



Pierce  
School  
Extended  
Day

# PARENT INFORMATION HANDBOOK



{UPDATED March 2025}



## **Pierce School Extended Day Contact Information:**

Program Director: Ellen Lench

[pierceprogram@gmail.com](mailto:pierceprogram@gmail.com)

Associate Director: Kaitlin McCarthy

[psedbroomline@gmail.com](mailto:psedbroomline@gmail.com)

Office Phone Number: (617) 730-2589

Executive Board of Directors:

- Board President: Jenn Taranto
- Vice President: Jess Flaherty
- Treasurer: Lyuba Iokhvid

## **Table of Contents**

1. INTRODUCTION
2. GOALS
3. RELATIONSHIP TO COMMUNITY
4. LOCATION
5. CHILDREN SERVED
6. CALENDAR
7. ADMINISTRATION
8. ADMISSION AND ENROLLMENT
9. REGISTRATION AND DEPOSITS
10. TUITION
11. DAILY SAMPLE SCHEDULE OF ACTIVITIES: GRADES K-2
12. PSED POLICIES AND PROCEDURES
13. HEALTHCARE POLICIES
14. DONATIONS
15. DISCIPLINARY GUIDELINES
16. PARENTAL BEHAVIOR POLICY
17. GRIEVANCE PROCEDURES
18. PREVENTION OF ABUSE AND NEGLECT
19. SEXUAL HARRASSMENT POLICY

## **1. INTRODUCTION**

Pierce School Extended Day, Inc. (PSED), is a nonprofit, parent-administered organization that provides an after-school program for Pierce School students. Parental participation is the foundation of our program and is required of all parents. This ensures that the views of all parents are reflected in the operation of the program and that it is the best program we can provide for the children. PSED is a Licensed School Age Program through the Commonwealth of Massachusetts, Department of Early Education and Care (EEC). Lori O'Brien is our licensor through this Department.

## **2. GOALS**

PSED provides high quality, affordable after-school care for Pierce School students. Our goal is to contribute to the social and emotional development of children through a recreational focus. Self-confidence, self-respect and self-expression are encouraged. A balanced program of structured and free-choice activities provides opportunities for socializing, unwinding, and releasing energy. Each day the children choose a small motor activity, a large-motor activity, or free play. These activities are age appropriate and appeal to many personalities. Homework support is provided in the upper grades.

## **3. RELATIONSHIP TO COMMUNITY**

Pierce School Extended Day is one of a group of Extended Day programs operating in each Brookline elementary school. They are independent of each other but are similar in concept and in relation to their host schools and the Town of Brookline. Space and services are provided by the Town and the School Committee under a general commitment to community use of school facilities and a specific policy of support for Extended Day programs. The School Department maintains an Extended Day Advisory Committee whose membership includes the Superintendent of Schools, a member of the School Committee, a School Department staff member tasked with maintaining liaison with the Extended Day programs, and a Director and parent Board member from each program.

School officials are not involved with the administration of our program; however, we qualify as a "School sponsored activity," so our children are covered by the "school time" accident insurance plan offered by the School Department each fall. In return, the program must conform to guidelines issued by the School Committee regarding the respective responsibilities of the parties involved, the use and maintenance of space and School Department equipment, health rules, insurance, and use of schools during vacations and holidays. We would not be able

to have a program without School Committee support and approval, but we operate our program independently.

#### **4. LOCATION**

Due to the Pierce School renovation project, PSED is temporarily located in the Old Lincoln School (OLS). The address is 194 Boylston Street, Brookline, 02445. The office has a telephone equipped with an answering machine; the number is (617) 730-2589. All staff carry walkie talkies so messages can be sent to all PSED classrooms during our hours of operation.

#### **5. CHILDREN SERVED**

The children in the PSED program come from a variety of backgrounds, nationalities and living situations. Their parents work or attend school and need steady, dependable and creative care for their children. The children range from kindergarten through fifth grade and attend Pierce Elementary School.

#### **6. CALENDAR**

After-school care is provided on all the 180 days on which Pierce School is in session, including all early-dismissal days. There will be specific notices when PSED offers day care on days when Pierce School is closed; you must enroll for such days -- be aware that enrollment is frequently limited. Payments for these days will be billed separately from regular tuition.

#### **PSED is closed on the following holidays:**

- Labor Day
- Indigenous Peoples' Day
- Veteran's Day
- The day before Thanksgiving
- Thanksgiving
- The day After Thanksgiving
- December School Vacation (including New Years Day)
- Martin Luther King Day
- February School Vacation
- April school vacation
- Memorial Day
- Summer break
- Juneteenth

## **7. ADMINISTRATION**

### **7.1 Parent Participation**

Parents are strongly encouraged to participate in the program, either as a member of the Board of Directors or as a member of a committee. The purpose behind parent participation is to supplement the existing resources of the program through the talents and energy of parents and to ensure continued support for achievement of the program's goals and objectives.

### **7.2. Board of Directors**

Membership is open to all parents or guardians of children in the PSED program. We have Approximately 12 board members who are elected annually, by ballot in June. Any vacant positions can be filled at any time by the Board. The Term of Office is July 1 through June 30. Meetings are typically scheduled every other month based on members' availability.

General duties include responsibility for operation of the program, including budget preparation, and oversight, and coordination and implementation of policies. A sheet describing the specific functions of officers and other Board members is available from the PSED office. Meeting dates are announced by notices via email; all members are encouraged to attend. Copies of the minutes of each meeting are available by request.

### **7.3. Committees**

Parent/Guardians with children enrolled in the program are sometimes asked to serve on a committee. Parents are asked to indicate their interests by responding to a questionnaire and will either be called upon by the Board to serve on one of the committees they have chosen or may instead be asked to serve on an ad hoc, or newly formed committee as the need arises. The committees encompass all areas of the program's operation, and work for the mutual benefit of children, staff and parents.

### **7.4. Staff**

The staff has primary responsibility for the care of the children. They organize the environment, plan and carry out various activities, purchase supplies, and work with individual children and parents on problems that may arise. The staff promotes an atmosphere in which children feel safe and are encouraged to develop socially, emotionally and cognitively. There is a staff of seventeen (average), consisting of a Program Director and an Associate Director, 12 Group Leaders, and 3 Assistant Group Leaders. Also included on our staff are students from local

colleges, substitutes and volunteers. All staff members meet the specific EEC qualifications for the role they are in and adhere to the background check procedures required to work with children.

## **8. ADMISSION AND ENROLLMENT**

Admission is granted on a first-come, first-served basis throughout the year for new families looking to join, with the following qualifications:

- Preference is given to children whose parents work or are pursuing an education; other cases of special need must be certified to PSED by the Principal or guidance staff at Pierce. The Brookline School Committee requires that children whose parents do not meet these requirements cannot be admitted to the Program until after the first week of September.
- Students who attended PSED the prior year are guaranteed the days they already had for the next school year. Priority on the waitlist is given to families looking to add days whose children attended the program in the previous year and whose accounts are in good standing.

### **8.1. Age**

PSED serves children in Grades Kindergarten through fifth grade. We cannot accept students who have not yet entered Elementary School or who have completed the fifth grade.

### **8.2. Attendance**

PSED requires attendance of at least two days per week for any child enrolled. Preference is given to families requesting full-time (5 days per week) attendance and spaces are then given to families requesting other schedules.

### **8.6 Waiting list**

PSED maintains a waiting list for those applicants for whom no space is available in the program at the time they apply. The waiting list is updated annually with a reminder sent out in June to families currently on the waitlist. Families who do not have a spot will need to add themselves to the waiting list annually until they receive a space. The waiting list is also used for children in the program who have requested more days than are currently available.

### **8.7 Non-discriminatory policy**

PSED does not discriminate on the basis of race, color, creed, religion, ancestry, national or ethnic origin, age, handicap, sex, marital status, affectual or sexual preferences, or political or

union affiliation or any other protected attribute. This applies to both families attending the program and staff working for PSED.

## **9. REGISTRATION AND DEPOSITS**

Upon acceptance into the program, a deposit of one month's tuition based on the number of days attending per week is due. This deposit will be applied to your June tuition at the end of the school year. This deposit is non-refundable unless (a) a determination is made that the program is not suited to the needs of a child, or (b) a child is withdrawn from the program, following procedures detailed elsewhere in this manual, **and** the child's space can be filled from the waiting list.

The deposit will only be adjusted in the case that a family withdraws from certain days during the two approved drop periods each year. The difference in tuition will then be applied to the following month as a credit on their account.

## **10. TUITION**

Tuition is determined each spring by the Board of Directors in conjunction with budget preparation for the following year. Tuition is based upon the number of days for which the child is enrolled. The enrollment's daily rates tend to be lower as the number of days increase. The Board of Directors may, in extreme circumstances, adjust tuition rates during the school year when necessary for the financial health of the program.

Tuition is due by the fifteenth of each month; late payments will incur a late fee from Blackbaud for the administrative oversight they do. Repeated late payments will result in a family being removed from the program or barred from registering for the program the following year.

### **10.1 Tuition Assistance**

Each year tuition Assistance is awarded by the Board of Directors based on need. The total amount of scholarship money available is determined by the annual budget. Applying for financial aid does not guarantee you will receive it. Applications and financial assistance forms are available from the PSED Office for families wishing to apply for scholarships. For more information on the process, please reach out to the Associate Director at [psedbrookline@gmail.com](mailto:psedbrookline@gmail.com).

### **10.2. Sibling reduction**

PSED offers a 5% reduction on your full bill each month if you have more than one child in the program, provided their total enrollment is at least 3/4 time (e.g., at least 8 days per week for

two children). The reduction will be calculated based on your full bill and entered into Blackbaud at the beginning of the year to be deducted from monthly tuition payments.

### **10.3 Tuition payments**

Your annual fee is based on the number of days your child is enrolled in PSED per week. This fee is divided into ten equal monthly payments and billed monthly. Siblings receive a discount, as noted above. A non-refundable deposit of one month's tuition is required for enrollment; this is due with the Enrollment Agreement. The deposit will be credited to your last tuition payment in June if your child attends the entire year.

The last payment of the year is made in May; at that time, you will be billed for May and June, and the deposit that you paid the previous spring/summer will be credited to your account and subtracted from the amount due in this last payment of the year. If for any reason you have an outstanding balance that is expected to be paid at that time.

Pierce School Extended Day has partnered with Blackbaud Tuition Management for the processing and collection of our families' tuition and fees. Information about how to create an account will go out to families annually. When you set up your account you can choose to be automatically billed each month, to receive and pay your invoice each month, or to pay the full year's tuition at the time of enrollment.

Tuition is due between the first and the fifteenth of every month. There are no refunds for absences. Failure to meet tuition payments will result in termination from the program. Please refer to Blackbaud Tuition Management regarding late tuition payments, they assess a fee for late payments that goes directly to Blackbaud for administrative oversight. **Please notify the Administrative Director (617-730-2589) if, for any reason, you expect to have difficulty meeting a tuition payment. Special arrangements can be made if the program is notified.**

## **11. DAILY SAMPLE SCHEDULE OF ACTIVITIES FOR CHILDREN IN GRADES K-5**

- 12:00-** Administrators arrive
- 1:00-** Coordinators arrive
- 2:15-** Teaching Staff arrive
- 2:30-** (M-Th) Students Arrive and Attendance
- 2:45-** Outdoor Recess (weather permitting)
- 3:45-** Snack Time/ Children make activity choices
- 4:00-** Activity Time (most grades)
- 5:00-** Homework/Quiet Reading for K/1
- 5:20-** Clean up
- 5:30-** All groups move to Late Night Area
- 6:00-** All children are to be picked up from PSED by this time

\*An assigned late night teacher will stay with any children picked up later than 6:00, families will be charged a fee for late pick-ups\*

### **Common Schedule Variations:**

- One day a week children may participate in clubs of their choosing
- One day a week children may have the choice of watching a video or participating in a different activity
- On ALL Friday's students arrive at PSED at 1:40pm and participate in a slightly altered schedule
- On early release days students arrive at PSED at 12:40pm and participate in a slightly altered schedule

Examples of daily choices: outdoor and indoor gym games, drawing, crafts, Science activities, table and board games, clubs or special themed days. All activities are planned monthly by the group leaders on a rotating schedule to help keep activities new and engaging for kids.

*\*Please note that this is just a sample schedule intended to give families an idea of how the program operates. Each group has their own individual schedule that occasionally changes throughout the year to meet the needs of that age group and to ensure that indoor active spaces are utilized by each group. For specific questions about your child's schedule please contact the appropriate Coordinator or one of the Directors.*

## **12. POLICIES AND PROCEDURES**

### **12.1. Kindergarten children**

Afterschool typically begins for kindergartners on the first **full day** of kindergarten. On the first day or two of school the kindergarten program may have reduced hours -- you will receive a notice from the school -- and PSED does not provide coverage for these atypically short days.

Kindergarten children are picked up at their classrooms daily by the Extended Day Staff. First graders will be picked up at their classrooms on the first day of school, to familiarize them with the route; thereafter, they are responsible for arriving at PSED promptly.

### **12.2 Leaving for other school activities**

Sometimes there will be other activities at Pierce that your children will want to attend. They should report to PSED first, if possible; most after school activity leaders are willing to accommodate PSED children in this way. PSED must have a note from the parents of any children who will come late to the program on certain days, or who will want to leave the

program temporarily for other activities; there are special Consent to Leave Program forms available from the PSED office.

### **12.3. Pierce School Parent Teacher Conferences**

During the days of parent conferences at Pierce Elementary, children in grades K - 5 are dismissed at 12:40. On these days, after school care is provided by the Program and you are NOT required to pay any extra tuition. Your child must be registered for that day of the week to attend on these days.

### **12.4. Picking Up Your Child**

In your Enrollment Packet you will fill out forms in which you specify how your child is to be dismissed from the program at the end of the day. Children younger than 9-years old will ONLY be dismissed to a designated pick-up person. Children who are 9-years or older may walk home alone with written permission, specifying time, day and specific destination. Verbal permission via telephone or conversation will NOT be accepted. **PERMISSION MUST BE IN WRITING.**

PSED has several pick-up times due to our building being a locked facility. Parents are expected to communicate to their child's Coordinator weekly what time they will be picking up their child. Times may be changed at any time as long as that is communicated to your Coordinator prior to school dismissal (2:30 Mon-Thu or 1:40 on Friday). On an emergency basis families may call the PSED office to change the pick-up time of their child on the day of after program has begun. These requests will be honored based on staff availability to bring your child out for dismissal.

**Children will only be dismissed to authorized pick-ups listed on their Enrollment Packet.** It is important to inform a Director immediately of any changes to the list of persons permitted to take your child from the program. These changes must be made in writing. If you have a custody agreement or another legally binding agreement which only allows for someone to pick-up on a certain day or specifically bars certain individuals from picking up the PSED office needs to be made aware of this as soon as possible and provide a copy of the legal agreement to be put in the child's file.

### **12.5. Fee for Late Pickup**

PSED enforces a very strict late pick-up policy. If your child is not picked up the end of the program (6:00pm) a late fee of \$1.00 per minute is charged; The PSED clock is used to determine the late fee. The fee must be paid directly at pick-up to the staff person who has remained late. The fee must be paid whether the child is picked up by you, a sibling or another designated person. A log of late pick-ups will be kept. Children who are repeatedly picked up late may be asked to leave the program.

It may be helpful for you to have several people authorized to pick up your children, so that one can be called in case you are going to be late. It is always helpful to notify the office if you are going to be late; this does not affect the late fee but may relieve your child's anxiety.

## **12.6. Absences**

If your child is going to be absent from school, you are responsible for notifying the PSED staff. If your child will not be attending Extended Day, you must notify us by sending an email prior to the end of the school day. Without such notification the staff will assume that your child will be coming to Extended Day; if your child does not show up, the Extended Day staff and the Pierce School personnel, will be compelled to institute a search.

## **12.7. Exceptions to Schedule/Supplemental Care**

PSED is not able to provide daycare for days on which your child is not enrolled in the program unless Supplemental Care arrangements have been made with the Program Director or Associate Director in advance. The price for Supplemental Care is \$40.00 per day. Please see the Program or Associate Director for further information. Requests will be honored based off staffing and program numbers for the requested day.

Please note: PSED and the Department of Early Education and Care (EEC) does not allow for day switching (not coming a normal day and replacing it with a different day of the week) for the safety of children in the program we ask families to keep a consistent schedule. Supplemental Care is when an extra day is needed as a one-off because of lack of care for the child on that day. Any other schedule changes must be made in advance in writing and in accordance with the PSED schedule change policy.

## **12.8. Schedule changes**

Any family wishing to drop days may only do so on the two dates that have been designated by the PSED Board of Directors as Change of Schedule Dates. We ask families to make a firm commitment to the days that are requested at the time of enrollment and holding them responsible for paying for those days until they have been officially dropped. As always, adding days can happen at any time based on the availability of space in any given room. These requests must be made in writing to the Directors and approved before they happen.

For the two schedule change periods *The Associate Director must be notified in writing by: October 1, for a schedule change of November 1, or February 1, for a schedule change of March 1.* Please feel free to contact the Directors if you have an extenuating circumstance to discuss your options.

### **12.9.           Withdrawing your child**

If you need to withdraw your child prior to the end of the year, you must give one month's notice, in writing, by the first day of the month, preceding the termination. We will attempt to fill the space with another child, in which case we will return your deposit and any unused tuition; however, if the space you contracted for cannot be filled, you are responsible for the full tuition. Any changes to this policy are at the discretion of the Directors with Board of Directors Approval.

### **12.10.           Weather Related Cancellations**

Although PSED is also closed when school is canceled or not in session, there is no tuition refund for snow days. However, there is no additional payment required for extended day on any snow make-up days at the end of the year. In the event of afternoon activity cancellations due to inclement weather, communication will be sent to all parents and PSED will close at 4:00pm. Families are expected to coordinate pick-up for their child from the program by themselves or another authorized pick-up person prior to 4:00pm.

### **12.11.           Snacks and lunch**

We ask all families to send their child with a healthy nut free snack each day, along with a water bottle labeled with your child's name. PSED will provide a healthy snack for children if they occasionally forget to bring a snack, but we do not provide daily snacks due to lack of storage space. Families will be contacted if their child is consistently without snack and asked to provide one.

### **12.12.           Emergency plan for evacuation of the Program**

Separate evacuation plans are posted in each major activity area at PSED. Teachers are trained in the evacuation procedures prior to employment. Practice fire drill evacuations are conducted monthly and general evacuation procedures are reviewed with children during snack time at various occasions throughout the school year.

### **12.13.           Visiting PSED**

PSED in accordance with all EEC Programs has an "open door" policy. Parents are always welcome to visit the program while it is in session. We do ask that you schedule your visit ahead of time with one of the Directors since we are in a locked facility, and it may require a little coordination. Parents must always be accompanied by a staff member when in the building during the program since they will not have had a background check completed prior to their visit.

### **12.14.           Multicultural curriculum statement**

PSED strives to meet the cognitive, social, emotional and behavioral needs of all children through the development and implementation of our curriculum. An important area of curriculum is multicultural education. The goals in presenting multicultural curriculum are as follows: Affirm the strengths of cultural diversity and discover parallel experiences, encourage awareness and appreciation of many cultures and ways of life, and nurture students' self-esteem and ethnic pride.

The PSED professional staff meets these goals by developing all aspects of curriculum including art, games, literature, language, history, science and technology. We focus our areas of learning on ethnic groups represented in the program as well as those not represented. Each year we strive to strengthen our curriculum by presenting a holiday or culture not previously explored. The curriculum is presented in a manner appropriate for each age group that it is shared with. All children have choices in the activities they wish to participate in daily.

No single holiday is a focus for more than a one-week period; no one culture is a focus for more than a one-month period. PSED strives to be inclusive of as many cultures as possible throughout the year through play and structured learning. We strive to educate our children about ourselves and our community in order to create an atmosphere of tolerance and acceptance.

#### **12.15. PSED Conferences**

Once a year you will have the option of having a conference with a staff member familiar with your child. Additional conferences may be requested at any time by you or by the staff if either party feels it is appropriate. Please be sure to call the office if you cannot keep, or will be late for, a conference. A conference report is created by your student's team for every PSED student in February or March.

#### **12.16. Problems**

PSED encourages prompt and direct resolution of parental concerns. If you have a problem with your child's treatment, please discuss your concerns directly with the staff member involved. You may request a conference with a Director if the problem is not resolved. If still dissatisfied, notify the President of the Board.

#### **12.17. Program evaluation**

During the year parents may be asked to take part in an evaluation of the afterschool program. This is one way that parents and staff learn how to make a better program. It is optional but helps the program. Please participate!

#### **12.18. Policy making**

Policies are made and updated at our monthly Board meetings. Please contact one of the Directors if you are interested in joining our Parent Board.

### **13. HEALTHCARE POLICIES**

#### **13.1 Medical emergencies**

PSED needs to know how to reach each parent in case of an emergency. You will be given a form asking for this information. Please keep the office up to date with this information. In an emergency we will try to contact you first and then will try to contact the other people you have listed. However, if the situation is sufficiently critical that it is not appropriate to wait to contact a parent, the Director will call 911 to get an ambulance to transport the child to the hospital; a parent will be called once the ambulance is called and the immediate needs of the child have been attended to. A staff member will stay with your child until you are present.

#### **13.2. Medication**

PSED must comply with the Commonwealth of Massachusetts, EEC School Age Regulations for administering medication. Only prescription medications will be administered. The medication must be in its original prescription container with directions from the physician. It must be accompanied by a Medication Consent form, available in the PSED office. No medication will be given unless these requirements are met.

Children with severe allergies that are prescribed epi-pens or children with asthma that use inhalers MUST have a Medical Action Plan completed by the child's physician and a completed EEC form which is available in the PSED office. Both documents must have a Physician's signature and must be updated yearly. Emergency medication will be kept in the backpack that accompanies the group that child is in.

#### **13.3. Health Requirement for Admission**

Before a child can be admitted to the program, the parent(s) must provide written documentation that immunization and physical examination histories and lead test results, which comply with public school health regulations, are on file with the Pierce School.

#### **13.4. First Aid**

Any staff who care for children are required to be certified in Basic First Aid. In addition, at least one staff member who is certified in cardiopulmonary resuscitation (CPR) must be on-site when the children are at the program. Each group carries a backpack with first aid supplies and any emergency medications for their group. First Aid will only be administered by teachers certified in First Aid. If First Aid is administered to your child, you will be notified in writing within 24 hours of the incident. Any injury that requires emergency care beyond First Aid will be reported

to you immediately. An injury report for each incident is maintained in the child's file and in a central log located in the PSED office.

### **13.5. Allergies**

Parents are responsible for informing PSED in writing of any allergies the child has. Please keep PSED informed if the situation changes in any way. Allergy lists are posted in each activity room. We are a nut free program, please keep that in mind when providing a snack for extended day.

### **13.6. Illness**

If your child is going to be out sick, you are asked to let your coordinator know prior to the school day ending. It is particularly important that we be notified of any contagious illnesses, to prevent further spread of the disease. You will be notified if there is a possibility that your child has been exposed to any contagious diseases at PSED.

### **13.7. Symptoms of illness**

If your child exhibits any of the following signs of illness, we request that the child be kept at home. (If a child develops any of these symptoms during the day, you will be called so that you may take the child home):

- Fever of 100 degrees or higher
- Wheezing
- Inflammation of the eyes (conjunctivitis)
- Rash that may be a symptom of an illness such as roseola or Measles
- Head lice that have been untreated
- Diarrhea
- Vomiting

### **13.8. Returning after an illness**

Your child may return to PSED without a physician's release under any of the following conditions:

- Free of fever for 24 hours without the use of fever- reducing medication
- No symptoms of diarrhea or vomiting for 24 hours
- After 24 hours of the first administration of a prescribed antibiotic
- Treated for head lice and nits

However, a physician's release is required in the following situation before the child may return to PSED:

- If the child had symptoms of impetigo, contagious rashes or parasitic disease -- the child may not return until all symptoms of the disease have cleared up

With a physician's release and after the period of contagion has elapsed for the following diseases:

- Chicken pox -- after all spots have crusted
- Measles -- 5 days after rash begins
- German measles -- after rash disappears
- Hepatitis -- 3 weeks after onset of jaundice
- Mumps -- 9 days after onset of swelling

## **14. DONATIONS**

PSED is appreciative of donations from families to help enrich our program. At this time with our temporary location, we are extremely limited in space and therefore cannot accept most material donations. Please reach out to the Directors if you have something specific you would like to donate so we can determine if it is something we have space to store.

## **15. DISCIPLINARY GUIDELINES**

The role of PSED in disciplining a child is directed towards helping children learn appropriate behaviors and how to apply them in peer group situations. In cases where a child's behavior requires correction, the staff will talk with the child, explaining both the problems caused by the child's behavior and the expected behavior in similar circumstances. If necessary, the child will be separated from the group for a short time. In no cases will the staff abuse a child, either physically or verbally, or withhold food, bathroom privileges or other necessities as punishment.

### **15.1. Disciplinary procedures**

PSED Group Leaders will communicate any behavioral challenges with parents through short conversations at pickup when appropriate or through the coordinator emailing home. In any case where the staff of PSED experiences difficulties with a particular child beyond the scope of developmentally appropriate behaviors the parent(s) will be notified, and the Program Director may hold a meeting with the parent(s) to work out a resolution to the problem. A disciplinary problem is deemed serious when a child interferes with the smooth flow of the program by requiring constant individual attention, by inflicting physical or emotional harm on other children (or staff), or by being unable in other ways to conform to the rules and guidelines of the program.

Once a parent is notified that a meeting is required to work out a disciplinary problem, an appointment with the Program Director and any other staff involved must be made and met within one week. If, after consultation with the parent(s), school counselor, or outside agencies, the problem cannot be satisfactorily resolved, the Program Director and parent(s) shall review

the specific needs of the child and come to a consensus as to whether the child and PSED are suited to each other.

### **15.2. Biting policy**

Due to the serious nature of children biting, PSED staff will request that parents of children involved in biting take their child home for the remainder of the day when a biting incident has occurred. This policy shall apply in the event of a child or staff person being bitten. The following are the procedures to be used when a child has bitten someone at PSED:

- Medical attention will be given immediately, if necessary.
- The incident will be discussed among the individuals involved, including the details of the event and an explanation of why it occurred.
- Alternative actions such as using words or asking for help will be talked about with the child who has bitten another child or staff member, and he/she will be asked to wait in the office while his/her parent is called.
- The parent of the child who was bitten will be notified, regardless of the seriousness of the bite.
- An accident/incident report normally will be completed, depending upon the severity of the bite.
- A copy of the report will be given to the parents of the children involved in the incident, or to the parents of the child who bit the staff member if staff was involved.

### **15.3 Behavior Management**

All children have the right to participate in extended day care if they can keep themselves and others safe at all times and by following the PSED Bill of Rights:

- Act safely
- Treat people with respect
- Be responsible
- Cooperate and follow directions

If children are unable to follow all the above guidelines, the following consequences and procedures shall become effective:

- The teacher will speak with the child/children regarding inappropriate behavior.
- The teacher will remind the child/children of appropriate behavior rules.
- The child/children will be separated from the group.
- The child will be sent to the PSED office for a body break and will speak to one of the Directors.
- The parent will be made aware of the situation.
- If problems persist, a behavior contract will be developed between the child/parent of the child and PSED.
- The child may lose special privileges.
- The child may be asked to spend time away from PSED.

Our afterschool program may not be appropriate for a particular child or parent. For example, the program might not provide an environment suitable to meet a child's particular developmental needs, or a parent may not be able to participate appropriately in the program. Under such circumstances the Board of Directors reserves the right to ask a child to be withdrawn from the program. In such an instance, the Directors will help the parents arrange alternate care. If a child is asked to withdraw, tuition charges will cease from that day forward, and any advance tuition payments and deposit will be refunded.

## **16. PARENTAL BEHAVIOR POLICY**

It is expected that all parent/guardians in contact with the program, including its staff, families, and directors, will act respectfully and appropriately at all times. Behavior that is abusive, disruptive or uncooperative will not be tolerated. Inappropriate behavior will be grounds for review by the PSED Board of Directors. This behavior includes parents arriving on the premises under the influence of drugs or alcohol.

In the event of inappropriate conduct, the following procedures will be instituted:

- The individuals involved will be asked to attend a meeting in a timely manner to address the immediate concerns.
- Documentation of the event and meeting will be placed on file and Executive Board members will be made aware of the situation.
- When warranted, consideration for suspension, termination, or denial of privileges to reenroll the family regarding the program will be determined by the Board of Directors.
- Families will be informed in writing of the decision made by the Board of Directors.

If the staff and Directors feel that a child's safety is being compromised in any way, help will be sought out in identifying alternative transportation for the child. PSED reserves the right to call the appropriate authorities if necessary. Such decisions will be made to ensure the safety and well-being of the program's families, staff, directors, and Board members.

## **17. GRIEVANCE PROCEDURES**

Families who receive extended day services may from time to time have complaints concerning services received by staff. When such grievances arise, they will be addressed promptly. The following are the procedures to be used when dealing with a family that has a grievance:

- You may present your concerns to your child's group teacher. He/She will review the circumstances and give an appropriate response in a timely manner.
- If your concerns remain unresolved, you may call to make an appointment with the appropriate Director. Issues related to your child's experience, staff, curriculum or other

programmatic issues, should be directed to the Program Director, while issues related to tuition billings, fees, enrollment, licensing procedures, or other administrative matters should be directed to the Associate Director.

- The appropriate Director will consider all of the facts and the circumstances involved and then provide a formal response within a reasonable time period.
- If you are still dissatisfied with the response, you may contact the Executive Committee of the PSED Board of Directors. Their decision will be final.
- If your concerns pertain to one of the Directors, you should present them to him/her. If your concerns remain unresolved, you may contact the Vice President of the PSED Board of Directors, who oversees personnel matters. Similar to other issues directed to the Board or any of its members, decisions rendered will be final.

## **18. PREVENTION OF ABUSE AND NEGLECT**

All staff are required to report suspected child abuse or neglect and trained on what signs to look for that children are being abused or neglected. The report may be made to either Director or directly to the D.C.F. (Department of Children and Family). The Director will immediately report suspected abuse or neglect to D.C.F. The Director will notify E.E.C. immediately after filing a 51A report of suspected abuse or neglect with the D.C.F, or learning that such a report has been filed. In cases when a member of the staff is suspected of child abuse or neglect, the staff member will be immediately removed from direct contact with children until the D.C.F. completes its investigation, and for such further time as the Department may require. The staff member may be subject to disciplinary action as explained in the Personnel Manual.

## **19. SEXUAL HARRASSMENT POLICY**

PSED's sexual harassment policies and procedures are in accordance with those in effect for the Brookline Public Schools and as prescribed by state and federal laws such as MGL Chapter 151C, Title VII of the Civil Rights Act of 1964, and court decisions and administrative rulings as rendered by the Office of Civil Rights, EEOC, and MCAD regarding prohibition of sexual harassment.

“Sexual harassment is defined as any sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (i) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of the provision of the benefits, privileges or placement of services or as a basis for the evaluation of academic achievement; or (ii) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's education by creating an intimidating, hostile, humiliating or sexually offensive educational environment (per MGL, c. 151C, s.1(e)).

If anyone believes they have been sexually harassed or have personal knowledge of the sexual harassment of another, the matter should be reported to an adult member of the school community or a school official, such as the Principal or a School Board Member. All complaints should be taken seriously and addressed immediately. Retaliation in any form against a person who makes a complaint alleging sexual harassment is forbidden. Reports of sexual harassment shall be kept confidential and involve as few people as possible, with the goal of protecting the privacy of those involved and stopping the behavior, rather than punishing anyone. However, in the event there is an allegation or finding of blatant and severe and/or repeated incidents of sexual harassment and the complainant has suffered substantial emotional and/or physical harm, the parents of affected students and other appropriate individuals, as indicated, shall be notified. After an allegation of sexual harassment has been made to a school official, he or she shall help a complainant consider options and implement appropriate actions. Affected staff, students and, in some cases, parents of students will be advised of how to file and respond to a complaint.

Resolutions of complaints may range from an informal meeting or letter to a formal investigation. In response to a finding of sexual harassment or a finding that retaliation against a complainant has taken place, any one or more sanctions as set forth in the Brookline Public Schools Code of Discipline may be imposed.”