address: 100 Honorable Gordon Owen Riverway, Taunton, MA 02780
Phone: 508 822 5388
Fax: 508 822 4894
Email: kennis@triumphinc.org

Management Team
Karen M. Ennis, Executive Director
Sandy Furtado, Community and Home Based Programming Manager sfurtado@triumphinc.org
Melinda Cabral, Early Childhood Education Manager mcabral@triumphinc.org
Lisa DeMelo, Child and Family Service Manager Ldemelo@triumphinc.org
Nancy Simmons, Finance Manager Nsimmons@triumphinc.org
Kathleen Matteson, Pediatric Health & Safety Manager kmatteson@triumphinc.org

SITES

Riverway Center
100 Gordon Owen Riverway
Taunton, MA 02780
508-822-5388
Education Coordinators:
Samantha Ricketson
sricketson@triumphinc.org
Vanessa Coulombe
vcoulombe@triumphinc.org

Quinn Center
62 Independence Drive
Taunton, MA 02780
508-822-5388
Education Coordinators:
Sara Gould
sgould@triumphinc.org
Alexandra Pacheco
apacheco@triumphinc.org

Barnum School
25 Barnum Street
Taunton, MA 02780
508-822-5388
Administrative Assistant:
Nancy Tilbe
ntilbe@triumphinc.org

Mission and Vision Statement
Approved by: Board of Directors: September 2016 Policy Council: September 2016

Triumph supports the education, well-being and self-sufficiency of young children and their families through high quality early childhood programs and community engagement.

Program Philosophy

Triumph, Inc. Head Start and Early Head Start and their families believe in supporting play to enhance children's development of character, skills and knowledge to prepare them for success in school. We encourage the individual development of children birth to five by creating an educational environment focusing on the social and emotional development of children as the foundation to support growth and learning in the following domains:

Social Emotional Development; Sensory, Motor & Physical Development; Cognition and General Knowledge Development; Approaches to Learning; and Language and Literacy Development

Licensing & Federal Funding

Our programs are licensed by the MA Department of Early Care and Education (EEC). You may contact EEC for information regarding the program's regulatory compliance history.

Contact Information:

Department of Early Education and Care (EEC) (Local Office)
1 Washington Street
Taunton, MA 02780
Phone: 508.828.5025
Web: www.eec.state.ma.us

Triumph, Inc. is partially funded by a competitive grant awarded by The Office of Head Start (OHS), within the Administration of Children and Families of the Department of Health and Human Services, to provide comprehensive education and developmental services to Taunton & Raynham communities. Triumph, Inc. provides the services as described in the Head Start Performance Standards and in accordance with the Head Start Act of 2007. The office of Head Start is responsible for oversight of Triumph, Inc. to ensure the Performance Standards are met and the best quality of care is provided to the enrolled children. Triumph, Inc. provides comprehensive services to enrolled children and their families. These include health, nutrition, social, cognitive and other supportive services. Head Start services are designed to be responsive to each child and family's ethnic, cultural, and linguistic heritage.

Contact Information:

Administration for Children and Families
Northeast Region
Philadelphia, PA

Availability of Regulations: Triumph, Inc. maintains a copy of the Head Start Performance Standards and Head Start Act of 2007 on the premises of the center. Triumph also maintains a copy of the regulations 102CMR 7.50: Standards for the Licensure and Approval of Group Day Care and school Age Child Care Programs on the premises of each center. Both are available to you upon request. If you have a question about any of the regulations, please ask the front office staff for assistance, or access the link available on our website.

Closings and Holidays

Triumph is closed to observe the following holidays.

January – New Year's Day
January—Martin Luther King Day
February – President's Day
April – Patriot's Day
May – Memorial Day
June-Juneteenth
July – Independence Day
September – Labor Day
October – Indigenous People Day
November – Veteran's Day
November – Thanksgiving Holiday *and* the day after
December – Christmas Day (plus 4 days before/after)

In addition to the yearly holidays observed, we are also closed a minimum of 5 additional days for staff training or other agency business. Triumph will provide a specific yearly calendar at the beginning of each school year that will reflect any changes or updates to this schedule. For a complete listing of current school, closings, including our yearly calendar, please visit our website triumphinc.org

Emergency and Inclement Weather Closing

In order to ensure the safety of our families and staff, Triumph, Inc. may close the school during inclement weather or other emergency. A program wide automated phone call (and/or text message) utilizing our School Reach system to all families and staff of unexpected school closures, early release or delayed starts will be used. Families should always provide an updated main contact phone number in order to receive these automated phone calls. If you prefer to receive text messages, please let you Family Engagement Specialist or Home Visitor know. You may also check our website and Facebook page at www.triumphinc.org for updates as appropriate. Please be aware that Triumph does not always follow city or town closures.

Non-Discrimination Statement
Approved by:
Board of Directors: August 2018
Policy Council:

This is to notify all persons that Triumph, Inc. does not discriminate against any person because of his/her race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability or marital status, genetic information, military service, or gender identity in the provision of or access to services, employment and activities. This is in accordance with all applicable federal and state law, including, but not limited to, Section 504 of the Rehabilitation Act of 1973, as amended, Article 114 of the Massachusetts Constitution, Chapters 151B and 272, sections 92, 98 and 98A of the Massachusetts General Laws and Executive Orders 227, 246 and 253.

Employees hired for positions where the primary responsibility is direct childcare must be 18 years of age in accordance with the regulations established by DEEC.

For further information about our policies and grievance procedures for the resolution of complaints, contact:

Executive Director, Triumph, Inc., 100 Gordon Owen Riverway, Taunton, MA 02780, Telephone: 508.822.5388

The Role of Staff

Executive & Fiscal Offices: Oversee the delivery of services to all Triumph locations and programs throughout Taunton & Raynham. Provides fiscal management, compliance and oversight, evaluates the delivery of services and arranges for program development. They ensure compliance with all regulatory agencies. The Executive Director oversees the management team and works collaboratively to ensure the overall quality of all programs is met. The Board of Directors provides oversight and direction to the Executive Director.

Managers & Coordinators: Each manager oversees and leads a content area(s) and the staff that work in those areas. They have the overall responsibility for planning and implementing program policies and procedures. They are responsible for hiring, evaluating and supervising their assigned staff. Some managers are supported by program coordinators that assist them in carrying out the day-to-day operations of their departments.

Education Staff: The Education content area is made up the following positions to ensure oversight, compliance, and ongoing monitoring of this department: Early Head Start or Head Start Coordinators, Lead Teachers, Teachers, and Teacher Assistant Floats. All education staff meet or are on a plan to meet the requirements of the Office of Head Start and, Massachusetts Department of Early Education and Care (EEC) for their position. Lead teachers and teachers are assigned to a particular classroom and are responsible for implementing the curriculum and all supportive activities to enhance your child's learning. Teacher assistant floats work with the children in several classrooms and support the teachers in day to day operations of the classrooms. The Education team also utilizes substitute teachers in short or long term capacity to fill vacancies.

Family Engagement Staff:

- The Family Engagement Specialist (FES) partner with parents and families to ensure on-going support from the program and the community. The FES support parents in establishing and meeting goals for themselves and their children. They are able to provide referrals to community resources and explore ways for you to be involved in your child's educational experience at Triumph.
- Early Head Start Home Visitor (HV) works with (expectant) families of infants, toddlers, to support child development and strengthen the parent-child relationship. They visit families in their homes to provide individualized learning experiences, parenting support, health and nutrition guidance, and connections to community resources. They coordinate socialization play groups and field trips throughout the year.

Health & Nutrition Staff: The Health Specialist or school nurses, are here to ensure your child is healthy and ready to learn. They routinely coordinate with families to obtain necessary health and dental documentation and may refer children to health services. The nutrition staff support our meal selection and distribution, ensure healthy offerings are given and are in line with recommended Child and Adult Care Food Program (CACFP) guidelines. Our Health & Nutrition staff are here to support families in making healthy life choices.

Child Development Staff: These staff work closely with classrooms, children and families to support social/emotional well-being and children with disabilities. The Child Development staff work collaboratively with Early Intervention, the Public School and mental health resources to monitor and support the special education needs of your child. They work with classrooms to facilitate the integration of supports to best meet your child's needs. As funding allows, a one-on-one support staff may be assigned to your child for portions of the school day where they require more individual guidance.

ERSEA Staff: ERSEA stands for the Eligibility, Recruitment, Selection, Enrollment, and Attendance of children. These staff assist you and your family through the enrollment and transition process. They gather data and documentation, process payments for childcare, oversee contracts and monitor your child's attendance to meet regulatory requirements.

Program Support Staff: Program supports include administrative assistants, receptionists, food service staff and maintenance staff. We also have several positions which are specifically hired through state or private grants to complete specific duties. They provide crucial services to ensure our day to day operations run smoothly and efficiently.

Policy: Confidentiality and Child Records

Disclaimer
This summary is provided for general understanding. The full Confidentiality Policy and Procedures are available upon request and contain complete details regarding privacy practices, legal requirements, and procedures.

Our Commitment to Your Privacy
At Triumph, we take your child's privacy very seriously. Information about your child and family is kept confidential and only shared when necessary to support your child's care and education.
All staff, interns, and volunteers are trained on confidentiality and sign agreements about how information can be used and shared.

What This Means
We maintain records about your child to provide the best possible services. These records are:

- Kept private and secure
- Only shared when appropriate and necessary
- Available for you to review at any time

Important Terms (In Simple Language)

- **Child Records**: Information about your child (paper or electronic), including assessments, health records, and family information
- **Confidential**: Kept private and protected
- **Consent**: Your written permission to share information
- **Disclosure**: Sharing information with another person or organization
- **Personally Identifiable Information (PII)**: Details that could identify your child (name, address, etc.)

Where Your Child's Information Is Kept
Only authorized staff can access this information. Your child's information is securely stored in:

- Protected electronic systems
- Locked files in program offices and classrooms

How We Share Information
We only share information when it is truly needed to support your child ("need-to-know basis"). We never share information casually or unnecessarily.

Your Annual Notification
Each year, we will provide you with written information explaining:

- Your privacy rights
- How your child's information may be shared
- When your permission is required

How Requests for Records Are Handled
If someone requests access to your child's records (including you), we follow a strict process to:

- Verify the request
- Ensure it is appropriate
- Keep a record of what was shared and why

Types of Information Sharing

1. When We Can Share Without Your Permission
In certain situations, we may share information without written consent, including:

- With program staff who need it to support your child
- With trusted partners providing services
- During audits or program reviews
- In emergencies to protect health and safety
- When required by law (such as court orders or abuse reporting)
- With child welfare agencies (e.g., foster care caseworkers)

Whenever possible, we make reasonable efforts to inform you.

2. When We Notify You (But Don't Need Written Consent)
We may share information for enrollment or transfer to another school or program.
In these cases:

- We will contact you (by phone, visit, or letter)
- You have the right to say no
- You can review the information before it is shared

3. When We Need Your Written Permission
For all other situations, we will only share your child's information if you sign a consent form that explains:

- What will be shared
- Why it is being shared
- Who will receive it

You can:

- Decline to give permission
- Change your mind at any time (this does not affect information already shared)

Special Services (IDEA)
If your child receives or is referred for special education or disability services, additional privacy protections apply under federal law. We will always follow the strictest requirements to protect your child's information.

Your Rights as a Parent
1. Review Your Child's Records
You have the right to:

- Review your child's records within 2 business days of requesting
- Receive copies (you cannot remove original files)

2. Request Changes to Records
If you believe something is inaccurate or misleading, you may request a correction.

- We will review your request within 2 business days
- If approved, we will add a note explaining the correction
- If denied, you will receive a written explanation and may request a hearing

3. Request a Hearing
If you disagree with our decision:

- A fair review will be scheduled
- You may present your concerns
- A decision will be shared in writing

You may also add a statement to your child's record explaining your perspective.

4. Receive Copies of Shared Records
You can request a free copy of any information that has been shared with outside parties (with some legal exceptions).

How We Protect Records
We protect your child's information by:

- Limiting access to authorized staff only
- Keeping paper files locked
- Using secure, password-protected systems

We also keep a record of when and why information is shared.

How Long Records Are Kept
We keep records only as long as required by state and federal guidelines, and then securely destroy them.

Enrollment, Attendance & Participation

Enrollment & Program Options
Approved by: Board of Directors: September 2016 Policy Council: September 2016

Upon enrolling in Triumph, Inc. the children and parent/guardians are given an opportunity to visit the program and classrooms prior to the child's entry into the program. As part of this orientation, we seek information about the child(ren) and family's interests and needs. In addition, we request that parent/guardian's share information about therapeutic, educational, social, and support services received by the child. A developmental history is discussed with parent/guardians and is updated annually. It is kept in the child's record.

Parent/guardians initiate an enrollment appointment to determine eligibility and program options. Parent/guardians are notified what program options are available to them and possible start dates. Children are assigned to classrooms based on vacancies and waitlist status. For Head Start & Early Head Start Enrollment, a 'selection criteria' is used for placement of children based on approved criteria. The Waitlist is not based on date of application, but on need of the family. The Triumph, Inc. waitlist is used when openings occur throughout the year. If we do not have an immediate opening, parents are given the option of also being placed on the EEC waitlist for openings available in the community. As parent/guardians begin the process of enrolling their child in their program, they are given the opportunity to meet with a staff member who will help to answer any questions they may have. A home visit is conducted to review pertinent policies and procedures. They are also given the opportunity to visit their child's classroom before their first day.

Our data system requires that we designate one parent as the "primary contact" This is usually the person who comes to enroll the child, whose name the childcare voucher is in, etc. If both parents come to the enrollment meetings, an agreement will be reached on who will be listed as primary. Although this designation has no bearing on the legal relationship to the child, we will contact the "primary" parent first in an emergency situation. Primary and Secondary adults are included on the Emergency Contact by default, and it is not possible to remove them. If this is not the case for your family situation, please let your Family Engagement Specialist or Home Visitor aware, so they can override this information manually.

Once it has been determined a child qualifies for the program, they may be enrolled in one of the following program options:

- **Early Head Start Home Based:** Services are provided to infants, toddlers and expectant women and families. Families in the Home-Based option receive 90 minute weekly visits and opportunities to attend parent/guardian/child playgroups and parent/guardian education groups, as well as occasional field trips and family events. Expectant families receive visits at a mutually agreed upon schedule.

- **Early Head Start Center Based or School Day:** This options is available to infants and toddlers whose families meet income eligibility requirements. Children attend 5 days per week 6 hours per day. Families will receive 2 Home Visits from the teaching staff and home visits 4 times per year from their Family Engagement Specialist who will provide support and resources.

- **Head Start Program Preschool Center Based or School Day:** This option is available to pre-school aged child through age 5 whose families meet the eligibility requirements. Children attend 5 days per week 6 hours per day. The family will receive 2 Home Visits per year by the teaching staff and a minimum of 4 Home Visits by their Family Engagement Specialists who will provide support and resources.

- **Full Day Program or Extended Day:** This option is available to Early Head Start and Head Start children whose parent/guardians are working or attending school full-time and who meet the requirements of the State of Massachusetts childcare subsidy programs. A fee is charged on a sliding scale for hours that are extended beyond the normal 6-hour Head Start/EHS day. The family will receive 2 Home Visits yearly from the teaching staff and a minimum of 4 Home Visits from their Family Engagement Specialist. Extended Day options are available to parent/guardians with a DTA voucher or through our contracted state slots.

Non-Head/EHS Child Care Programs- Triumph operates a limited number of slots for children ages 6 weeks-5 years that do not qualify for Head Start or Early Head Start. The family must meet MA EEC childcare income subsidy guidelines or must pay for services in accordance with our fee schedule. Employees who wish to enroll their child/ren in the program may receive additional discounts on tuition as part of the employee benefit package, and if there is enrollment availability.

Please see the “Care of Employee’s Children” Policy as well as the current discount addendum in the Employee Policy Manual for further information. Employment at Triumph does not guarantee placement in our childcare program.

Transportation Policy

Triumph, Inc. does not provide routine transportation to and from school or program activities. Parents and/or guardians are responsible for ensuring their children arrive and depart safely each day.

In certain cases, students who receive Special Education services may qualify for transportation arranged through their service provider, with the consent of a parent or guardian. Triumph will collaborate with these agencies as best as possible to support the child’s individual needs. In emergency or exceptional circumstances—such as when a parent or guardian is unable to pick up their child and no emergency contacts are available—Triumph may assist with transportation in company owned vehicles.

The Home Based Program may occasionally use company vehicles to support families attending field trips or social outings. A parent or caregiver should be present when children are transported in agency vehicles.

Triumph adheres to all applicable state regulations regarding proper use of seat belts and car seats and restrictions on cell phone use while operating a vehicle. Children must not be left alone at any time. When at the center, it is required by law that you shut down the engine of your vehicle if you will be stopped for more than 5 minutes. Both the Massachusetts State Law (Chapter 90, Section 16A) and Massachusetts Department of Environment Protection (DEP) idling reduction regulation (310 CMR 7.11(1)(b)) prohibit unnecessary idling in order to reduce the health and environmental effects of vehicle exhaust.

Parent/guardian Schedule
In accordance with the Head Start Performance Standard 1302.11 (B) (1) (iii) and Massachusetts Licensing requirements, Triumph must gather information regarding caregivers’ typical school, work or training schedules for enrolled children. This information assists us with planning our staffing ratios to comply with state and federal regulations. Children’s classroom attendance hours/schedule will be determined based on service need. As a licensed EEC program, Triumph is required to document a family’s individual transportation plan. This plan is placed in the child’s file, and updated when changes are made. It indicates how the child will arrive and depart from school i.e. car, walk, special education transport.

Arrival & Departure Procedures
Arrival time can be an exciting and hectic time of the day. Each family must ensure each child arrive safely to their classroom. Upon entering the building, please walk each of your children to their designated classroom. Teachers will ask you to sign (either electronically or on paper) the time your child arrives in the classroom. You must also (neatly) sign your name to the paper so we know who dropped your child off. Please do not leave your child(ren) until the teacher has acknowledged your child’s arrival. Your child must be alert and awake to enter school to validate the child is healthy enough to attend. If your child is asleep upon arrival, you will be asked to wake them up and stay until they can transition to the classroom safely.

If a child exhibits unsafe behavior during arrival or departure or if a situation arises that raises safety concerns, our staff will take immediate steps to ensure the child remains safe and secure. In such cases, we will communicate promptly with the parent or guardian to discuss the situation and explore supportive solutions. Our goal is to work collaboratively with families to address any concerns and provide appropriate guidance or accommodations as needed.

To ensure your child’s safety, all persons authorized by you to pick up your child must have a valid photo I.D. at the time of pick-up. No child will be allowed to leave their site unless proper identification is presented that accurately matches the written information provided by you on file. For families who older siblings or family members assist with pick up, we leave it up to the family’s discretion on what age this is allowed. However, Triumph only accepts state issued identification card, a Driver’s license, a high school picture identification or passport of a child enrolled in high school to safely release enrolled children. Please let your child’s teacher or Family Engagement Specialist know when there are any written changes to be made. Parent/guardians are required to select a family door code to gain access into our childcare facilities. This code should be shared with authorized individuals picking up your child. The front desk staff at each center can further assist you with this. Please be patient and respectful of front desk staff, as they are required by their job to ask for identification from all persons who do not have a PIN Code to enter the building, even if they are the legal guardian. For your child’s safety and well-being, we must be able to reach you at all times. We need accurate telephone numbers for you and all emergency contacts. A photo identification can be scanned into our database system to help identify the primary caregivers of the child.

Verbal changes to the child's emergency contact/pick-up arrangements are forbidden. You must speak to your FES to make these changes and fill out a change form. This change takes a minimum of 1 business day and up to 48 hours to become active.

Parent/guardian Custody/Legal Rights: At time of initial intake, a copy of your child's birth certificate is secured for official enrollment purposes and kept with the child's record. This birth certificate is kept on file as proof of the official legal guardianship. If for any reasons, custody changes since the child's time of birth, new custody papers must be provided.

Attendance—Absence, Tardy or Late Pick-Up

A family's funding source and individual family need determine a child's school schedule. Center-Based Children receive 6 hours of care and Full Day Children, based on parents schedule may receive up to 10 hours of care (voucher, DCF, private pay, income eligible or similar)

Attendance:

Attendance is important for children to fully participate in the classroom in order for them to benefit the most from their educational experience. Daily attendance is expected in order to give your child full opportunities for learning and social/emotional development. Schedule and routines influence children's emotional, cognitive, and social development. Predictable and consistent schedules help children feel secure and comfortable. Also, schedules and routines help children understand the expectations of the environment and reduce the frequency of behavior problems.

Triumph's attendance, drop off and pick up policies are written to not only foster a sense of consistency for your child, but to begin developing the skills that are needed for families to transition to the public schools.

Excessive absences, tardiness, late pick up maybe grounds for termination from the program. EHS/HS children are expected to attend school regularly. The Head Start Performance Standards require us to maintain at least 85% attendance in our program. We will contact you if this becomes an issue in order to provide support and to develop a plan to improve attendance or make a referral to another program.

If your child is frequently late for school s/he will not benefit from the educational practices and instruction that are important to your child's individual development and readiness for kindergarten. If you have not notified the front desk that your child will be late, have frequent unexcused tardiness, or if you arrive at a time that is determined that your child would not fully benefit from the remainder of the instructional practices and routines, they may not be able to attend school that day. Your child's teachers and Family Engagement Specialist will inform you if this is an ongoing issue and will help you develop a plan to get your child to school on time.

When your child is going to be absent from school or late, you must contact the receptionist at your assigned center and provide the reason. If a child is absent, the front office or your Family Engagement Specialist may call to inquire about your child. If a child is absent for more than 3 days in a row, your Family Engagement Specialist will contact you to discuss your child's attendance and you may be required to develop an Attendance Plan. If a child is out more than 3 days, or if a surgery or hospitalization occurs, a "return to school note" from a doctor may be required to return to school. Parents of full day children have signed a contract outlining specific attendance requirements. Families must abide by these policies to keep their full day slot and/or be enrolled in the program

Excessive late drop offs/pick-ups will be handled as follows:
1st occurrence- Reminder (verbal warning) documented in case notes
2nd occurrence- Written warning placed in file, ED or designee notified, possible notification to funding source
3rd occurrence- Meeting to establish plan/goal and determine if Triumph is meeting families need for services.

All children are expected to be in school not later than 9:00 a.m. If you will be arriving after 9:00 a.m. you must call the front desk at your center to let the receptionist know. **This should not be the norm, and should only happen in rare instances**. Please do not call the child's classroom as this distracts the teachers from the care of the children. Children are expected to be on time to begin their educational day. Our classroom instruction begins promptly at 9:00 am. Early Head Start and Head Start program have strict requirements for a minimum of 6 hours of instruction per day/child. An accurate count of children is also required in order for us to prepare the right amount of food to feed children.

Parent/Program Notification

Effective communication with parents/caregivers and staff promotes the safety and welfare of children both in and out of childcare settings. Timely communication ensures that children are accounted for as soon as possible.

Per EEC regulations and Head Start regulations, when a child does not arrive at his or her regularly scheduled arrival time and the parent or guardian has not provided notification of absence or delay, the child is marked absent by the classroom teacher, and a written notice is sent to the receptionist or designee at each building. Once this notification is received, the receptionist will double check with the classroom that the child has not arrived or that the parent did not notify the classroom or FES directly of the absence/tardy. The receptionist will then proceed to contact the parent/guardian to confirm and note the reason for the absence. If the receptionist is unable to contact the family, AND the child is high risk (for example, DCF referral, awareness of domestic violence or custody issues) the receptionist will consult with the Family Engagement Specialist. If deemed necessary, emergency contacts will be called ONLY to gather information on the location of the parent for contact to be made. If the parent or emergency contacts cannot be reached, **and** the child's whereabouts are still not known, a well visit will be done by the FES and another staff member to the home. If contact is not made by the FES at this time, the local police will be contacted to do a well check at the home. For all other families, a well visit will be done after 48 hours of unexcused absences after using the same procedure outlined above for high risk families.

Arrival & Departure Times:

Program Type & Hours of Operation	**Center Based (School Day)** Monday-Friday 8:30 a.m. 2:30 p.m. Infants and Toddler June-June (full year) Preschool September-June (school year)	**Full Day (Extended Day)** Monday-Friday 7:30 a.m. to 5:30 p.m. Infants and Toddlers June-June (full day full year) Preschool June-June (full day full year)

Center Based (School Day)
Arrival: Families may not enter the building(s) until 8:20 a.m. or after, classrooms officially open at 8:30 a.m.
Departure: 2:30 PM

Full day children (Extended Day)
Families may not enter the building(s) before 7:30 a.m.
Departure: No later than 5:30 pm, according to your individual assigned schedule. We kindly ask you do your best to arrive by 5:20 pm so teachers/staff can shut down their classrooms and do a final building safety check.

If you arrive after your designated pick up time a fee of $1.00 per minute/per child will be charged.
You are expected to pick up your child on time each day. Late pick-ups are not allowed. In the event of an emergency or unforeseen circumstance, please call the center immediately. It is the family's responsibility to make other arrangements for on-time pick-up. Triumph's licensing requirements mandate certain teacher-child ratios and late pick up will effect these ratios.

Triumph, Inc. Attendance Requirements for Early Head Start Home Based:
Families enrolled in home-based Early Head Start program are expected to meet with their assigned home visitor weekly for 90 minutes. In addition to this, Triumph Inc. will offer 2-3 socialization or field trip experiences monthly that families are strongly encouraged to attend. Socializations typically begin at 10:15 a.m. While we understand that families may need to cancel home visits from time to time due to illness, vacation, etc., please understand that you will be offered an alternate time to meet to make up the cancelled visits whenever possible. The same will occur should your home visitor need to cancel due to illness, staff training, etc. However, excessive cancellations with inability to make-up visits may lead to termination from program. Please notify your home visitor as soon as you are aware you must reschedule, cancel or are running late to your home visit or socialization.

Maintaining consistent regularly scheduled home visits is required; therefore, your Home Visitor will work with you to create an attendance plan should your family experience difficulty completing home visits. The attendance plan will list barriers to program participation and possible solutions. The plan will also re-address your expectation of the program so we can make the visits meaningful & valuable to you and your family. If completing home visits continues to be a challenge for you after an attendance plan is implemented, the Home Based Manager and your Home Visitor will work with you to determine a more beneficial educational experience for you and your child.

For families with more than one child enrolled in our home based program:
In order for your children to benefit from the program, home visits must be scheduled in a manner that includes enough time to provide individualized support for each enrolled child. Therefore, we will work with you to create a plan that will allow Triumph to deliver both comprehensive and individualized services to your entire family. Please be aware that all

home visits need to be a minimum of 90 minutes in duration in order to provide comprehensive services; however, if needed, additional time can be added to fully meet the needs of your family.

For Expectant Families:
During your pregnancy, we can work with you to create an individualized home visiting schedule. Some families will benefit from weekly support; others may require shorter or longer visits. Please establish this plan with your home visitor. Once your baby is born, we will continue to work with you to provide home visiting support as needed while respecting your families need to adjust and welcome the new baby. Please be open with your home visitor about your needs. Triumph's nurse may also visit you and your new baby within two weeks of birth to further support you upon request. At six (6) weeks of birth we will transition your family out of the expectant families' program into an appropriate placement. Services will then be implement according to that program's requirements.

Tuition & Fees

The Department of Early Education and Care (EEC) provides financial assistance to eligible families seeking care at early education and care or out of school time programs. Families must meet income and activity requirements to be eligible for EEC financial assistance. Due to limited funding, eligible families may be placed on the EEC waiting list for financial assistance until funding becomes available. Please refer to the income EEC eligibility table to determine if you quality for financial assistance.

Triumph, Inc. does not charge a fee for participation in the Head Start or Early Head Start for center or home based enrolled families. [See page 16 for definitions]

Full day program option fees for eligible participants are assessed and charged based on *The Department of Early Education* and *Care's Sliding Scale Fee* along with the *Income Eligibility* Table. This can be accessed at https://www.mass.gov/doc/state-median-income-smi-eligibility-chart-fy2023/download to determine if a family's income meets EEC's income eligibility criteria.

If you need additional assistance determining your eligibility for the subsidized Extended Day or Summer Program services, please contact the Enrollment Office or speak with your Family Engagement Specialist. Families whose income exceeds EEC income eligibility may enroll their children in accordance with the following fee schedule:

Effective beginning November 1, 2025 until changed or updated

Current Tuition Rates for Childcare with a Private Pay Enrollment Designation

Option	Infant	10% Discount	Toddler	10% Discount	Preschool	10% Discount
5 Day	$346.00	312.00	$340.00	306.00	$240.00	216.00
3 Day	$214.00	193.00	$209.00	188.00	$149.00	134.00

Any family requesting enrollment for 4 days, must pay 5 day tuition rate. Families requesting enrollment for less than 3 days, must pay the 3 day tuition rate schedule.

Triumph Fee for late pick-up: $1.00 per minute. Late fee must be paid in full for the child to remain in care. (Head Start/Early Head Start exempt)

Security Deposit: Families are required to pay a security deposit along with the first week's childcare fee at registration. One (1) week tuition (fees) paid in advance, prior to first day

Private Pay Sibling Discount: 10% discount to parent/guardians who have two or more children in the program. (Discount is given to the older child's tuition)

Statements of account balances are available at the beginning of each week. The full balance must be paid by the Friday prior to the week of childcare services. Payments may be made at the front desk of each building. We accept cash and personal checks. Credit card payments are available through the Procare system. Families with a copay are provided access to Procare for electronic payments. Receipts will be issued for all payments. Please note that a $3.50 fee will be applied to any returned ACH payments.

If a family's fee is not paid on the due date, a warning letter will be sent stating the total balance owed and this amount must be paid by the following Friday. Please contact the Fiscal Coordinator at the Quinn Center if you need to request special payment arrangements. If the account is not paid in full, a termination notice, *as required by State EEC regulations*, will be sent to the family allowing them two weeks to bring the account balance to zero, or they will lose their full-day slot. Once a family is in termination, no special arrangements can be made. Head Start Center based slots may be offered if the family qualifies for Head Start.

All parent/guardians are required to pay care for all days the program is scheduled to be open on the annual school calendar. Approved EEC closure days including holidays, staff professional development days, flex days, and 3 inclement weather days/emergency closing days will be paid by EEC, and fees will not be collected from parents on those days. No tuition credits will be issued for inclement weather closures beyond the three days. Tuition rates are reviewed annually. The BOD will consult the CPI (Consumer Price Index) to change the tuition rate increases, if applicable. Area childcare centers tuition are also reviewed to make an informed decision.

Returned Check Fee: Triumph, Inc. will charge a $25.00 returned check fee. A 2nd offense of a returned check will result in a cash/money order payment only option; checks will no longer be accepted.

Transitions

Triumph, Inc. coordinates a birth-to-five program with the integration of all Triumph, Inc. program options in a seamless process. Transitions occur at many points throughout the years that a child is enrolled in Triumph's Head Start/Early Head Start center based and Early Head Start home based program model options. Each type of transition requires planning that is based on the family's individual needs. Demographic information on all families enrolled in any of our program options will be tracked in our data system to strengthen communication and coordinate services for families.

The transition from Triumph's EHS Expectant Families Program option: Families enrolled in Triumph's EHS Expectant Families Program have an opportunity to choose from a menu of early childhood options. Transition can begin to a center-based or home-based program when the baby is six weeks old. Helping families plan for this transition should begin from the time the expectant family is enrolled in EHS. Every effort is made to ensure placement in a program option after birth that meets the family's needs.

Transition between EHS Program Options: If a family of a child enrolled in one Early Head Start option and chooses to change program options, then a comprehensive and individualized transition plan will be created and implemented as soon as the family informs the program of their intent. The family will also be encouraged to visit the new site and meet new staff. The Enrollment Specialist will work with the family and the staff member to communicate vacancies. Managers may review family files prior to transition in order to best support family needs.

The transition from EHS to HS: Triumph must re-verify income eligibility for children who are transitioning from EHS to HS [Head Start Act 645A (b) (7)]. Transition begins six months prior to the child's third birthday by talking to parent/guardians about the process, review of assessments and classroom observations, child engagement in transition activity and parent/guardian updates and site visits.

The transition from Head Start to Kindergarten: Throughout the year, teachers track a child's growth and development and review the child's assessment (3 checkpoints per year) with the parent/guardian to ensure the child and family will be ready to start kindergarten in the fall. Triumph, Inc. will coordinate the kindergarten registration process with the local public school to ensure families understand and follow through with documentation and placement of the child in to a local kindergarten program.

Transitions for children with IFSPs and IEPs: All children receiving services will participate in all transition activities as listed in the above break downs of transitions throughout the program. In addition to regularly scheduled activities, special transition activities may be provided for children with special needs. For example, EHS/HS staff and the child's parent/guardian may meet with LEA staff in the spring to determine appropriate placement for the following year. Parent/guardians of children with current IEPs/IFSPs are encouraged to supply their new school with a copy of the IEP/IFSP to preclude a delay in services in the new school environment. Transition services are mandated by the Individuals with Disabilities Education Act (IDEA) and may include meetings, assessments, and coordination with community partners. Transitions for children not already enrolled in Early Intervention (Part C) services with identified parent/guardian concern will be supported **to** request an assessment though the public schools to determine whether or not their child is eligible for special education services.

Termination from Triumph: When a family chooses to leave EHS/HS, the Triumph Family Engagement Specialist or EHS Home Visitor will support this transition. The parent/guardian may request copies of their child's records. When the family does not participate in an exit interview, the reason for termination is still documented. If the family chooses to, they can make an appointment with the Intake Specialist to learn about other childcare and enrichment opportunities/programs in their area. Teachers will work with family on how to say goodbye to classroom friends.

Transition during the summer: Triumph's Head Start program breaks for summer recess. Families with children in the EHS program who turn 3 over the summer recess will be evaluated and the ERSEA Team will determine if there is availability and a need for continued care. All transitioning procedures will be followed.

Activities to Support Transition Policy: The following activities and opportunities are available to families when a change is being made to a child's enrollment. Participation in these activities will be based on the family's individual need throughout this process:

- A Family Engagement Specialist or EHS Home Visitor from the exiting program will accompany the parent/guardian to the application meeting at the new program option;
- EHS Home Visitors from the home based model will accompany parent/guardians on a tour of the center based option;
- Home visit schedules will be shared between program options so a "transition" home visit can be scheduled;
- When a family has a "dual enrollment" (dual enrollment refers to EI and/or Special Ed. Preschool) every effort will be made to hold dual child/family reviews. If this is not possible, information will be shared between family workers/advocates on the outcome of the meeting;
- Kindergarten Transition meeting for parent/guardians will be held with Triumph, Inc. and the local public school, with representation of Triumph, Inc. educational staff and social service staff present when applicable.
- Kindergarten Teacher Luncheon is held annually where information is shared between Triumph classroom staff and receiving Kindergarten teachers to better support children's transition to Kindergarten.
- If schedules permit, provide each child transitioning to Kindergarten an opportunity to visit their respective school.
- Kindergarten teachers or community-based staff provide parent education opportunities, such as workshops or information sessions, to help families understand *"What to Expect in Kindergarten".*
- Education Manager and/or Child and Family Service Manager or designee may observe a socialization or play group attended by child who is transitioning from EHS to HS.

Dismissal or Withdrawal

Children enrolled in the Triumph, Inc. program may be excluded/suspended or terminated for any of the following reasons:

1. The family fails to provide or maintain necessary program documentation in accordance with established program procedures (i.e. proof of income, immunization status or annual physical exam information as required by local, state, and/or Federal agencies)
2. The family remains out of compliance with program fee schedule (if applicable)
3. Inconsistent or excessive absences from Head Start/ Early Head Start. Children are expected to attend school regularly. The Head Start Performance Standards require us to maintain at least 85% attendance in our program. We will contact you if this becomes an issue in order to provide support and develop a plan to improve attendance
4. Parent/guardian actions are deemed of violating any policy or procedure or codes of conduct outlined in the Parent/guardian Handbook
5. The child's behavior is an ongoing threat to him/herself, other children, and/or staff. (See Child Guidance Policy) Supports and referral to more appropriate placement will be given to parent/guardians.

In the event of a proposed suspension/termination, if mutually agreed upon, a meeting will be held with the parent/guardians to discuss and review documentation stating specific reasons for the proposed suspension or termination of the child and the circumstances under which the child may return, if any.

Family Partnerships & Engagement

Parent/Guardian Code of Conduct
Approved by: Board of Directors: September 2016 Policy Council: September 2016

At Triumph, Inc. we are very fortunate to have supportive and involved parent/guardians. Our parent/guardians recognize that educating children is a process that involves partnership between home and school and understands the importance of a good working relationship to equip children with the necessary skills for success. For these reasons we welcome and encourage parent/guardians and caregivers to participate fully in all activities the agency offers.

This guidance supports the implementation of a Home-School Agreement. Triumph, Inc. expects parent/guardians and caregivers to show respect and concern for others by:

- supporting and respecting the culture of our Agency by setting a good example in their own speech and behavior towards all members of our school community;
- working together with all staff for the benefit of children: this includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- correcting own child's behavior, especially in public where it could otherwise lead to conflict, aggressive or unsafe behavior
- respecting the school environment, including keeping the school tidy by not littering;
- following the driving and parking rules and being cautious when bringing children to and from school
- Restricting cell phone use upon entering of the building.
- Exchange of money or goods with a staff member for services such as babysitting, transportation, or special treatment.

In order to support a peaceful and safe school environment, Triumph, Inc. will not tolerate:

- disruptive behavior which interferes with the operation of a classroom, an office area, vehicles, or any other part of Triumph property;
- using loud and/or offensive language, profanity, or displaying elevated anger or aggressive tones,
- threatening harm or the use of physical aggression towards another adult or child: this includes negatively correcting your own child or another person's child on school premises (Some actions may constitute an assault with legal consequences); This also includes physical punishment.
- damaging or destroying school property;
- abusive or threatening emails, phone or social network messages;
- smoking, consumption of alcohol or other drugs or accessing the school site's while intoxicated or distribution/sale of such items (this may have criminal consequences)

The above behaviors on Triumph property, or while a home visit is being conducted, will be reported to the appropriate authorities and may prohibit an offending adult from entering the school grounds to safeguard our school community or lead to suspension/termination from our program, activities or services. We trust that parent/guardians will assist Triumph, Inc. with the implementation of this policy and thank you for your continuing support. These incidents and/or behaviors may be documented in the Family's record.

Family Engagement

Head Start programs must integrate parent and family engagement strategies into all systems and program services to support family well-being and promote children's learning and development. Every Head Start content area is responsible for implementing the Family Engagement Performance Standards. Communicating regularly and positively with Head Start families is the key to successful, strong caregiver involvement. All activities outlined below may be conducted virtually or in-person at the discretion of the management team. Staff and parents will be notified on the appropriate setting for family engagement activities.

There are many ways for families to be involved in the program and we encourage you to join us in both planning and participating! Our classrooms support an "open-door" policy. You are encouraged to stay for breakfast, help your child with tooth brushing or settle in for the day. Please refer to the Volunteer Policy for more information.

Below is a partial listing of ways Triumph, Inc. will engage families:

Triumph, Inc. uses volunteers to the fullest extent possible. All regular volunteers must attend an extensive orientation before they can begin their volunteer hours. This is done, as needed, throughout the school year.

Parent/guardian volunteers: Triumph, Inc. maintains an open door policy with parents and guardians. You are encouraged to volunteer in our classrooms, on field trips, as guest storytellers, at special events and in countless other ways. All of our volunteers are valued! However, establishing a daily classroom routine, as well as forming a relationship with their teachers and friends is crucial to your child's success. All parents/caregivers should wait at least 60 days from your child's first day of school (or new classroom) before signing up to be a regular volunteer. Staying to help your child get settled into their day is helpful to both you and your child and can begin on day one! Please contact your Family Engagement Specialist or the Human Resource Coordinator if you want to start volunteering on a regular basis. All regular volunteers must attend an extensive orientation before they can begin their volunteer hours, as well as completing a CORI/SORI Fingerprint check if there is a potential for the volunteer to have unmonitored contact with other children.

Parent Education, Curriculum, and Activities In accordance with HS Performance Standards, Triumph will offer various opportunities throughout the year for parents to participate in a research-based parenting curriculum that build parents' knowledge and offer the opportunity to practice parenting skills. We also offer workshops and activities on a range of subjects to support our mission and provide caregivers with individual and group learning.

Parent/guardians Input We encourage parent/guardians to be an active participant in their child's education. Triumph has many opportunities throughout the year to meet individually with your child's teacher and Family Engagement Specialist or Home Visitor to review your child's progress in the program. We also encourage parent/guardians to make suggestions for activities that might help their child to be successful in school.

Meeting with Parent/guardians As parent/guardians begin the process of enrolling their child in the program, they are given the opportunity to meet with a staff member who will help to answer any questions they may have. Typically, this is their Family Engagement Specialist or ERSEA staff. They are also given the opportunity to visit their child's classroom before their first day. Virtual or outside meetings are available upon request.

Family Partnerships Our vision for families is to create an environment of partnership and mutual respect that will involve the whole family in all aspects of our program. We support parent/guardians as the primary educators of their child and honor their efforts to nurture their children. We encourage parent/guardians to advocate for their child and work to ensure that all parent/guardians have an opportunity for significant involvement in our programs. Parent/guardians are encouraged to provide input into policies and decisions for our program and participate in our advisory committees (education, health, Coordinated Family & Community Engagement (CFCE). This is the foundation of our success.

Family Events Triumph, Inc. supports parent/guardians spending quality time with their children and provides opportunities to learn and have fun together. Flyers will be distributed to announce these events.

Parent/guardian Workshops Throughout the year, we offer workshops on a variety of topics based on family interests and needs. Common topics include, dealing with challenging behaviors, understanding child development, emergency preparedness, financial literacy, etc. Parent/guardians should ask their Family Engagement Specialist or Home Visitor for more details. This includes socialization play groups offered in the Early Head Start Home Based program.

Policy Council The Policy Council is a group of elected parent/guardians and interested community members who act as the School Committee for our Head Start and Early Head Start programs. They make program policy and budgetary decisions and assist in evaluating how the program can best meet the needs of all Head Start and Early Head Start families in the communities of Raynham and Taunton. The meetings are held once a month at a designated time. A stipend is given to parent/guardians who attend to help with any costs incurred for child care and transportation. 51% of Policy Council members must be current parents from the program, and all program options must be represented.

Parent Committee Each center/program has monthly committee meetings where all parent/guardians are invited to receive updates from Policy Council, give input on training topics and community resources. A key activity at these meetings is parent/guardians' suggestions for classroom and building activities. Although we welcome all ideas, we do reserve the right to select those activities that support our educational and school readiness goals.

Program Evaluation & Self-Assessment Each spring, we ask parent/guardians to help evaluate our program in order to improve our services to both parent/guardian and children. Parent/guardians are asked to fill out surveys that are sent home. Self-Assessment is when the program looks at data collected throughout the year to help us make decisions on professional development, improvements, and changes to programming to best support our families.

Monthly Calendar and Newsletter Each month you will receive a calendar that will identify all of the important happenings scheduled to take place. Please post this calendar in a place you can see every day to make sure that you stay updated on all of our current events. Triumph produces a regular newsletter with important information for families. If at any time parent/guardians have ideas for items they would like to see in the newsletter, they should contact the Parent and Community Outreach Coordinator at the Riverway Center. All children's classrooms and/or home visitors will also send home regular newsletters and calendars that let parent/guardians know what is happening specifically in their child's classroom.

Communication Folders Parent/guardians are provided with an orange "Home/School Communication Folder" at the beginning of the school year. There are two pockets in the folder; one is labeled "keep at home" and the other is labeled "return to school." **IT IS VERY IMPORTANT** that parent/guardians check this folder each day and send the folder back to school with their child every day! This is the way that critical information is communicated to parent/guardians. The documents placed in the "Keep at Home Folder" are for parent/guardians to keep at home and contains important information. Items placed in the "return to school" side generally require parent/guardians to sign and return (this might be something like a field trip permission slip). If at any time parent/guardians need to send information to school to let the staff know something important about their child, they can simply place a note in the "return to school" side of the folder and the teacher will receive the note in the morning. Early Head Start parent/guardians will receive a parent/guardian-teacher 'daily communication sheet' that contains information about your child's day.

School Reach Automated System Primary and Secondary Parent/guardians will be updated regularly throughout the year using our automated School Reach system for announcements related to the entire program, weather and school cancellations. Parent/guardians are encouraged to always have an updated phone contact on file with your Family Engagement Specialist or Home Visitor in order to receive these phone calls automatically. This system also allows for "text messaging." The ERSEA team, your Home Visitor or FES will help you to select this option.

Online Platform Triumph's staff utilize an App called ClassDojo to communicate with primary and secondary adults regarding individual child, classroom, or family events. You must download the App on a smart device to receive these types of communication. You may also contact your teacher or Family Engagement Specialist through the App. ClassDojo allows for information to be translated into the family's primary language to ensure accurate and linguistically sensitive communication. This application program is free.

Parent/Guardian and Teacher Conferences Individual Guardian/Teacher conferences are scheduled at a minimum three times per year to discuss your child's progress and development. These meetings may be scheduled as a home or center visit. We encourage you to stop in to visit our centers at any time, but you may want to call to schedule a time to meet with the teacher whenever you have questions or information to share.

Family Reviews In order to provide comprehensive program services, our programs use a case management system. This system includes a review of your child and families' needs and accomplishments every month by the staff that works with your child and family. Family Reviews may include looking at assessment information, reviewing goals, progress toward goals, current referrals, etc. It also includes individual case conferences and child study meetings as needed. Parent/guardians are encouraged to be involved in this process. If appropriate, the parent may be invited to a meeting or will be given an opportunity for input through home visits and conferences. See your teacher, Family Engagement Specialist or Home Visitor for more information.

Incident and Accident Reports When an event occurs where your child is hurt, or behaves in a manner that needed atypical intervention, you will receive a written **EEC Incident or an Injury Report** that will be discussed with you. Parents are required to sign and return this document to school for our records. You may also retain a copy. Your signature indicates you have been made aware of what happened.

Home Visits

Educational Home Visits: Parent/guardians whose children are enrolled in our Center Based programs will receive 2 home visits from their child's classroom teacher(s). Teachers will visit with children and parent/guardians in their homes unless a parent/guardian requests otherwise. During these visits, parent/guardians are able to review their child's individual outcomes and set goals for their child's development with their teacher for the year. Families not enrolled in the Head Start or Early Head Start program will not receive regular home visits, but should feel free to contact our Education component if you would like information on developing your child's educational goals.

Family Engagement Home Visits: Parent/guardians whose children are enrolled in our Head Start/Early Head Start/Center Based programs will receive home visits from an assigned Family Engagement Specialist. Family Engagement Specialists will schedule home visits with guardians at their convenience. Head Start/EHS program enrollees receive 4 home visits per year, and for families receiving Department of Child & Family services, 1 time per month. Additional home visits may occur at any time there is a need. The Family Engagement Specialist will partner with families to develop Family Partnership Plans, act as an advocate on their behalf as well as resource and referral agent.

Families not enrolled in the Head Start/Early Head Start programs may also request home visit services and/or request support services and referrals by contacting the Family Engagement Component.

Home Visits-Home Based:
During the once a week, 90 minute home visits, Triumph staff work with parents and their children to support learning and play. Together, the home visitor and parents observe and think about the child. They plan ways to help the child learn using parent-child interactions, daily routines, and household items.

Home visits may be postponed or completed virtually if there is an emergency situation or there is a communicable disease present.

Referrals & Family Support
Triumph will work collaboratively with families to identify the best possible resources for their child and family. Other resources available to families are, but not limited to: emergency assistance, basic needs (food, shelter, clothing, fuel assistance, and education), training opportunities (GED, ESL, parent education), job training, WIC, SNAP, transitional assistance or employment agencies. Please inform your Family Engagement Specialist or Home Visitor if you are in need of any of these resources.

Translation/Interpretation Services
Triumph Inc. will provide an environment of acceptance that supports and respects gender, culture, language, ethnicity, and family composition; serve foods that reflect cultural and ethnic preferences; communicate with families in their preferred or primary language or through an interpreter. Triumph aims to hire multi-lingual staff who speak the home languages represented by our families. We promote family participation in literacy-related activities in both English and the home languages. Translation services are available upon request.

Parent or Community Concerns and Grievances: (Please also see Confidentiality and Privacy Policy)

Concerns:

Triumph, Inc. values the feedback provided by our parents and the community. There may be situations during your time with us that you may not be satisfied with, or need further clarification on a procedure or policy. If you, or member of the community have a question regarding the services being provided to you or your family members, every attempt should be made to resolve the issue at the lowest level of authority, with the least possible amount of program disturbance. Triumph, Inc. and its staff take complaints and concerns brought by parents or the community seriously and will look to find solutions quickly.

For example, if you are unhappy about a certain aspect of the classroom this must first be addressed directly to the classroom teacher before it is brought to the attention of the teacher's supervisor. If you are unhappy with the meals, you would talk to a member of the Health & Safety staff. This informal feedback will help us to improve our services. We will do our best to address matter and ensure you are satisfied with the resolution. Please do not bring staff issues to your Family Engagement Specialist. The FES and other staff are colleagues and confidentiality must be maintained.

If you are unable to resolve the issue after direct discussion with the staff member, please contact the staff's direct supervisor. After this discussion, if the issue is not yet resolved, you may request to meet with the Executive Director. At this time, a resolution or consensus should be agreed upon.

Allegations of criminal acts or any eminent danger to children are dealt with immediately by **the Executive Director** (Please refer to Institutional Abuse, under the Child Abuse and Neglect Policy)

A Grievance is a written complaint by someone other than a Triumph staff alleging that Head Start Regulations, Program Policies and Procedures, or EEC Regulations were ***intentionally*** not followed or were administered in a discriminatory

(unequal) fashion; or were administered in an arbitrary and unfair fashion. Copies of all regulations and standards are available in our centers upon request. Triumph, Inc. also operates based on an approved set of policies and procedures many of which are outlined in this Handbook. Parent/guardian may access a copy of the handbook on our website, www.triumphinc.org or upon request.

Every effort should be made to resolve the issue before moving to a formal grievance process. If, after following the procedure outlined above, you still feel a policy, procedure, or regulation has been violated, follow these steps:

Please submit information in writing, signed and dated to the Executive Director*. Whenever possible the regulation you believe the agency is in violation of should be referenced. Anonymous complaints will not be considered. Witnesses may be called at the discretion of the parties involved.

The Executive Director will have 7 working days to respond.

If, after the Executive Director's response, you need further assistance, you can request your written grievance and its response be submitted to Triumph Board of Directors and/or the Policy Council concerning within 7 working days. This request must be made in writing. Responses and recommendations of the governing bodies will be final and binding.

Situations may arise that are not covered by any existing policy and/or procedure. If needed, the management team, along with the Policy Council/BOD may develop new policies or procedures from time to time.

*If the concern or grievance involves the Executive Director, the written information should be directly submitted to Board of Director President, whose contact information is available on our website, www.triumphinc.org

Please Note the Following:
Recommendations for new program policies or procedures should be addressed at the Parent Committee meetings. If you are unable to attend, you may write your suggestion and give to your FES or HV to bring to the meeting. This will allow discussion between other program parent/guardians, program staff and a member of the policy council. Recommendations will then be brought to the Head Start/Early Head Start Policy Council by the PC representative at the parent meeting, or by a staff member. It is important to become familiar with Triumph's Organizational Chart, also available on the Triumph website.

Parent & Staff Boundaries

Social Media: The following policy addresses parent/caregivers of enrolled children's participation in social media. Social media, includes, but is not limited to, personal blogs, websites, Facebook, LinkedIn, Snapchat, Instagram, Twitter, or similar. This policy applies whether the caregiver is posting to their personal sites, commenting on Triumph site or others' site. Social Media postings are permanent and can go "viral" quickly. Inappropriate postings can create immediate and lasting damage for the Agency and the families and children we serve.

As part of our duty to safeguard children, it is essential to maintain the privacy and security of all our families. We require that photographs taken within the school setting or at special events **only contain images *of your own child***. Parents are prohibited from taking photographs of anyone else's child or uploading/posting photos of anyone else's child(ren). Triumph does not post photographs of child(ren) without parental consent. Please be aware of "privacy" and "security" setting on all of your social media accounts so that information shared is restricted to those you want to see it.

Parents/caregivers must avoid posts that have the effect of impairing the work of the Agency including harassing, demeaning, or creating a hostile environment for any staff member; disrupting; or harming the goodwill and reputation of the Agency. No public discussions are to be held or comments made on social media sites regarding the children, families or staff that could be construed to have any negative impact on the Agency's reputation. Please follow all applicable Triumph policies that would also apply to social media: i.e. Confidentiality& Child Record, Parent Code of Conduct, or Complaints & Grievances. All of these policies have the potential of being violated through improper use of social media.

Parents must not reference personal information about another child, parent/caregiver, or employee of the organization. Your social media name, handle or URL cannot not include Triumph's name or logo. Current employees of Triumph are not allowed to "friend" or accept a "friend request" of a current student, parent, or primary caregiver. Parents who are "friends" with each other should remain professional, use good judgment and be accurate and honest in your communication to each other, keeping in mind our Parent Code of Conduct at all times.

Use of social media that involves any kind of criminal activity or harms the rights of others may result in criminal prosecution or civil liability to those harmed, or both.

Triumph reserves the right to remove, block or reject comments, posts or users at any time which fail to comply with these standards at its sole discretion. Triumph reserves to block future submissions from users who fail to comply with these standards. Triumph reserves the right to discontinue any social media account at any time in its sole discretion. Written permission from parent/guardians is obtained before any images of you or your family is used on any Triumph social media platforms.

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the agency and those associated with it, it is not appropriate to do so. Following the chain of command and the procedures in the Parent Handbook is a much more effective way to have your needs addressed. Triumph considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only):

- Naming children, posting photographs or videos, making any comments about children (other than their own) who attend Triumph Inc.
- Making allegations about staff or anyone else connected with the agency;
- Making any posts that could be deemed to be cyber-bullying;
- Making complaints about the agency or staff;
- Making defamatory statements about the agency or staff, children or other families;
- Posting negative or offensive comments about staff or any other individual connected to the agency;
- Posting racist, sexist or ageist or other discriminatory language or comments;
- Posting comments which threaten violence;
- Posting comments or engaging in online discussions with children other than their own.

Babysitting Triumph, Inc. recognizes the importance of parent/guardians trusting the care of their children to our teaching staff and the bond that occurs between teacher and child. However, staff members are not allowed to provide services to children outside of work duties (i.e. babysit or transport) unless it is a family relative and the parent/guardians request the employee be added to the pickup list. Staff members who enroll their children in our program **may** list a co-worker on the pick-up list or assist with care outside of work hours, as long as there is no money or goods are exchanged. Staff should refer to the ethical code of conduct for clarification. We ask that all parent/guardians adhere to this policy and not initiate the need of babysitting or emergency contact services to our staff, as it is a terminating offense for staff. Former staff who are listed on the Family Contact Sheet emergency pick up list may be removed if it is the best interest the agency.

Parent/guardians are reminded of this policy upon orientation into the program. This policy is outlined in more detail in the Personnel Policies for staff.

CLASSROOM & HOME BASED INFORMATION

Policy: **Education and Curricula**

All classroom physical spaces may be modified to promote the health and safety recommendations and to facilitate infection control activities.

Our program provides for learning experiences that promote the growth of the child with activities and interactions based on the age and the developmental stage of each child. There is a wide range of equipment and materials for children of all ages. Some of the materials include sand and water tables, dramatic play, puzzles, pegs, matching/sorting games, play dough, painting, cutting, drawing materials, climbing equipment, books, music, and science tools.

Our staff is highly qualified and participates in more than the state mandated amount of professional development hours each year.

All parent/guardians are provided with a variety of opportunities to meet with their child's teacher throughout the year to discuss their child's progress and development. Parents/guardians will receive a copy of the quarterly progress report and another will be kept in the child(ren)'s records. The progress reports are based on observations/documentations of the child in a range of activities over time and may include samples of the child's work. Based on all information gathered from staff working with your child, the teacher will complete 3 to 4 progress reports per child.

Infant/Toddler Center Based Creative Curriculum Policy & Guidance

Our Early Head Start classrooms use the Creative Curriculum for Infants, Toddlers, and Twos. This curriculum helps our teachers to appreciate and find joy in the everyday discoveries that delight our youngest learners. It is a comprehensive curriculum that helps teachers achieve the very best program for children under three years old. When children have interactions and experiences that are nurturing, consistent, loving and appropriately challenging, then they will grow and flourish. In such an environment, children learn to trust and joyfully explore their surroundings, making discoveries and developing a sense of themselves as competent learners and caring human beings. This curriculum helps teachers to create everyday routines, experiences, and environments that provide the tools for literacy development. We utilize nurturing relationships, listening, talking, discovering the world through words and experiences, sounds, rhyme, rhythm, and songs. This curriculum is consistent with the Head Start Program Performance Standards and is based on sound child development principals about how children grow and learn.

Daily Infant/Toddler schedule: During arrival, teachers welcome parent/guardians and children; open-ended activities are provided to children. Parent/guardians receive a daily information form on their child's morning activities. Examples of typical daily activities may include: parent/guardian/teacher conversations, feedings/breakfast/snack, diapering/toileting every two hours and on demand, monitoring naps, individual activities based on goals of child, small group activities, creative movement/circle time, songs and finger plays, gross motor activities, feedings/lunch/snack, every two hours and on demand, afternoon naps, individual activities based on goals of each child, small group activities, creative movement and gross motor activities. (Bus children then depart and departure of remaining children occurs).

Early Head Start Home Based Curriculum

The home based program implements the Growing Great Kids™ curriculum. The program uses comprehensive strength-based approach to develop nurturing parent-child relationships and supporting healthy childhood development. The curriculum is individualized for expectant families. Growing Great Kids begins with building the parent-child relationship. Triumph staff support the parent(s) in developing an emotional attachment to their child. The staff and parent develop mutually respectful relationships to help parents articulate and support what they want for their child. Socialization play groups and field trips provide an opportunity to extend the learning with other children and parents.

Preschool Curriculum:

Our Head Start classrooms use the Opening the World of Learning (OWL) Curriculum. This curriculum provides guidance for teachers to implement six thematically organized units, with Family, Friends, Wind and Water, The World of Color, Shadows and Reflections, Things That Grow and Animal Friends and Foes. This curriculum develops language and literacy skills through rich, integrated content in all domains of early learning, incorporates favorite children's books,

songs, and poems. It also provides a comprehensive curriculum for full- and half-day program format options. Below is a brief overview of each of the components that make up the OWL classroom daily schedule.

Center Time provides plans for setting up and orienting children to self-selected activities in which they explore, experiment, deepen their understanding of new concepts, and practice building skills.	Let's Find Out About It builds students' background knowledge using information from nonfiction texts and hands-on experiences.
Story Time guides teachers as the class reads and discusses one or two trade books. Each book is read two times over a period of time	Let's Talk About It is an alternating feature that addresses topics of social and emotional importance to children and teachers.
Songs, Word Play, Letters builds children's phonological awareness, alphabet letter knowledge, and vocabulary with fun literacy circle activities.	Small Groups provides three small group activities each day to address math, writing, language and print manipulatives, science, and book browsing.

During arrival, teachers welcome parent/guardians and children; open-ended activities are provided to children. A typical daily schedule may include morning meetings, center time, story time, target transitions, songs, wordplay, Let's Find Out About It, Let's Talk About It, nap/rest time, snack, meals and outdoor time.

Other curricula and activities may be used in your child's classroom to support/implement OWL are: Lively Letters, Pedestrian Safety Curriculum; Health Curriculum and Conscious Discipline.

School Readiness Goals and
Parent, Family, and Community Engagement (PFCE) Framework

Triumph, Inc. Early Head Start and Head Start Preschool, in partnership with families, believe supporting play to encourage curiosity, engagement, persistence, creativity, and diversity in learning experiences for children. We encourage the development of children birth to five by creating an educational environment that utilizes individual approaches to learning, which includes social, emotional, behavior and cognitive self-regulation to prepare children for success in school and beyond. Children are at the heart of meaningful family engagement. They are the inspiration for positive, goal-oriented, parent-provider relationships. Our Parent and Community Engagement Framework shows our commitment to working together with families—supporting parents as they connect with their children, build strong relationships with staff, and work toward the goals they set for themselves and their children.

Social Emotional Development Goal: Triumph will support all children in developing the social and emotional skills necessary to understand and manage their emotions, build positive relationships, and make responsible decisions that contribute to life-long well-being and resiliency.	
PFCE Alignment:	• **Positive Parent-Child Relationships**: Secure attachments at home reinforce emotional regulation and social skills. • **Family Engagement in Children's Learning**: Families modeling empathy and problem solving at home strengthen these skills in children. • **Family Well-being:** Emotionally healthy families support children's ability to regulate emotions and form secure relationships. • **Families as Lifelong Educators:** Parents modeling emotional expression and social behavior at home reinforces classroom learning.

Motor, Physical and Sensory Development Goal: To promote each child's physical health, motor coordination, and sensory integration by providing developmentally appropriate opportunities for movement, exploration, and active play that support lifelong foundation for safety, health and wellness.	
PFCE Alignment:	• **Family Well-being:** Access to ongoing health and dental care, nutrition, and safe environments supports physical development. • **Families as Advocates and Leaders**: Families advocating for safe environments and play spaces, physical outdoor and indoor activity opportunities in their community promotes healthy development. • **Family Engagement in Children's Learning**: Families can support physical development through modeling and participating in active play and being consistent with routines at home. • **Families as Lifelong Educators**: Parents modeling healthy habits and safety practices reinforce learning.

Cognition and General Knowledge Development Goal: To foster each child's curiosity, problem solving and critical thinking skills through a variety of strategies and experiences to encourage a deeper understanding of the world around them.	
PFCE Alignment:	• **Families as Learners:** When parents pursue their own learning, they model cognitive growth and curiosity. • **Family Engagement in Transitions**: Participating and supporting cognitive readiness for school can help children adapt to transitions and thrive academically. • **Family Engagement in Children's Learning:** Families can support curiosity and problem solving through play, exploration, and conversation. • **Families as Lifelong Educators**: Parents encouraging questioning and discovery at home through everyday activities such as cooking, cleaning, hobbies and neighborhood exploration.

Language and Literacy Development Goal: To promote each child's language and literacy development by creating rich, engaging experiences that build communication, comprehension, and early reading and writing skills, while valuing and supporting the continued development of their home language and cultural identity.	
PFCE Alignment:	• **Families as Lifelong Educators**: Families are supported in using their home language to promote early literacy and communication at home by sharing stories, songs, and traditions. • **Families as Learners**: Families have access to resources and opportunities to strengthen their own literacy and language skills, including in their home language and English. • **Family Engagement in Children's Learning:** Families are active partners in supporting language and literacy development at home and in the classroom. Bilingual books, home language materials, and culturally relevant content are shared with families. • **Family Well-being:** Language access supports families in navigating services, reducing stress, and promoting confidence in supporting their child's development. • **Family Connections to Peers and Community**: Families connect with others who share their language and culture, building a sense of belonging and shared learning. • **Families as Advocates and Leaders**: Families are empowered to advocate for dual language learning supports and culturally responsive practices in the program and community.

Supervision of Children

Children must receive direct supervision at all times. Direct supervision means that educators must be able to see and hear the children without interference. No child will be left alone at any time. Teachers use a variety of strategies to keep track of children throughout the day, including taking attendance, conducting regular scans and counts, engaging children in counting and roll call activities, and completing name-to-face checks.

Procedures differ for center based and home based field trips. On home based field trips, a responsible, parent/guardian must attend and supervise their own children at all times.

All staff have been trained in what to do in the event a child is missing from their classroom, the playground or a field trip.

A missing child requires notification to the local police and to Triumph's licensing agents; the Office of Head Start and The Department of Early Education and Care.

Child Guidance/Behavior Management

Behavior management is about teaching, not punishing or disciplining. Through pro-active positive reinforcement, we allow children to learn lifelong skills. Positive reinforcement satisfies a child's need for safety and security and assists in the development of problem solving, decision making, healthy communication, and positive ways to express emotions, cooperation, reasonable risk-taking, and respect for authority. Positive reinforcement contributes to the development of self-control and healthy self-esteem because it teaches empathy and compassion, is grounded in a healthy relationship based on mutual respect, and children feeling competent and successful in their learning.

Triumph, Inc. utilizes best practice from experts in early childhood from the Office of Head Start, the Department of Early Education and Care and the Center on the Social and Emotional Foundations for Early Learning (CSEFEL)'s guidelines to develop our protocols for supporting social/emotional development and addressing challenging behaviors.

Triumph Inc. utilizes an evidence-based Social Emotional Learning and Classroom Management tool known as Conscious Discipline (CD). This is an evidence-based, trauma-informed approach that provides an array of behavior management strategies and classroom structures that educators and parents can use to turn everyday situations into learning opportunities. Through Conscious Discipline, we strive to create a School Family by using routines, rituals and structures creating a fundamental shift in education and classroom management. The program uses motivation, helpfulness, problem-solving and connection to support both your child's classroom & home. To learn about Conscious Discipline, please visit this FREE website. https://consciousdiscipline.com/

Parents will not see teachers using "time out" in our classrooms. We provide an "alone space" in each classroom to allow children to calm down and assist them with regulating their own behaviors and emotions. Redirection, verbal and visual cues are used more commonly to prevent or divert challenging behaviors.

Children speak through the language of their behaviors as well as their words. There are common behaviors that children may use to communicate, including but not limited to biting, teasing, name-calling, clinging, ignoring adults, testing limits, arguing, refusing to cooperate, aggression, temper tantrums and withdrawal. When prevention is not possible, teachers-intervene quickly when children are physically aggressive with one another. Teachers will use positive and consistent guidance based on the child's individual needs and development. Parents, teachers and the structure of the physical environment create a system to support each child as they are developing their self-regulation skills.

At no time will children be subjected to corporal punishment, humiliation, or abuse of any form. Children will not be punished for soiling, wetting, or not using the toilet. No child will be left alone, unsupervised or socially isolated. There will not be any verbal or physical abuse, neglect or abusive treatment. Sarcastic or derogatory language about the child or child's family will not be tolerated. Staff will not deprive children of meals or snacks, or force feed children or otherwise use food punishment or reward. Physical activity or outdoor time cannot be used as a form of punishment or reward. The Dept. of Early Education and Care does not allow licensed childcare programs to use discipline techniques that require the use of any physical restraint.

If the child's behavior is an ongoing threat to him/herself, other children, and/or staff which cannot be alleviated through positive guidance, behavior management techniques, and reasonable classroom accommodations, the program will inform families and discuss strategies that might be incorporated at home and/or school. The program will pursue options for supportive services to the program, including internal or external consultation, educator training or coaching. Reasonable modifications to the classroom environment and/or behavior modification techniques will be developed and

implemented. If feasible, additional staff may be assigned to assist this particular child. If these modifications are not able to ensure the safety of all children and staff, another meeting will be held with the family to begin the referral process. This meeting will be to discuss all options to support a successful school experience for your child(ren). Each situation will be dealt with on an individual basis depending on the needs of the child and the family. Other program options such as home-based services or alternate/modified schedules may be introduced to avoid suspension or termination. If child continues to display behaviors that endanger the safety of themselves or other children after an alternative schedule or other agreed upon options have been tried, the program will support the family with an external referral to another program to better meet the child's needs. *Please refer to Disabilities and Mental Health Services section of this document for more information.*

Toys from Home

Please do not allow your child to bring toys or technology devices from home. Anything brought to the facility will be put away safely until the child is picked up. If valuables or toys are sent to school with your child, staff will put them up away from children's reach, but we are not responsible for lost or broken toys. However, children may bring a SMALL stuffed toy to be used only at naptime or to comfort a child in times of distress or sadness. Safety regulations must be followed with all materials and equipment used by children in our classrooms. We need to prevent the potential risk of a toy that has not been sanitized or has small parts that could cause a choking hazard

Dress Code

Children need to be prepared to engage in a variety of early childhood activities including messy activities and active movement with no limitations or safety restrictions due to clothing or footwear. Children must arrive at school, and maintain wearing comfortable, safe, and weather-appropriate clothes and shoes. Shoes are required for all mobile children. No one is allowed barefoot to school. Developmentally appropriate undergarments (diapers, pull-ups or underwear) must be worn at all times.

Children's clothing should not be their best clothes in case they do participate in messy activities with glue, paint, water, etc. The preschool aged child should be able to manage their clothes themselves for toileting. Shoes should be well fitting such as sandals or sneakers with no openings for sand or mulch to enter their shoes. **Children may not wear flip-flops**, open toed shoes, slides or heels as these inhibit safe running, jumping and climbing necessary for proper gross motor development. Jewelry and hair accessories should not be dangling as they can be a danger or choking or entrapment hazards.

If your child's teacher feels that your child is not appropriately dressed, s/he may remove/replace any article of clothing that poses immediate danger and/or notify you if replacement clothing is needed. If you need resources regarding obtaining clothing or shoes for your child/family, please speak to your Family Engagement Specialist.

If your child gets any human bodily fluid or secretion on their clothes, they will be changed and the soiled items will be placed in a bag to bring home to be washed. **Parent/guardians must supply at least one extra set of clothes to remain at school in case of accidents or spills.** If you need help obtaining an extra set of clothes to remain at the program, please talk to your FES for resources.

Birthday and Holiday Celebrations

All foods offered to children while at Triumph, Inc. must be prepared and/or approved by our Pediatric Health and Safety Manager. **Foods that are not part of the programs food service are prohibited from classrooms**. Please refrain from sending your child to school with food from home. Triumph understands that holidays, religious activities and birthdays are an important part of family life. However, Triumph serves a very diverse population with many different backgrounds and traditions. In order that no child or family feels that their background or tradition is less important than anyone else's, Triumph classrooms cannot observe religious or cultural holidays during classroom, parent/guardian meetings or Group Socialization time. Additionally, some families may not have the resources to provide their child with a group birthday celebration, and doing so in the classroom may lead to some children feeling bad about themselves or their family. Accordingly, Triumph will not conduct holiday or child celebrations including, but not limited to, holiday parties, Valentine exchanges, Halloween costume parties, gift exchanges, or birthday parties. Instead, we will celebrate the seasonal changes that take place during the year. Holiday activities and child celebrations may take place on home visits with Head Start staff present, if initiated by parent/guardians. When children initiate discussions or when children direct activities teachers and staff will follow the children's lead.

Diapering and Toileting: Triumph, Inc. provides disposable diapers and wipes for infants, toddlers and preschoolers who are not toilet trained in our programs. Your child will be changed at regular intervals throughout the day and as needed. Unscented wipes are used when changing your child. Triumph makes sure our changing surface is smooth and intact and cleaned before each use. Our changing surface is protected with a covering that covers the surface so your child does not

come in contact with the changing surface. Educators wash your child's and their hands with soap and water after each changing. Parents/caregivers will be told the brand of diapers and wipes available through Triumph. If the parent/caregiver uses or prefers a different brand then what is supplied by the program, the parents must provide it themselves. If your child has an allergic reaction to the diapers provided, you should also bring in diapers from home. Due to sanitation requirements, cloth diapers are not allowed.

If your child needs diaper cream, parent/guardians are to provide it and label it with the child's name, along with a permission slip to administer the cream. We do not use baby powder or any powder substances on any child.

Parent/guardians are responsible for diapering at EHS Home Based activities and visits. We have a changing station located at the Barnum building for these programs.

Toilet Education: Toddlers who show signs of toileting readiness will have a plan to assist with toilet training. The plan will be made with the child's parent/guardians so that the plan is consistent and continues at both home and our centers. Children need to be physically, emotionally, and cognitively ready to start a toilet education plan. Triumph does not formally start a toilet education plan until the child is 24 months of age or shows signs in all three areas. We encourage parent/guardians and teachers to communicate when a child starts to show signs of readiness, including: dryness for long periods of time (at least 2 hours), regular and predictable bowel movements, curiosity about toilet and underwear, child indicates by words, facial expressions or posture that he/she is about to urinate or have a bowel movement, ability to take pants on/off and walk to/from the bathroom, child's displays discomfort with soiled diapers. No child will be excluded from any program regardless of toileting readiness. Children must wear developmentally appropriate undergarments (diapers, pull ups or underwear) at all times during the toilet education (potty training) process.

Safe Sleeping Practices: Triumph, Inc. follows the DEEC Childcare regulations that require an extended period of sleep, rest or quiet activities be provided for children in care for longer than four hours. Children who choose not to sleep or awaken early will be offered quiet activities for the remainder of the sleep or quiet activity period. Just as adults use knitting, painting, reading, etc. for rest and relaxation, quiet activities will support children's growth and development as well as their need for rest and relaxation, and will help prevent children from seeing rest time as "punishment." Space between cots and cribs will be placed in accordance with EEC and Head Start regulations.

Infants nap according to their own schedules. If an infant falls asleep while being held, rocked or out in the stroller, they will be placed in a crib to continue their sleep. Infants will be placed on their backs to sleep. Infants are provided with a firm, tight-fitting mattress in a crib that meets current safety standards. No pillows, bumpers, comforters, blankets, stuffed toys or other fluffy products are in the crib. Two children never share a crib at the same time. A fitted sheet will be provided for your infant. Parent/guardians may provide a sleep sack. As your child grows and matures, cot sleeping will be encouraged. This will assist your child in the transition from Infant rooms to Toddler rooms, as toddlers nap on a cot. Toddler and preschool children will have a rest period of 45 minutes but not exceed 2 hours. All bedding for infants and toddlers is provided and laundered at the center. The bedding on the cribs and cots is washed once weekly or as needed. The bedding in preschool classrooms is sent home every Friday to be washed and returned to school on Monday. When illnesses are prevalent, laundering will happen more often. After every sheet change, the cots or crib mattresses are disinfected. There is a washer and dryer in each center. Infant soft toys are able to be washed as much as needed to prevent the spread of germs.

Pacifiers: Triumph, Inc. supports social and emotional development and understands that some children need external support to fall asleep or self soothe. Children will be allowed pacifiers. All pacifiers need to be stored in a sanitized, closed container that is labeled with the child's name. Triumph, Inc. does not supply pacifiers and parent/guardians are responsible for supplying an appropriate labeled container.

Shoe Free Environment in the Infant Rooms: With infants commonly on the floor, Triumph, Inc. wants to provide a clean, safe and healthy environment in our infant rooms. We practice a "shoe free" policy in these rooms. We ask that all adults entering the room please slip on pair of shoe covers over their shoes. We take this action to prevent outside contaminants from being brought into the room and spread onto the floor.

Biting: Biting in toddler and infant rooms is not uncommon and is a normal stage in child development. It causes more upset feelings than any other behavior in our centers. Teachers and parent/guardians all want the behavior to end as quickly as possible. Children up to the age of two learn through 'mouthing objects' and people. When biting does occur, we take it very seriously and try to extinguish the behavior as quickly as possible by helping the child to develop positive social skills. Confidentiality of all children is always maintained whether your child is bitten or is the biter. Parent/guardians will be notified as appropriate and pertains to individual children involved.

Outside time: Children go outdoors on a daily basis, weather permitting. They also go on short walks in the strollers to provide them with fresh air and sunshine. Playing in the rain and snow is a great learning opportunity for your child…and is just plain fun! During the spring and summer months the program provides sunblock and it is applied with parent permission to children 6 months or older. We use slides, balls, sandboxes, bikes, and water play, etc. to keep your child active. Please see our dress code section (above) for further information on how to prepare your child to play outside. If the heat index is over 90, the air quality is deemed poor or in the winter when the temperature with the wind-chill is below 32 degrees we will not go outside. Parent/guardians may not request their child to stay inside while the rest of the group is outside. All Triumph teachers are expected to include outdoor experiences during all seasons.

Field Trips: The curricula in our classrooms involve using community resources such as stores, libraries, park, farms, playgrounds, etc. Weather permitting, classes go outside daily to play, walk, or visit the neighborhood. If your child is leaving the school grounds for one of these activities, your classroom teacher will notify parent/guardians in writing in advance. A parent/guardian or legal guardian will sign a permission slip for all field trips requiring transportation which must be returned or the child may not participate. Guardians are always welcome to participate (Please refer to policy: Background Record Checks).

For home based field trips, an adult parent/guardian must attend and supervise their own children at all times.

Screenings & Referrals
Within 45 days of the child entering the program, developmental and behavioral screenings are completed to determine if your child is developing at an age appropriate pace. With parental consent, developmental, behavioral, motor, language, social, cognitive, and emotional skills will be assessed. Triumph will use one or more research-based developmental standardized screening tools to complete the screening. The program will gather information from family members, teachers, and relevant staff familiar with the child's typical behavior as part of the screening process. For children who do not speak English, screening tools will be administered in the child's home language if appropriate.

Triumph, Inc. will obtain records from physician's offices when available and/or appropriate or health staff will perform within classroom environment. Screenings are done only with the parent/guardian's written permission and results are shared with parent/guardians. The following required screenings are done by trained staff/volunteers and state certified professionals.

Vision: the SPOT vision screener
Hearing: Audio test is performed
Developmental: An assessment of a preschool child's developmental milestones, ASQ&ESI
Behavioral: ASQ SE is completed yearly
Blood Pressure: 3 years old and up

In addition, Triumph may meet with parent/guardians if there are ongoing concerns to introduce additional tools to gather further information if needed.

Once the screenings are completed, they are discussed with the parents/guardian. If it is determined that the child needs immediate attention, parent permission will be obtained to process a referral to the DPH Early Intervention (EI), the local public school or one of several resources for early childhood mental health (see mental health services policy). If more information needs to be gathered, the Child Development Specialist or Mental Health Consultant will perform an observation of your child, and gather information from your child's teacher/home visitor. Based on that information, a determination will be made to do a referral to one or more of the resources listed above or to continue offer supports within the context of the program. We will continue to monitor your child's progress to conclude if a referral should be made at a later time.

Disabilities and Mental Health Services

Disabilities
An initial developmental screening on every child in the program is conducted within the first 45 days of their start date. This screening serves as a "quick look" at the child's development in the areas of language, fine and gross motor, and cognitive reasoning and self-help skills. Each child's individual needs are addressed through natural play experience inside/outside of the classroom. If concerns arise, or further assessment is needed, a member of our staff will meet with parent/guardians to discuss making a referral to Early Intervention or the local school system. (See screenings and referrals, above)

Triumph, Inc. has working agreements with the public school systems (Taunton and Bridgewater/Raynham), as well as the local Early Intervention Program which can provide in depth evaluations to identify and service children with disabilities. These collaborative relationships assist Triumph and families determine the most appropriate and least restrictive environment for those children with a diagnosed disability or complex mental health needs.

Children with special needs often require unique supports in the program. Triumph staff, although not special education teachers, will receive basic training to provide assistance to your child to facilitate full participation in the program. We reserve 10% of our federally funded enrollment slots for children with diagnosed disabilities.

Mental Health
As a Head Start and Early Head Start grant recipient, Triumph is required to provide a broad spectrum of mental health services. These services include mental health screenings, promotion, prevention, early identification of mental health concerns, and referrals for treatment of children and families. Triumph will work collaboratively with families to identify and access services and resources. Triumph employs a mental health professional who facilitates mental health services to children and families including, but not limited to, providing mental health consultation, designing program practices to promote social emotional development, effectively address challenging behavior, and providing education on mental health issues. These services will meet the needs of most children and families that enroll at Triumph. However, in some cases, a referral for outside services will be made in partnership with families. Once a referral has been made, program staff will continue to provide support and guidance that best meet the child's and family's needs and to determine the most appropriate placement for those children with a complex mental health needs. Some of the outside services that may be accessed are described below:

On-Site Mental Health Consultant—Triumph contracts with a Mental Health Consultant(s), with a specialty in child psychology. The consultant is available to work with staff, children, and families in developing strategies to support social/emotional development. This may be done in a variety of ways, including but not limited to, observations, review of child's files, meeting with Triumph employees, parent and staff trainings, special education service providers and parent/guardians or consultation with outside providers. If deemed necessary, the consultant also makes referrals to outside agencies (some listed below) if a child is in need of specialized support in partnership with the child's guardians and Triumph staff.

Outpatient Therapy—may include individual, family and group therapies. Outpatient therapy is delivered in a clinician's office. Outpatient therapy is a good place to start to receive guidance and better understanding of your child's needs. Sometimes, a clinician may provide these therapies at one of the Triumph facilities.

In Home Therapy—is a flexible service that allows provider to deliver intensive family therapy to the children in the home, early childhood setting/school or other community setting.

Intensive Care Coordination—ICC is an intensive, individualized care planning and management process for children with serious emotional disturbance. ICC can be a good service for a child who needs or receives services from multiple providers and schools because it ensures that interventions and services are effective and coordinated.

Mobile Crisis Intervention (MCI)-- Mass Health provides emergency behavioral health services called Mobile Crisis Intervention (MCI). This is a 24 hour, 7 day a week short-term treatment service. MCI teams stabilize and resolve issues to crisis situations to reduce the immediate risk of danger to the child or others. The team travels to where the emergency is happening. Although it is not typical for MCI teams to receive requests from childcare providers, in rare instances Triumph may utilize this service. Triumph will contact a parent or legal guardian before requesting MCI services. The parent should be prepared to come to the center immediately, however the MCI will arrive within 60 minutes of being called. If a parent or guardian cannot be reached, we will continue to call others on the emergency list to make them aware that MCI has been called. (Please also read "Emergency Health Care Plan")

Examples of Early Childhood Mental Health Providers: Early Childhood Mental Health Consultations Services, Massachusetts Association for Infant Mental Health; Regional Consultation Program—this is not an exhaustive list.

HEALTH & SAFETY

Reporting Child Abuse & Neglect
Federal and State Law mandate all childcare providers have policies and procedures in place to report child abuse and neglect. Triumph, Inc. will adhere to the following DEFINITIONS ACCORDING TO MASSACHUSETTS LAW AND DCF REGULATIONS:

CHILD ABUSE is defined as the non-accidental commission of any act by a caretaker upon a child under age 18, which causes or creates substantial risk of serious physical or emotional injury; or constitutes a sexual offense under the laws of the Commonwealth.

CHILD NEGLECT is defined as: failure by a caretaker, either deliberately or through negligence or inability, to take actions necessary to provide minimally adequate food, safety, clothing, shelter, medical care, supervision, emotional stability and growth or other essential care; provided, however, that such inability is not due solely to inadequate economic resources or to the existence of a handicapping condition.

Domestic Violence is a reportable condition under this definition. Substance abuse can lead to or occur with issues of domestic violence. Substance abuse is a reportable issue to DCF and a 51A may be filed with the Department of Children and Families.

DCF (Department of Children and Families) is the state agency responsible for taking and investigating complaints about alleged abuse and neglect and providing necessary follow-up services to children and their families.

51A is a report of alleged child abuse or neglect made to the Department of Children and Families. The report must be made made immediately and must be followed up by a written report within 48 hours.

All program staff are mandated reporters under M.G.L. c. 119, § 51A. Staff must report to the Department of Children and Families (DCF) whenever they have reasonable cause to believe that a child is suffering from serious physical or emotional injury due to abuse or neglect. This includes, but is not limited to, sexual abuse and malnutrition. A report must be made regardless of where the abuse or neglect occurred or who caused it.

Procedure for Reporting Suspected child abuse and neglect:
Employees/Volunteers/Interns/Students/Consultants who have observed, been informed of, or suspect possible physical, sexual, or emotional abuse or neglect of a child shall immediately notify their Triumph, Inc. designee of a reportable condition in accordance with the table below:

MANDATED REPORTER	DESIGNEE
Classroom Teachers → report to	Family Engagement Specialist
Health Specialists → report to	Family Engagement Specialist
EHS Home Visitors → report to	Home Based and Community Program Manager
PPC+ Home Visitor & CFCE staff → report to	Home Based and Community Program Manager
Family Engagement Specialist → report to	Child & Family Services Manager
All Other Staff/Volunteers/Consultants→ report to	The designated Manager or Staff member to be given at orientation

Family Engagement Specialist, Child & Family Services Manager, or CFCE/PC+ Manager will support Mandated Reporters by assessing if more information is needed to determine a reportable condition. Efforts will be made to gather information from staff members assigned to work with the child/family, as appropriate. This process however, does not preclude the responsibility of mandated reporting. The process of determining if a situation is reportable, warranting a 51A report to DCF includes the gathering of factual and observable events and is documented in an objective manner.

When there is disclosure of abuse or neglect by a child, at no time should the employee/volunteer/intern/student/consultant react negatively or emotionally or ask leading questions of the child. Remain calm, show concern, and listen to what the child is telling you. Multiple or extensive interviews of a child are discouraged.

Decision to file: The Family Engagement Specialist (FES) or Manager or Home Based and Community Programming Manager will inform the Child & Family Services Manager or Executive Director of the reportable condition and decision to file. The FES or

Manager/Coordinator will support the MANDATED REPORTOR with an immediate oral report to be made to DCF by phone call, later followed by a 51A written report to DCF within 48 hours. All of the above information must be documented in the child's record. Managers will refer to the Administration for Children and Families (ACF) IM 24-06 to determine reporting requirements within 7 days.

It is the general practice of Triumph, Inc. to inform parents prior to filing a 51A report with the Department of Children and Families. The Child & Family Services Manager, Home Based and Community Services Manager, will offer guidance, suggestions, and assistance to help the FES or Home Visitor or staff support this family. If it is not feasible to contact the parent/guardian or make a visit, or notification is not in the best interest of the child, the Executive Director or designee may make the decision to waive advance parent notification. This policy is provided and discussed with all families at the enrollment home visit. The FES or Home Visitor in consultation with their supervisor is responsible for follow-up with DCF and the family.

Discussion or Home Visit with the family should include the following:

1. Specific information about program concerns.
2. Opportunity for the parent to respond to allegations.
3. Explanation of our role as mandated reporters.
4. Explanation of 51A and DCF investigation process.
5. Discuss parent's emotions/reactions and potential anger/reprisal against the child.
6. Offering support throughout the process.

Decision not to file: Should a decision not to file be made by the Agency, this does not prohibit a mandated reporter from filing a 51A on the child's behalf. When a mandated reporter feels strongly that a situation needs to be filed, the reporter must speak openly about their concerns and the reporter's concerns must be respected and supported by the designee representing the agency.

Collateral Agency filing: If Triumph, Inc. is notified by another agency regarding an intent to file a 51A on a program family, Triumph, Inc. will honor the other agency's policy in regards to informing the parent of the intent to file. No Triumph, Inc. employee volunteer, intern, student or consultant should assume that another agency has informed a family of the filing of a 51A report, nor should such person assume or confirm the identity of the reporter. Once a family is aware of the filing, Triumph, Inc. will offer support services to the family.

Requests from DCF for on-site child interviews: Triumph, Inc. cooperates with federal, state, and local laws and the Department of Children and Families in regards to 51A/B investigations. DCF may request to interview a child at Triumph, Inc. If DCF requests to interview a child on site at Triumph, Inc., the request will be honored. In most instances, DCF has informed the family of their intent. When DCF thinks a child may be at further risk if the parents are notified, DCF may request to interview a child at Triumph, Inc. without parental permission. In these circumstances, Triumph, Inc. will comply with this request.

DCF Reporting: 1-800-792-5200 Local Office: 508-821-7000

Parent Stress Hotline: 1-800-632-8188

INSTITUTIONAL ABUSE
Suspected Child Abuse or Neglect by a STAFF OR VOLUNTEER

When allegations of child abuse or neglect are made involving a Triumph employee, volunteer, intern, student, or consultant the following steps must be implemented:

All alleged incidents regarding improper care or treatment of a child must be reported *immediately* to the **Executive Director; if the Executive Director is unavailable, contact your nearest MANAGER**

- The person will give a written and oral report to the Executive Director. If a parent/caregiver brings this type of abuse allegation to their Family Engagement Specialist or other staff member, the staff member must assist the parent in immediately contacting the Executive Director.
- If a child is in imminent danger, staff must intervene immediately to ensure the child's safety and then report to the Executive Director.
- Any staff involved in an alleged incident must be immediately removed from work with children in accordance with EEC regulation 7.05(3). Appropriate EEC ratios will always be maintained. Educators are responsible for abuse and neglect if: the educator admits to causing the abuse or the educator is convicted of the abuse or neglect in a criminal proceeding.
- The Executive Director, in conjunction with the employee's supervisor, will meet with members of the child's classroom team whenever possible. This may include any individuals with knowledge of the incident. The purpose of this meeting is to assess internal factors that may have contributed to the situation and to gather sufficient information. This information will be used to provide an accurate account to DCF and EEC and to support appropriate decisions regarding personnel actions.
- All staff involved or with knowledge of the incident will submit a written account with as much detail as possible by the end of their shift to the Executive Director.
- The Executive Director or designee will contact the parents of the child involved as appropriate.
- The Executive Director will initiate personnel action(s) in accordance with the Department of Early Education and Care regulation 7.05(3) and Triumph, Inc. Personnel and Child Abuse and Neglect Policies. One of the following personnel actions will be immediately initiated:
    - Employee will be placed on administrative leave/investigatory suspension with or without pay; or
    - Reassigned to other duties that do not involve direct contact with children pending outcome of investigation; or
    - Immediate dismissal is recommended to the Head Start/Early Head Start Policy Council and Board of Directors.
- The Executive Director or designee telephones the assigned licensor to make the department aware of the allegation, to report the incident to our licensor, appraise licensor of the personnel action taken, the status of the child and employee and receive guidance on next steps. Within 24 hours, a written report will be submitted into the LEAD PORTAL of the Department of Early Education and Care.
- The Executive Director or designee calls the Department of Children and Families to file 51A report. The department is informed of an allegation of abuse or neglect and occurred while the child was in our care. Phone contact/report should be made immediately, followed by a written report to local DCF Office within 48 hours.
- The Executive Director will consult with the Regional Office at ACF to determine if an official report needs to be made within 7 days of the filing.
- Once a report is filed, the employee may not return to work in the program until DCF has screened out the report or all investigations by DCF and EEC have been completed. The agency must receive verbal and/or written notice of the findings before the employee may return. The Executive Director, and/or Human Resource will keep employees informed regarding the progress and expected timeframes of the investigation and closure of same.
- If EEC determines—through its own investigation or one conducted by DCF under Sections 51A and 51B—that there is reasonable cause to believe the educator or another individual caused abuse or neglect while children were in care, appropriate action will be taken.
- The Executive Director and/or Human Resources will keep the employee informed about the progress of the investigation and anticipated timelines for its completion.
- Should an allegation of abuse or neglect be substantiated after investigation by DCF/EEC, a report is then given to the Board of Directors to assist in determining program and personnel actions.
- The Executive Director will inform the President of the Triumph, Inc. Board of Directors, the Head Start/Early Head Start Policy Council Chairperson and/or Administration of Children and Families Program Specialist regarding any DCF supported allegation of institutional abuse or neglect in accordance with Head Start Performance Standards.

Contact Karen Ennis - Executive Director: 508-822-5388 x 107
100 Honorable Gordon Owen Riverway, Taunton

DCF (Department of Children and Families) is the state agency responsible for taking and investigating complaints about alleged abuse and neglect and providing necessary follow-up services to children and their families.

51A is a report of alleged child abuse or neglect made to the Department of Children and Families. The report is usually made first by telephone within 24 hours and must be followed up by a written report within 48 hours.

MANDATED REPORTER*:* All program staff is a mandated reporter under M.G.L. c. 119, § 5IA and must make a report to the Department of Children and Families whenever he/she has reasonable cause to believe a child in the program is suffering from serious physical or emotional injury resulting from abuse inflicted upon the child, including but not limited to sexual abuse, or from neglect, including but not limited to malnutrition, no matter where the abuse or neglect may have occurred and by whom it was inflicted.

Smoke Free Environments & Substance Abuse

Smoking
The Smoke-Free Workplace Law prohibits smoking in all enclosed workplaces, including public and private schools. In addition, Massachusetts requires that all public schools through high school prohibit smoking on school grounds, on school buses, and at school sponsored events. The success of this policy will upon the thoughtfulness, consideration, and cooperation of smokers and non-smokers. All employees shall share in the responsibility for adhering to and enforcing the policy. Parent/guardians in the program who smoke and would like to participate in smoking-cessation programs should contact the Pediatric Health and Safety Manager

Smoking is prohibited within all buildings, company vehicle at any time or while home visits are being conducted. This policy also includes any classrooms, staff, offices, kitchens, restrooms, parent/guardian and staff meeting rooms (used in the evening as well as the day), hallways, outdoor play areas and vehicles use for transporting children. This policy applies to all employees, parent/guardians, contractors, volunteers and visitors. Staff who wish to smoke in their private vehicles must park out of sight of the children and off Triumph, Inc. premises, including driveway/roadway.

There will be no smoking by staff members on home visits, field trips, or any other agency functions where parent/guardians and/or children are in attendance. Parent/guardians must refrain from smoking during these times also. This includes electronic cigarettes or other tobacco related products.

"No Smoking" signs shall be posted at all building entrances and throughout the building.

Substance Abuse
All Triumph, Inc. locations are "Substance Free." Triumph, Inc. will promote positive strategies to do so through resources and referrals. Your child will not be released to you or your designee, if they are exhibiting behaviors that is deemed unsafe and would put your child at imminent danger. This could be due to having consumed alcohol, illegal drugs, or prescribed medication or substances. This policy is enforced regardless of medical or emotional conditions. Triumph has a voucher agreement with a local cab company for emergency transportation.

The following steps will be executed by a Triumph staff person at the center:

- The adult will be reminded of this policy
- The adult will be told that someone else on the emergency card needs to come and pick up your child.
- The director or manager of the program will be informed immediately.
- 51A may be filed with the Department of Children and Family Services. All of the staff are mandated reporters. All staff members are required and responsible to ensure the safety of all of the children enrolled in the program.
- You will be referred to your Family Engagement Specialist to address your concerns in a supportive manner.
- If the impaired individual does not follow this policy and becomes aggressive in any manner, the local police will be called.

If a staff member arrives for a scheduled or unscheduled home visit and the staff member detects that a caretaker appears to be impaired by exhibiting behaviors that is deemed unsafe or would put your child at imminent danger and/or has been informed of illegal drug activity occurring in that environment, the following will occur:

- The staff member will determine if the child is safe and being supervised by a competent adult.
- The staff member will leave the premises and contact the content area manager or Executive Director immediately.
- They will call the police or other emergency services if deemed necessary.
- 51A may be filed with the Department of Children and Family Services. All of the staff are mandated reporters. All staff members are required and responsible to ensure the safety of all of the children enrolled in the program.
- You will be referred to your Family Engagement Specialist to address your concerns in a supportive manner.

Weapon Free Workplace Policy

To ensure Triumph maintains a workplace safe and free of violence for all employees and participants, the company prohibits the possession or use of dangerous weapons on company property.

All Triumph employees are subject to this provision, including contract workers and temporary employees as well as visitors and clients on company property. A license to carry the weapon on company property does not supersede company policy.

"Company property" is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property.

"Dangerous weapons" include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

Searches of Personal Property

Triumph reserves the right at any time and at its discretion to search all company-owned or leased vehicles, plus packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon or illegal substance is being, or has been, brought onto its property or premises in violation of these policies. A member of the Triumph leadership team will call the local police authority to aide them in the search. Parents who fail or refuse to comply with law enforcement search under this policy will be subject to exclusion from program or termination from employment for those with enrolled children.

Policy: **Background Record Check Policies** (BRC)

All Triumph, Inc. current and prospective employees or other persons regularly providing child care or support services (volunteers/interns) with potential for unsupervised contact with children in the program must complete a consent for a Background Record Check (BRC) consisting of Criminal Offender Record Information (CORI) check and a Department of Children and Families (DCF) background record check conducted by the Department of Early Education and Care (EEC). A consent to submit the Check must be obtained by Triumph. This consent will be given in person by filling out the EEC required forms and supported by a photocopy of an accepted form of identification of the candidate. A conditional offer of employment will be given to prospective employees, volunteers and interns, until the results of the Background Record Checks (BRC's) are received.

BRC's are performed only by EEC approved Licensee & Reviewers of Triumph, Inc. A Licensee/Reviewer is a person authorized to receive, review, and discuss the BRC results of other potential employees, regular volunteers, or interns in the program. Triumph will ensure that EEC is notified of when an approved reviewer leaves employment. Triumph will further assure that new BRC's are completed for our program's Licensee and Reviewers at each license renewal and for every staff member and regular volunteer/intern who has the potential for unsupervised contact with children, at least every two (2) years.

Triumph will also complete a new BRC review for an employee or volunteer or intern any time the program receives information that may indicate that a new Background Record Check review is appropriate (for example, notification that a staff member has been arrested or has been named a person responsible for abuse and neglect of a child).

Massachusetts legislation changes enacted on September 3, 2013, now require Sex Offender Registry Information (SORI) check and fingerprint-based national and state criminal history database checks in addition to criminal Offender Record Information (CORI) and Department of Children and Families (DCF) background record checks. SORI checks are reviewed by EEC and are completed at the same time as CORI and DCF background record checks.

Once CORI, DCF, and SORI checks have been approved, EEC shall notify Triumph to direct the candidate to register for a fingerprint scan. Registration is either done on-line or by phone to arrange an appointment at one of several designated vendor locations in the local area. The appointment will take approximately 5 to 10 minutes. Applicants will receive a receipt as proof that fingerprints were taken which then must be returned to Triumph. There is a processing fee of $35 that may be paid by credit or debit card at the time of registration or by bank check or money order at the time of fingerprinting (personal checks and cash will not be accepted). Current employees in addition to prospective employees are expected to pay the cost. All must turn in the receipt of payment to Triumph as proof of scan. Employees and parent volunteers of currently enrolled children are eligible for reimbursement of the processing fee however, must await the results from the fingerprint scan with no disqualifying information, in order to be eligible for reimbursement.

Triumph, Inc. may only hire new staff after the CORI, DCF, and SORI checks are completed and approved. Offers of employment will be conditional until the fingerprint database checks are reviewed and approved by EEC. The EEC approval process may require 4-6 weeks before Triumph is notified of the results. "Provisionally Approved" candidates for employment may begin work, but may not have unmonitored contact with children until the employee is designated "Suitable" in the BRC records system.

If the applicant has a pending status, and EEC requires further documentation or information to process the request, it is the employee or potential employee, volunteer or intern's responsibility to provide this information to EEC in a prompt manner. Once the fingerprint scan results are received, EEC will then notify both the applicant and Triumph, Inc. as to whether the applicant has been approved for hire therefore finalizing the hiring decision. Federal law prohibits EEC from sharing the results of fingerprint-based databased checks directly with employers.

If EEC finds a candidate or a current employee, intern, or volunteer, "Unsuitable" or "Not Conditionally Approved" based upon the findings of the fingerprint-based check of the state and national criminal history databases, the offer of employment to the candidate, opportunity for intern or volunteer will be void. If this determination is made for a current employee, intern or volunteer, the Agency must immediately suspend or terminate employment or placement.

CHILD GENERAL HEALTH GUIDANCE

Health practices at Triumph, Inc. will be implemented according to all Head Start Performance Standards, Massachusetts Department of Early Education and Care, Caring for Our Children: Basics, QRIS and NAEYC regulations.

Health Requirements and Documentation
In order to maintain a safe and healthy environment for all children and staff Triumph, Inc. requires parents to provide documentation of ongoing preventative health care according to the Massachusetts EPSDT schedule. An annual physical exam is required for continued participation for preschool children and more frequently for infants and toddlers. Documentation of up-to-date immunizations, lead screening, and hematocrit and hemoglobin results are required as part of a child's well check or physical exam. Health Specialists will continuously track ongoing preventative healthcare for all children and work closely with families in ensuring appointments are scheduled, attended and current documentation of exams and follow-up treatment is on file.

Program staff will work in partnership with families when required medical documentation has not been received by the program. Triumph will follow the McKinney-Vento Homeless Assistance Act for all families experiencing homelessness to ensure that families are not denied access to the services offered by the program.

Immunizations
Immunization records are reviewed according to the current age-appropriate, state specific immunization schedule for all enrolling and enrolled children by a Health Specialist or the Pediatric Health and Safety Manager. Incomplete immunization records are reviewed with the child's primary care physician and parent/guardian to determine if a catch-up schedule is in place. Families who choose not to immunize their child may be permitted on a case by case basis and must speak to the Health Manager for further guidance. Triumph, Inc. will consult with the local Board of Health and Health Care Consultant upon learning of a vaccine preventable disease outbreak and appropriate temporary exclusions will be implemented to ensure the safety of all children and staff. Appropriate incubation periods will be determined in collaboration with the Board of Health, Health Care Consultant and the child's primary care physician. Per Head Start Performance standards, parents/guardians of an enrolling or enrolled infant who has not been immunized due to the child's age should be informed if/when there are children in care who have not had routine immunizations due to exemption. Children experiencing homelessness as defined by the McKinney-Vento Act will receive Triumph, Inc. services while parents/guardians take necessary actions to comply with required immunizations. A catch-up schedule or plan will be initiated upon enrollment and must be completed as soon as possible. The Health Specialist will continue to track immunization progress and support parents/guardians as needed. Failure to obtain age-appropriate immunizations anytime during enrollment may result in temporary exclusion until documentation of current immunizations is provided to the program. Early Head Start/Head Start services may be provided in the home during this time.

Oral Health Care
All children ages 12 months and older must provide documentation of a current (within the last year) dental examination within 90 days of enrollment. Triumph partners with Commonwealth Mobile Oral Health Services to provide two, on-site dental clinics during the school year for all children, with parental consent that do not receive regular dental care by a dentist. Children will participate in oral health care practices with their classroom during the school day. Triumph provides toothbrushes and fluoride toothpaste for all children and brushing is included in each classrooms daily schedule or at socialization groups. Health Specialists will continuously track ongoing preventative oral healthcare for all children and work closely with families in ensuring appointments are scheduled, attended, and current documentation of exams and follow-up treatment is on file.

Handwashing and Hygiene We firmly believe in teaching and modeling hygiene practice to promote good health. Hand washing is one of the best ways to prevent the transmission of germs. All Triumph, Inc. staff in all classrooms follow proper handwashing techniques throughout the day, according to CDC recommended guidelines. This includes but not limited to: before entering the classroom, before and after handling food or medication, before and after feeding a child, before and after diapering/toileting a child, after administering first aid. Children also frequently engage in handwashing throughout the day, and will be closely monitored for proper technique. Sinks have been added to the playgrounds to ensure handwashing is available at all times during the school day. Staff will assist children with maintaining and practicing good hygiene at school. All children enrolled in our program must have sufficient, weather appropriate spare clothes to change into in the event that their clothing needs to be changed during the school day. CDC handwashing instructions, in-multiple languages, are posted at each sink and throughout the center. Hand Sanitizer may be utilized at times if handwashing is not available as appropriate to the ages of the children and only with written parent permission. Children will be encouraged to avoid touching eyes, nose and mouth. Teachers will model how to properly cover sneezes and follow healthy habits.

Non-Emergency, invasive physical exam or screening
In general, Triumph, Inc. will not conduct physical examinations of a student without parent consent to do so or by court order, unless the health or safety of the student or others is in question. Parents have the right to opt their child out of any non-emergency, invasive physical examination or screening that is (1) required as a condition of attendance; (2) administered by the school and scheduled by the school in advance; and (3) not necessary to protect the immediate health and safety of the student, or of other students. Parents will be notified at the beginning of the school year of the approximate dates of when any non-emergency, invasive physical examination or screening will be administered. An invasive physical exam does not include hearing, vision or lice checks. Parents will receive approximate dates of hearing and vision screenings at the beginning of the school year. Results of such screenings will be shared with parents promptly after the screenings are completed.

Mask and/or Face Covering may be required during a public health emergency. Triumph will implement mandated universal mask requirements when the Taunton/Raynham community is deemed high risk. Please refer to Triumph's Covid Mitigation Policy available on our website.

Child Health Care Policy

Contact Information

Health Care Consultant Jennifer Sharland, RN (please see one of the nurses for contact information if needed)	**Emergency Back-up Person** Kathleen Matteson Pediatric Health & Safety Manager 508-822-5388
Local Health Care Authority Taunton Board of Health 45 School St. 508-821-1400	**Ambulance** **Emergency- 911**
Taunton Fire Department **Emergency- 911** Non-Emergency 508-824-4024	**Taunton Police Department** **Emergency-911** Non-Emergency 508-824-7522
Poison Control Center 1-800-222-1222	**Morton Hospital Emergency Department** 508-828-7100

Emergency Information
All parents are required to complete a Parent Contact Sheet upon enrollment into the program. It is the responsibility of the parent to keep all information current and accurate. Parents are encouraged to contact their Family Engagement Specialist to inform them of any change in contact information. It is imperative to the health and safety of all children that we are able to get in touch with parents at any and all times.

The following information is collected must be obtained:
- Child's information
- Primary Care Physician and Dentist information
- Pertinent health information; health insurance, pertinent medical history, allergies, medications, special diets
- Custodial information
- Emergency Contacts
- A current picture and description of the your child
- A current picture/identification of the primary and secondary adult

The following consents are collected:
- Parent authorization for emergency transport to the nearest hospital
- Permission to administer first aid/CPR
- Permission to transport in agency vehicles

- Permission to transport in privately owned vehicles
- Permission to photograph/videotape
- Permission to apply sunscreen and bug spray
- Permission to use hand sanitizer

Parent Contact Sheet and consents for all children are kept in classroom attendance books which accompany the classroom at all times throughout the day, including field trips. A copy is kept in each child's individual record. Emergency information is entered into Triumph's electronic data base for non-classroom staff to access.

Allergy and meal accommodation lists are maintained by the Health Content area and provided to all classrooms. These lists provide teachers and staff with information regarding individual food allergies, intolerances, or foods that are not consumed due to religious or cultural beliefs and the appropriate accommodations that are to be provided as a replacement. These lists are updated as needed or at a minimum, monthly. Meal accommodation information is shared with the catering company and appropriate substitutions are made. Triumph's nutrition staff provide necessary meal and snack accommodations to meet the dietary needs of all children. Nutrition staff are ServSafe certified and have completed the Massachusetts Allergen Awareness training.

Individual Health Care Plan lists and medication lists are maintained by Health Specialists and provided to all classrooms. These lists provide teachers and staff with information regarding Individual Health Care Plans, prescription medications and non-prescription medications for the child. These lists are used as a reference to identify children that have health care plans and the treatment associated with their chronic medical condition. All prescription and non-prescription medications are listed with a brief explanation of the appropriate time to administer such medication. All official IHCP and Medication paperwork is kept in the classroom with the child and is available for teachers to review in detail.

Injuries

Triumph strives to create and maintain healthy and safe environments for all children, staff and families. Health Specialists maintain an adequate inventory of necessary first aid supplies at all Triumph centers. Classrooms are equipped with first aid bags that accompany the classrooms at all times. Unfortunately, there may be times that injuries occur. All injuries are documented on the Department of Early Education and Care Injury Report form. Injury reports are completed by Triumph staff that were present at the time of the injury and shared with parents and Health Specialists. Your signature is required to indicate you have received the information about the injury. Health Specialists maintain ongoing logs of center injuries in order to identify any trends. All classroom staff receive regular CPR and First Aid training in compliance with the Department of Early Education and Care regulations.

The following steps will be followed when a child is injured:

1. Triumph staff will assess the injury.
2. Appropriate first aid will be determined and administered by trained staff.
3. Staff will complete an Injury Report to provide to parents.
4. If determined that the nature injury requires parental notification before the end of the child's day the parent will be contacted using the primary contact information provided on the Parent Contact Sheet. In the event that we are unable to contact the parent, emergency contacts will be called.
5. If the injury requires emergency medical treatment, 911 will be initiated. Staff will contact the Pediatric Health & Safety Manager or the Executive Director any serious injury or illness that requires medical attention.
6. Parents will be contacted immediately following the call to 911. Emergency contacts will be called if we are unable to get in contact the parent.
7. A Triumph staff member will accompany the child in the ambulance to the nearest hospital and remain with the child until the parent arrives.
8. Triumph will report all serious injuries to the Department of Early Education and Care in accordance with their injury reporting policy. Parents will be asked to provide follow-up documentation of any medical treatment their child received due to the injury, and a return to school form if applicable. Triumph will include this documentation in the report as well as in the child's record. .

The above procedure will be followed during all field trips. First aid kits and emergency medications brought on field trips are accessible at all times.

Creating and maintaining safe environments is crucial in minimizing the occurrence of injuries. Daily safety observations of all buildings are conducted by Facilities and classroom staff. All toxic substances, sharp objects and other hazardous objects are stored out of the reach of children.

Illness

Children often get sick during their first school experiences because their bodies are learning to fight new germs and viruses that they are exposed to. It is not our intent to allow children who are truly sick to stay at the center but it is also not our intent to exclude children who are only mildly ill. Triumph relies on parents to make good decisions regarding their child's health. When appropriate, parents will keep their child home due to illness to avoid spreading further illness to other children and staff. Health Specialists or designee will contact parents when a child is found to be too ill to remain at school. If the parents cannot be reached the Health Specialists or designee will contact the emergency contacts. Parents are expected to pick up their child as soon as possible and within a reasonable time frame as determined by the Health Specialist or designee. Children absent for 3 or more days due to illness may be required a doctor's note to return to school. If a child displays symptoms requiring emergency medical attention, staff will follow the injury and steps 1-8 above.

The following is a general guide for determining temporary exclusion due to illness:

1. Teachers must contact Health Specialists to inform them of an ill child. In the absences of the Health Specialist, the Pediatric Health & Safety Manager or an Education Coordinator may be contacted.
2. Health Specialists or designee will evaluate each individual case.
3. The Health Specialist or designee will determine if the child needs to be sent home and will inform the parent if a medical evaluation is necessary for remittance into the program.
4. Children may be able to remain in care if exhibiting only mild symptoms that do not meet the restrictions listed below.

Health Restrictions

The program will determine temporary illness exclusion based on the following instances:

- **Lack of participation**- children must be able to participate comfortably in all daily activities without requiring a greater need for care than the staff can provide without compromising the health and safety of other children.
- **Fever**- An infant four months of age and younger will be sent home and encouraged to be seen by their pediatrician for a body temperature of 100.4 degrees or higher. Children older than four months will be sent home when their body temperature reaches 101 degrees or higher. Children may not return to the program until their body temperature has returned to normal for at least 24 hours without the use of fever reducing medications.
- **Diarrhea**- Defined by watery stools that are not associated with changes in diet. Children will be excluded from the program if stools are looser than normal for the child and the child has two or more occurrences than usual in a day. Children can return to the program after their stools return to normal and they are symptom free for 24 hours without taking medication.
- **Vomit**- Children will be excluded when there are two or more occurrences of vomiting. One episode of vomiting that is accompanied by other symptoms will result in exclusion. Children can return to the program once vomiting has stopped and they are symptom free for 24 hours without taking medication.
- **Rash accompanied by fever or behavioral changes**- Children will be excluded until it is determined by a health care professional that the symptoms do not indicate a communicable disease or illness.
- **Head Lice**- Children will be excluded when live lice is found. Children may not return until a treatment has been administered and there is no evidence of live lice.
- **Surgical Procedures- Planned or unplanned--**Children must be medically cleared before returning to school or programming.

The following communicable diseases require a diagnosis from a health care professional and will result in temporary exclusion from the program. This list is not exhaustive of all types of communicable illness but rather a list of the most common illnesses found in school settings. Children cannot return to the program until exclusion criteria has been resolved as determined by a health care provider. A physician's note clearing the child to return to school may be required upon return.

- Conjunctivitis
- Strep Throat/Scarlet Fever
- Chickenpox
- Impetigo
- Scabies
- RSV

- Croup
- Flu
- Staph Infection/MRSA
- COVID-19 in accordance with COVID-Mitigation Policy

Whenever a child has or may have a contagious condition parents must notify the program as soon as possible. This notification will provide important information and allow the program to communicate with other parents. Letters will be sent home to parents to inform them of cases of contagious illness and guidance should their child become ill.

Management of Infectious Disease and Infection Control
Triumph adheres to the above exclusion policies and practices for all serious illness, contagious diseases and reportable diseases in accordance with regulations and recommendations set by the Division of Communicable Disease Control and the Department of Public health. The agency follows the recommendations of the Department of Public Health regarding the use of insect repellents and maintains an Integrated Pest Management plan with the state of Massachusetts in compliance with the Children's and Families Protection Act. Triumph's COVID Mitigation Policy is available on our website or in written form upon request.

Classrooms clean and sanitize furniture throughout the day with soap and water, bleach and water solutions as specified by the Department of Early Education and Care regulations. Toys are cleaned and sanitized regularly and all toys that a child places in their mouth are removed immediately until properly cleaned. All buildings are cleaned daily by program staff. Daily classroom custodial duties such as vacuuming, mopping and restroom cleaning are conducted while children are not present in the classroom. All infant rooms are shoe-free environments. Shoe covers are available for staff, parents and visitors to wear in order to keep floors as clean as possible. All staff practice universal and standard precautions to avoid contact with bodily fluids. Universal and standard precautions involve the use of personal protective equipment, such as gloves, gowns and face shields along with proper handwashing practice to avoid contact with potentially infectious materials.

Bed bug infestation can be a challenging situation for some families. Children will not be excluded from the program when they are suspected of or have a confirmed case of bed bugs in their home. Triumph, Inc. centers will not close as a result of finding bed bugs, unless short-term closure is necessary for bed bug treatment handled by a pest control company**.**

Medication Administration
Medication, both prescription and non-prescription will be administered at Triumph, Inc. centers when necessary and only when all required authorization paperwork has been completed by the parent, prescribing physician and Health Specialist. Health Specialists or the Pediatric Health and Safety Manager will review all requests or the administration of medication to determine if it is appropriate for the agency to administer. Parents and primary care providers are encouraged to arrange a dose schedule that does not involve the hours that the child is at the center whenever possible. Medication authorization forms are valid for one year unless dosing amounts change.

All medication must be provided by the parent and must be in the original container with the original prescription label. Only medication with approved authorization paperwork with be accepted. Parents must refrain from sending any medication to school with their child in their child's backpack.

Medication must be delivered to staff person by the parent. Medication will be stored appropriately to ensure sanitation, preservation, security and safety. All emergency medications must be immediately available for use as needed.

All controlled medication will be stored in the Health Specialists office. The only staff authorized to administer a controlled medication must receive individual training by the Health Specialist. Controlled medications are counted daily by two staff. Parents must count medication with the Health Specialist when providing the supply and document the count on the administration record.

Triumph staff will not administer any medication contrary to the directions on the original container, unless authorized to do so by the licensed physician. The first dosage of all medications must be administered at home by the parent. Staff will document each time a medication is administered to a child on the Administration of Medication form. Each child with medication on site will have an individual record to track all administration of medication. Any errors that are made while administering medication will be documented on the Administration of Medication form as well as in the child's record. Parents will be contacted to inform them of medication errors or if the child refuses to take the medication. Any staff authorized to administer medication must have completed the Department of Early Education and Care's Five Rights of Medication Administration training.

All unused or expired medication will be returned to the parent for disposal. All returned medications will be documented in the child's record. If return to the parent is not possible the agency will properly dispose of such medications.

The chart below specifies all consent and documentation requirements according to the Department of Early Education and Care.

Type of Medication	Written Parental Consent Required	Health Care Practitioner Authorization Required	Logging Required
All prescription	**Yes**	**Yes, must be in original container with original label containing the name of the child affixed**	**Yes, name of child, dose, date, time, staff signature; missed doses must also be noted along with the reason(s) why the dose was missed**
Oral Non-Prescription	**Yes, renewed weekly with dosage, times, days and purpose**	**Yes, must be in original container with original label containing the name of the child affixed**	**Yes, name of child, dose, date, time, staff signature; missed doses must also be noted along with the reason(s) why the dose was missed**
Unanticipated Non-Prescription for Mild Symptoms (ex: acetaminophen, ibuprofen, antihistamines)	**Yes, renewed annually**	**Yes, must be in original container with original label containing the name of the child affixed**	**Yes, name of child, dosage, date, time, staff signature**
Topical, Non-Prescription (when applied to open wounds or broken skin)	**Yes, renewed annually**	**Yes, must be in original container with original label containing the name of the child affixed**	**Yes, name of child, dosage, date, time, staff signature**
Topical, Non-Prescription (NOT applied to open wounds or broken skin)	**Yes, renewed annually**	**No. Items not applies to open wounds or skin may be supplied by the program with notification to parents of such, or parents may send in preferred brands of such items for their own child(ren)'s use.**	**No, for items used solely for prevention, such as sunscreen, insect repellant and chap stick.**

Individual Health Care Plans

Centers will maintain an Individual Health Care Plan (IHCP) for all children with a chronic medical condition as diagnosed by their primary care physician or specialist. IHCP's are created and maintained in collaboration with parents, prescribing physicians and Health Specialists to ensure that individual health care needs are met. Emergency medications prescribed as part of a child's IHCP must be kept on-site to ensure it is readily available. Emergency medications must be provided in the original package with the prescription label attached before the start of the program. Expired medications or failure to provide a supply as needed throughout the school year may result in temporary exclusion until necessary medication is provided to the program. Training on individual health care plans will be given by Health Specialists or parents to all of the child's regularly scheduled care providers at the program. All classroom staff receive the Five Rights of Medication Administration provided by the Department of Early Education and Care upon hire and yearly thereafter. Individual Health Care Plans are updated yearly, or sooner if conditions or treatments change.

Child Nutrition

Good nutrition is an important part of a healthy lifestyle. Healthy eating provides pregnant women and children with the essential nutrients and vitamins they need to stay healthy, strong and active. Triumph, Inc. promotes healthy lifestyles by offering a variety of nutritious meals and snacks to all children. We are committed to providing children with nutritionally sound meals served in a relaxed setting that encourages independence.

Nutrition Information

Parents are asked to complete a Nutrition Information form for their child at enrollment and yearly thereafter. This form collects information about food allergies, eating habits and cultural practices and is reviewed by the Health Specialist. Health Specialists gathers additional information, such as height/weight and blood work from the child's record to assess whether the child is at a healthy weight and provides resources to parents to support children that are categorized as underweight or overweight based on their BMI or height/weight percentage. Nutrition education services are available to all families upon request.

Prenatal Nutritional Support
Women enrolled in our Expectant Mother's program receive nutrition education guidance to help support both the mom and growing baby. Staff will discuss the benefits in breastfeeding and offer information on external resources that can help support the mother throughout her breastfeeding journey once the child is born. A nutrition information form is completed by the expectant mother to ensure that she is maintaining a healthy diet and receiving the appropriate vitamins and nutrients that are essential to fetal development.

Meals and Snacks
All children receive nutritious meals during the school day that follow the Child and Adult Care Food Program (CACFP) standards to ensure that all appropriate menu components are provided and meals and snacks meet age appropriate dietary and safety recommendations.

We provide food that are high in vitamins, minerals and fiber and low in sugar, fat and sodium. Infants and toddlers receive breakfast, snack, lunch and afternoon snack daily. Preschool children receive breakfast and lunch. Preschool children enrolled in the full day program receive an afternoon snack in addition to breakfast and lunch. Children enrolled in the Home Based program will receive a snack during socialization and field trips. Children are always encouraged to try all foods but never forced to eat.

Mealtime is an important part of each child's day. Children and staff sit together and practice family style meal service. Children are encouraged to serve themselves to help develop new fine motor skills as well as practice proper table manners. Children are introduced to a variety of new and healthy foods throughout the school year. Teachers offer opportunities for discussion during lunch time to support the mealtime experience for each child. They often discuss serving sizes, manners, tastes, textures and how the food is prepared.

Food Safety and Sanitation
Triumph, Inc. prepares and serves meals according the Child and Adult Food Care Program (CACFP) guidelines. Food is prepared under sanitary conditions by personnel trained in food safety and sanitation. **Food from home is strictly prohibited in order to ensure that food is safe, sanitary, complies with CACFP regulations and meet nutritional**
For the safety of all children, Triumph, Inc. is a nut safe environment and all food served to children is nut free.

Meal Accommodations
We take food allergies seriously and provide alternative meals and snacks to all children with documented food allergies, intolerances, or religious preferences. A physician's note documenting the food allergy or intolerance is required prior to enrollment and yearly thereafter. Children that develop food allergies or intolerances during the school year are also required to provide us with a medical statement to ensure that the appropriate accommodations are made. Special meal accommodations are made for families that practice vegetarianism, veganism and other similar nutrition practices.

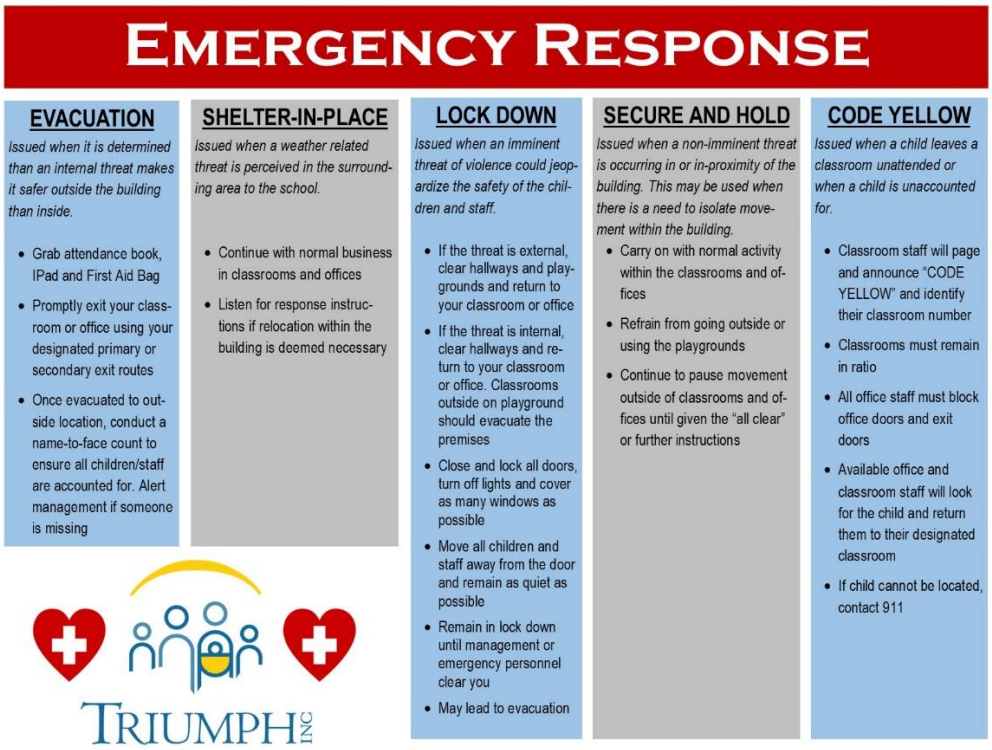
Infants
We encourage and support breastfeeding as the best food for your infant but respect that you may choose to formula feed. We provide formula for all center based infants that are enrolled in our program. The brand of formula that is provided is generally the same as provided by WIC to help families maintain consistency. A physician's note is required if your child requires a formula that is not provided by the program. Breastmilk is accepted in clean bottles labeled with the individual child's name and date that the milk was expressed and is stored in sanitary classroom refrigerators. Bottles are given at "room temperature" unless a family requests something different. Triumph is only allowed to warm bottles using an air generated bottle warmer. Any unused portion of a bottle is discarded after each feeding.

Infants are fed on demand. They have a natural instinct that tells us when and how much they want to eat. We do not control their intake. Infants are held and talked to while feeding and bottles are never propped up or given to infants in their cribs. Infants may begin eating cereal and other solid foods, provided by the program at 6 months of age as long as the parent has started to introduce foods at home. Once your infant starts eating solid foods you will complete our Introduction to Foods Form. It is important to continuously communicate with your child's teacher regarding their developing and nutritional needs. Infants will begin to transition to fluid milk at 12 months of age. We begin to introduce the cup to your child at 5 months of age and encourage you to do the same at home. Utensils are provided to all infants that are eating solid foods and they are encouraged to practice self-feeding.

Emergency Management

Triumph, Inc. strives to create and maintain safe environments for all children, families and staff. All Triumph, Inc. centers have a comprehensive Emergency Preparedness Plan. Staff and volunteers are trained in emergency evacuations and response procedures and practice evacuation drills monthly. Evacuation plans are posted in all classrooms and provide staff with a primary and secondary escape route from the classroom. Emergency response drills are practiced throughout the school year to help prepare children and staff with responding safely to emergencies.

Response Types



Fire Prevention

- Monthly drills are practiced at various times of day and during different weather conditions.
- Fire extinguishers are inspected regularly. Located throughout the buildings and readily available when needed.
- Exits are clearly marked and free from obstruction.
- Emergency telephone numbers are posted next to classroom and office telephones.
- Quarterly inspections of the sprinkler and fire alarm system are conducted by a professional company.
- All staff are trained to recognize and address potential fire hazards.
- Building and Fire inspections are conducted yearly by the City of Taunton.
- All buildings and grounds are smoke free.

Reunification with parents

Some emergencies may require you to pick up your child at an alternative location. Parents and guardians will be given reunification instructions and locations by Triumph staff through School Reach. The Executive Director and Management will collaborate with Emergency Personnel as needed to determine appropriate reunification logistics prior to contacting parents. Triumph staff will maintain and follow our Child Release policy to ensure the safety of all children.

Reunification primary locations for off-site evacuations are as follows:

CENTER	WALKING EVACUATION SITE	LONG DISTANCE EVACUATION SITE
Riverway Center	Taunton High School	Quinn Center
Quinn Center	Boston Globe Parking Lot	Riverway Center
Barnum	Riverway Center	Either Riverway or Quinn Center

If these locations are not available, Triumph leadership will contact local emergency personnel to determine a secondary location. Parents will be notified as soon as possible.

Long term shutdown due to pandemic or other emergency: If a long term shutdown is required in response to a health emergency or other disaster, Triumph will institute a virtual learning platform using options such as ZOOM, Dojo, YouTube, Facebook (live) or similar, if feasible. Parents will be provided with regular updates to changes in the program by the Executive Director or designee through School Reach or one of these platforms. Triumph will make every effort to supply essential supplies to conduct home activities.

Community Partnerships & Volunteers

Coordinated Family and Community Engagement (CFCE) is a state funded grant program carried out by the Triumph, Inc. Community and Home Based Programming Manager. Information about Early Education and Care options and resources for families are shared with parent/guardians and child care providers throughout the community about literacy and other developmental topics. The program provides free literacy based playgroups, screenings and parent support throughout Taunton, Raynham and Bridgewater.

ParentChild**+** Triumph Inc.'s ParentChild+ program brings high-quality literacy-based play to your home for children ages 16 months until they enter Kindergarten. All families will be visited by a home visitor two times per week for 30 minutes each visit. During these visits, you and your child will have lots of fun through play! Your home visitor will provide you with free books and toys to support you on your parent/guardian journey. Please contact the Home Based and Community Program Manager at 508-822-5388 for more information or to apply for this free program.

Foster Grandparent/guardians- Some classrooms are provided with a 'foster grandparent" to help support the classroom team. For more information, please contact Citizens for Citizens at 508.679.0041. These individuals receive training from our qualified staff. Your child will benefit from the relationship of a loving elder person. Foster Grandparents take part in many activities and help ensure that every child receives one-on-one attention.

Volunteers All regular volunteers are given an extensive orientation before they can begin their volunteer hours, as well as completing a CORI/SORI Fingerprint check if there is a potential for the volunteer to have unmonitored contact with other children.

College and High School Volunteers We are incredibly fortunate to have volunteers from local high schools and area colleges to join us in our classrooms throughout the school year. Students receive guidance from our classroom staff and ongoing supervision from a staff member at their respective schools.

High School and College Interns Triumph, Inc. serves as a placement site for technical high schools and colleges. All interns are supervised by one of our leadership team. We benefit tremendously from having additional talented adults on-site and these students benefit from the opportunity to spend time in our high quality programs while learning about Early Childhood Education, Social Work and Nursing or other relevant topics.

Community Partner Volunteers: Occasionally, Triumph may use volunteers from one of our many community partners to conduct a training for staff or parents, help with maintenance tasks around the building, or assist the Agency in some other way. We ensure these volunteers are accompanied by a staff member at all times.

**********end**********

Signature Page—Please remove and return to Family Engagement Specialist or Home visitor.

_____, parent/guardian of _____, verify I have received the Triumph, Inc. Parent/guardian Handbook and understand it is my responsibility to read and follow the policies and procedures contained within while my child is enrolled in the Triumph, Inc. program.

Parent/guardian Signature: _____

Date: _____