

# The Learning Center (TLC) at the Northeast Arc

2022 - 2023 HANDBOOK



The Learning Center

at The Northeast Arc



*"building possibilities"*

6 SOUTHSIDE ROAD

DANVERS, MA 01923

Clinical Program Director (978) 924-5745

*Open Full Year 8:30AM-5PM*

An early learning center and preschool with a behavior analytic approach

**TLC IS A PEANUT & TREE NUT FREE FACILITY.**

**THE LEARNING CENTER (TLC) PARENT/ LEGAL GUARDIAN HAND-  
BOOK**

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## WELCOME TO TLC!

At The Learning Center, we are committed to helping you and your child make an easy, comfortable transition into our program by clearly communicating our policies, procedures and philosophy. We hope these guidelines provide an initial orientation to the center and serve as a reference throughout your child's enrollment.

## OUR MISSION

The Learning Center at the Northeast Arc offers Applied Behavior Analysis (ABA) in a licensed child care setting with an integrated center model. ABA is the science of learning and behavior, and TLC incorporates this science into all the classrooms within the center, creating a behavior analytic structured learning environment. The Learning Center is a place where individuals of varying abilities will learn important developmental skills in an individualized way. The Center is a mix of children receiving ABA services as well as Northeast Arc Staff's children and sibling of children receiving ABA services. Staff in the center consist of EEC qualified ABA instructors, behavior technicians, Board Certified and Licensed Behavior Analysts (BCBA/LABA), as well as our administrative and clinical management team.

TLC offers:

- Specialty learning services to children ages 15 months to 6 years
- Insurance-based and private pay ABA services
- Behavioral assessments and consultation
- 1:1 and group ABA therapy
- Smaller student-to-staff ratios

## PROGRAM GOALS

TLC is committed to:

- √ Fostering learning through ABA methodologies
- √ Creating a nurturing and enriched environment for learning to take place
- √ Individualizing treatment and educational approaches
- √ Teaching/strengthening developmentally appropriate skills (behavioral, social, emotional and academic)

## TODDLER PROGRAM

Our Toddler Program serves children 15 months to 36 months.

The curriculum uses ABA methodologies to nurture and expand developmentally appropriate skills such as communication, social interactions, play skills (parallel and cooperative), joint-attention as well as listening and attending skills. We also encourage toilet training, in accordance with parent/legal guardian wishes.

### Toddlers should bring, LABELED:

Bib and sippy cup/water bottle.

-A “ready to eat” lunch that does not require warming or refrigeration (**No glass please**).

-Diapers and wipes.

-A complete change of clothes (or multiple) in a Zip Lock bag to be left at school .

-A clean crib sheet to be placed on a mat for nap/rest time (small blankets are ok, but no toys/stuffies from home)

-Sneakers or shoes (if wearing snow/rain boots to school).

Parents/legal guardians please remember that if your child is toilet training, please do not put them in overalls, or zipper pants as it makes toilet training very difficult when toddlers don't have the time to unzip or unbutton.

Sheets/blankets will be sent home each day to be checked to see if they need to be laundered, and will not be stored at TLC.

Parents/guardians will need to provide any additional items from home that may be necessary to work on particular goals, such as pair of sneakers with laces, “Chewelry” for chewing behavior, novel foods for food programming, additional items to be used for reinforcement, etc.

### ***STORAGE OF PERSONAL BELONGINGS:***

Each toddler will have a cubby. Their backpack and other belongings will be stored in their cubby throughout the day.

### ***Classroom Setup:***

The group maximum is 8 children. Each room has a Lead ABA Instructor (teacher) as well as behavior technicians working 1:1 with children receiving clinical services.

## PRESCHOOL PROGRAM

Our Preschool program is for 3, 4, and 5 year old children. A varied program, offering hands-on experiences in art, music, language arts, science, math, physical activities and problem solving is combined with attention to each child's interest and needs. ABA methodologies are used to promote learning of developmentally appropriate skills in areas of communication, play and leisure, daily living skills, attending and listening skills and social skills.

### Preschool children should bring, LABELED:

- A “ready to eat” lunch that does not require warming or refrigeration.
- A complete change of clothes in a Zip Lock bag to be left at school (multiple changes left in their backpack are usually a good idea just in case).
- A clean crib sheet to be placed on a mat for nap/rest time (small blankets are ok, but no toys/stuffies from home)
- Sneakers or shoes (if wearing boots to school).

Parents/legal guardians please remember that if your child is toilet training, please do not put them in overalls, or zipper pants as it makes toilet training very difficult when children don't have the time to unzip or unbutton.

Sheets/blankets will be sent home each day to be checked to see if they need to be laundered, and will not be stored at TLC.

Parents/guardians will need to provide any additional items from home that may be necessary to work on particular goals, such as pair of sneakers with laces, “Chewelry” for chewing behavior, novel foods for food programming, additional items to be used for reinforcement, etc.

### ***STORAGE OF PERSONAL BELONGINGS:***

Each preschooler will have a cubby. Their backpack and other belongings will be stored in their cubby throughout the day.

### ***Classroom Setup:***

The group maximum is 10 children. Each room has a Lead ABA Instructor (teacher) as well as behavior technicians working 1:1 with children receiving clinical services.

## REGISTRATION AND ENROLLMENT PROCEDURES

### REGISTRATION

Enrollment forms (for new applicants only) must be completed and returned to [tlc@ne-arc.org](mailto:tlc@ne-arc.org) within the indicated time limit given. Any late registration paperwork may delay your child's enrollment in the center.

### ANNUAL RE-ENROLLMENT

All paperwork needs to be annually reviewed and re-signed. New physical and immunization records are required each year.

### PARENT COMMUNICATION:

Keeping you involved with the school and your child's daily experience is always a priority of ours. Helping us achieve this goal is a program called **TADPOLES**.

From Tadpoles, staff can send photos and videos to allow you to see a glimpse into your child's day! Staff also create a daily report for each child.

This daily report will be emailed to you, and sent to your tadpoles parent app. It will keep you informed of the daily activities and learning experiences that your child has each day.

To create your Tadpole account online, please use the following steps:

Visit [www.tadpoles.com](http://www.tadpoles.com) and click 'log in' at the top right

Select Parents on the left

Choose sign up under 'use a tadpole account'

Use the email address that is currently on file at TLC

If it's a Gmail account, you can sign right into the account

If it's not a Gmail account, enter your email, choose submit and check your email for the link to establish your password.

If a parent/caregiver is having a particular problem at TLC, the most effective way to handle this is to speak with a staff member. If you are not satisfied with the outcome or have further concerns, please reach out to the Clinical Director, Jill McEntee, at [Jmcentee@ne-arc.org](mailto:Jmcentee@ne-arc.org). In the event that Jill is unable to be reached, please reach out to Kristy Murphy, Director of ABA Services at [KRMurphy@ne-arc.org](mailto:KRMurphy@ne-arc.org). See TLC contact sheet for full staff contact details.

## FINANCIAL POLICIES

### PRIVATE TUITION PAYMENTS

Private tuition payments (for non-clinical enrollment) are the same regardless of sick, holidays or vacation days. Tuition invoices are sent via mail and/or email and can be paid through our billing department. Staff at TLC cannot process tuition payments (payments must be made through the billing department). Recurring credit card payment options are available.

A fee of \$25.00 will be charged for any returned checks.

### Schedule changes

We know that schedules may change unexpectedly, however due to the way our staffing structure works at TLC, we cannot guarantee that we can accommodate scheduling changes after enrollment for the year has started. Clinical scheduling is based on authorized ABA hours as well as staff availability and classroom regulations. Private scheduling is based on classroom ratios as well as staffing availability.

A change in schedule request requires advance notice of at least 2 weeks. Requests need to be documented in writing by the caregiver and will be reviewed by management to determine if they can be accommodated. Change of schedule fee: First change is free, second change is \$20 per child, third and subsequent changes are \$30 per child, within the school calendar year.

### Late Payments

Tuition payments that are in arrears for more than one week will result in the child not being admitted unless payment is made in full.

### Absences

Email [TLCscheduling@ne-arc.org](mailto:TLCscheduling@ne-arc.org) to notify the scheduling staff of any times you plan to have your child not attend TLC throughout the school year (vacations, planned absences, sick days, etc.). Please also mark your child as absent on Tadpoles.

### LATE PICK UP FEES

We know that sometimes things happen that are unavoidable, but TLC practices a strict late-pickup policy. TLC closes at 5pm on the dot. Parent/legal guardians need to notify on Tadpoles if they will be late picking up their child. Children's hours are scheduled according to the admission agreements in our enrollment packet signed by the parent/legal guardian. Parent/legal guardians are charged a fee of \$10 for a late pickup between 5-10 minutes, per child, and then \$3/minute for each minute over the initial 10 minute mark.

-Late fees are charged per child i.e.: siblings each are charged a fee.

-This fee will be billed to you through our billing department.

If there are more than 3 late pickups in a month, TLC reserves the right to adjust the child's schedule and/or discharge from enrollment.

## OTHER ABSENCES or SCHOOL CLOSINGS

### WEATHER EMERGENCIES

In the event of a weather emergency, decisions will be made by the Northeast Arc Executive Director in conjunction with Sr. Management to close or delay any of the agency buildings. Upon a decision, parents will be notified through the Tadpoles parent app as well as email by 7am on the morning of.

No credits or refunds are given for illness, vacation (see vacation policy) or emergency school closings (this includes inclement weather).

### WITHDRAWAL

Should you wish to withdraw from the Center a minimum two weeks written notice must be given to the Clinical Program Director in order to allow closure time for your child and time to fill the slot that has been vacated. Special consideration may be made for emergencies. Any private tuition or invoices must be paid in full at time of withdrawal. If you are receiving clinical services through insurance and choose to withdraw from the program or pause services for more than 30 days, you forfeit those clinical services through the ABA program at the Northeast Arc, and your insurance will be contacted for a discharge of those services.

### SECURITY

Please note that all entrances to the Center are locked for security purposes. Caregivers and families on the waitlist may request to schedule a tour of TLC at any time, or to schedule a parent consult in the center. Otherwise, no one other than Ne-Arc staff (permanent or visiting), visiting service providers and maintenance is allowed entry to the center.

### WHAT TO WEAR

We consider our playground an extension of the classroom and we will be going out every day in all kinds of weather. Please send your child prepared. Inside activity involves paint, glue, markers, juice, playdoh, etc. We wear smocks for messy projects; therefore, washable play clothes are suggested. Please don't send your child in anything "special" that will hinder their full participation in the day's events. Please remember that open toe sandals, flip flops, open back shoes and party/pretend play shoes should not be worn to school. It is very important to "LABEL ALL BELONGINGS".



## FOOD ALLERGIES – FOOD INTOLERANCES

Parents/Legal Guardians need to inform staff in writing of any food allergies or food intolerances their child has. Parents/Legal Guardians need to keep the center informed of any changes or updates of food allergies or food intolerance in writing as they occur. Children with food allergies or food intolerances should have an action plan written up by their Health Care provider. The center needs a copy of the child's action plan.

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### Food at the center

- All food given to children at the center will need to be brought in from the home setting. TLC does not provide snacks to the children. Caregivers will be required to send two snacks in with their child as well as a packed lunch if the child is at the center for a full day. More food is always better than less as that helps provide choices and additional items should children make it through all of their main items for the day and still request more.
- TLC will not keep open containers of unused food items or containers of bulk food items stored in the center for any child.
- Any larger round food items (for example grapes or large berries) need to be sent in cut in half in order to be served to the children.
- TLC does not heat up/cook food items, nor refrigerate food items. Please plan lunches accordingly.

## BIRTHDAYS

This important day is a treat for children to celebrate at school with friends. TLC enjoys celebrating these special occasions with the children. Families are allowed to bring in treats for the children as long as they are “school safe” (free from the top allergens, including peanut/tree nut free). Other ideas to celebrate are: fun plates/napkins that can be used during meal times, party hats or other paper items, other small non-edible goody bag items/favors, etc.

## HOLIDAY CELEBRATIONS

Children enjoy celebrating special events, but adult enthusiasm and the commercial “hype” can make holiday celebrations overwhelming for young children. Our curriculum is based on many cultures and celebrations around the world. We may celebrate special days with activities that are centered on the interests of the children. Their level of understanding and enthusiasm for the holiday will determine the extent of the celebration, keeping in mind that maintaining regular routines and a calming, low-key atmosphere is a priority. TLC reserves the right to celebrate some holidays (or times of the year) in a “non-denominational” capacity.

## DROP OFF AND PICK UP PROCEDURES

At TLC, the children's morning arrival and afternoon pick up will take place outside. Upon arrival to the Program, parents/caregivers will drive through a pickup/drop off circle created for one-way traffic in the parking lot, and will wait in their car to be greeted in the parking lot by a staff member.

At drop off, staff will get the child from the car along with their belongings and the child will enter the building together with the staff. At pickup, a staff member will bring your child out to your car. Any authorized person who picks up or drops off from TLC is responsible for having the appropriate safety seating in their car (whether car seat or booster, per the Massachusetts state regulations), as well as buckling children in appropriately before leaving the premises. Staff cannot buckle children in or install safety seating for families.

Please note that staff are mandated reporters and not using the appropriate safety seat and/or buckle during a drop off or pick up is a reportable situation.

Families need to notify TLC through Tadpoles if someone other than the typical authorized person will be picking up your child that day. Any new person who picks up will need to provide ID upon arrival before your child can be released.

## PARENT/LEGAL GUARDIAN CONSULTS

As a requirement of attendance in our ABA program, TLC BCBA's will schedule monthly parent consult meetings to review clinical progress. Parent/legal guardian conferences can take place in person at TLC or via Zoom. Parents/guardians can always request to meet more frequently with BCBA's if they desire or if clinical concerns arise.

For non-clinical enrollment, parents/guardians will have consults with staff (Instructors and/or management) on a bi-yearly basis to discuss progress with classroom goals and academic programming.

Parents/Guardians can call a meeting at any point if they feel the need to talk with staff in person. TLC reserves the right to also call a consult meeting with any parent/guardian at any time throughout the year.

Conferences/meetings may include additional clinical staff or Northeast Arc staff as deemed necessary by the supervising BCBA for coordination of care.

## ACCOMODATIONS

It is the philosophy of The Learning Center that diversity, in all its forms, creates a richer environment for children. Valuing diversity includes serving children with a wide range of developmental abilities. We are committed to the inclusion of children in our Center community regardless of their developmental needs.

TLC is an inclusive learning center with the ability to tailor the curriculum and learning environment to the individual needs of the children we serve. We offer access to Early Intervention services through the Northeast Arc's EI program, ABA services through our 4 ABA departments (including TLC) as well as a variety of other services for a wide range of individuals. TLC is a behavior analytic center and offers ABA services to individuals with Autism Spectrum Disorder (ASD) who attend the center, as well as siblings of those children and Northeast Arc staff's children. If you have particular clinical concerns for your child, or would like more information about ABA and what the center has to offer, please contact Jill McEntee, Clinical Director at 978-924-5745 for more information.

## TOILET TRAINING

At TLC we are happy to work on toilet training with your child as it is an important life skill. Toilet training children will be done in accordance with both the request of the parents/legal guardians and the recommendation of the clinical staff. Disciplining a child for soiling, wetting or not using the toilet, or forcing a child to remain in soiled clothing, forcing a child a child to remain on the toilet for long durations, or using any other unusual or excessive practices for toileting will not be permitted. Evidence-based toilet training protocols are used at TLC to teach toileting skills.

## REFERRAL PROCEDURE

TLC staff will monitor and evaluate a child's development on a daily basis through observation, classroom data collection and notes, and regular staff meetings. If a behavioral incident occurs, or there is a reason to be concerned about a specific developmental issue, the following steps are taken:

- Staff will record data regarding the child's behavior and development in a factual, accurate and objective manner, which states specific behaviors, along with the antecedents and consequences of those behaviors, contextual variables, the date, time and duration of observation.
- The Clinical Director will review all documentation.
- The Classroom ABA Instructor will be directed to take additional data on the child's behavior across settings in the center (classroom, outside, gross motor, 1:1 time, small groups, etc.). Data will be reviewed by a BCBA.
- A meeting (in person or via phone/zoom) will be called with parents/caregivers. At the meeting, parents/legal guardians will be asked to review the documentation and discuss the identified issues and then the staff and parents/guardians will come up with action items/strategies moving forward. This may include developing a behavior support plan, or identifying sources of help available within and outside of the center. The results of all meetings will also be documented and kept on file.
- Referrals may be made to the Department of Social Services, Northeast Arc's Early Intervention Specialist, the Autism Support Center, the Northeast Arc's Specialty ABA Services programs, the family's pediatrician, a Neuropsychologist, the town's Early Intervention Education Consultant, the Community Partnership Program's team and the local public school system.

## TERMINATION OF ENROLLMENT

TLC believes that continuity of care is most often in the best interest of the child. Therefore, we try to prevent termination as much as possible. However, if we need to terminate services, you will be notified in writing of the reason and be given 2 weeks notice so that you can prepare your child for the changes.

Enrollment may be terminated for the following reasons:

- Parent's/legal guardian's refusal to seek or accept professional help for severe behavioral problems, or refusal to allow clinical staff to implement interventions for dangerous or interfering behaviors.
- Childcare service may be terminated if payment for childcare services is delinquent. In an attempt to prevent termination, TLC will work the parent/guardian to negotiate a payment plan with our billing coordinator.
- Other reasons for termination include physical or emotional impairment that the center cannot reasonably accommodate and other issues that may impact on the immediate safety of the staff and children by a parent/legal guardian that is physically or emotionally abusive or threatens staff.
- Enrollment may also be terminated because of failure by the parent/legal guardian to provide necessary Center forms or failure to cooperate with Center policies.

The following are the program's procedures for avoiding suspension and/or termination of services:

- √ Clinical Director and/or staff will meet with the parent to discuss options other than suspension and/or termination of services.
- √ Clinical Director, Clinical Manager and/or staff will offer referrals to parents/guardians for evaluations, diagnostic or therapeutic services.
- √ Develop a plan for behavioral intervention at home and in the program.
- √ Clinical Director will work with staff on pursuing other options for supportive services to the program including consultation and educator trainings.

Either the parent/legal guardian or the Center may initiate termination of services. Parents/legal guardians will be notified of termination in person and also in writing. If the termination is based on the imminent safety for the staff, children and families at the Center, it may occur effective immediately. Parents/legal guardians will be informed of the reasons for termination. A copy of the letter will be placed in the child's file and information will be available for referral to other services. The Department of Early Education and Care may also be notified and receive a copy of the termination letter.

The child will be prepared for separation from the center in a manner consistent with the child's ability to process and understand the transition.

## MEDICAL, HEALTH AND SAFETY-RELATED POLICIES

To avoid confusion about whether your child is too sick to attend school, we have developed the following policy: If your child is too ill to participate fully in a daily curriculum, including active outdoor play, he/she should not come to school. More specifically, if your child has had any of these symptoms he/she may not attend school until symptom-free for 24 hours (from the last experienced symptom) without medication, or as otherwise noted:

- Fever of 99.5 degrees or over (may return after 24 hours from last normal temperature reading w/o medication)
- Vomiting (may return after 24 hours from last instance, if child returns to care and has one episode they will be sent home and may not return for an additional 24 hours)
- Diarrhea (two instances, with children in diapers or pull-ups one-uncontained in the diaper or if the child is showing more than one symptom other than diarrhea, may return 24 hours after last instance. If child returns to care and has one episode they will be sent home and may not return for an additional 24 hours)
- Pronounced or persistent cough
- Thick, colored mucus from nose
- Scabies or lice (may return after thorough treatment)
- Conjunctivitis (may return after 24 hours on medication)
- Unexplained rash (all children must have doctors note to return, no exceptions)
- Abscess or draining sores
- Severe and raw diaper rash that may cause discomfort sitting/participating in activities
- Strep-throat (may return after 24 hours on antibiotic and doctors note)
- Any symptoms related to COVID-19 (pending a test has not be done and/or there was no exposure)

If a child develops symptoms during the day, a parent/legal guardian will be called and is expected to pick the child up as soon as possible (within one hour). While waiting for the parent/legal guardian, sick children will be made comfortable in a quiet supervised area away from the group.

Please remember if your child is sent home from school with a fever, for example, he/she cannot return to school the next day since 24 hours would not have elapsed since the fever was present.

If your child is being treated for an illness with antibiotics, he/she must have had 24 hours of medication before returning to the center. A doctor's note will be required for any child with a contagious condition prior to returning to the center.

## ALLERGIES

All allergies noted on the child's health form will be clearly posted in the classroom, staff room, and in the Director's office.

(See Food Allergies – Food Intolerances PG 9)

PRESCRIPTION MEDICATION: Prescription medication cannot be administered unless it is essential the child receive the medication during school hours (cannot receive outside of those hours) and a Medical Doctor details that it needs to be taken during those hours. In this case, the medication needs to be brought to the Clinical Director in the original container, with specific doctor's orders on how to administer it. The label needs to identify the child, doctor, dosage, and side effects. Prescription medication that is given less than twice a day cannot be given to the child during the business day. A parent/legal guardian must fill out an Authorization for Medication form. If a missed dose has occurred the staff must contact the parent, Department of Early Education and Care and also the Clinical Director. staff must also document the reason why the medication was not administered.

Documentation of administration of medicine given at the center is kept in a marked portfolio in the BCBA office.

NON-PRESCRIPTION MEDICATION: Non-prescription medication (i.e. Tylenol) will not be administered during the day.

Topical non-prescription medication such as ointment for diaper rash or sunscreen can be administered with written permission from a parent/legal guardian.

All medication will be kept in a cabinet, secured and/or out of reach of the children, in the classroom unless refrigeration is needed. Should refrigeration be necessary, there is a container, marked MEDICATION ONLY in the refrigerator.

We ask that all children with EPI-PENS to send **TWO**. One for the classroom and one for the teacher's emergency bag. If you have any questions about this please see the Clinical Director.

## INFECTION CONTROL:

Hand washing is the single most effective way to combat the spread of infection. All staff are required to follow strict hand washing guidelines, which are posted near the sinks throughout the Center. Good hygiene will be an ongoing part of the daily routine. Children will be supported in clearing hands regularly, and specifically before eating, after toileting or diaper changing, sneezing, coughing, and after use of any shared materials.

## FIRST AID TRAINING AND EQUIPMENT

TLC staff are trained in First Aid and Infant and Child CPR. A First Aid kit is kept each classroom, staff room and in the gross motor room and are clearly labeled. The kit in the staff room is equipped with a First Aid Manual. A Center log for recording all accidents and injuries is kept in the meeting office. The kits are checked monthly and maintained by the Staff and EEC admin of the center.

## PLAYGROUND SAFETY

All staff members are responsible for daily monitoring of classrooms and the playground for safety. Any broken equipment or unsafe situation will be brought to the attention of the Clinical Director who will take immediate steps to remedy the problem.

## FIRE DRILLS

Fire drills are conducted every month and the Program Administrator maintains and records the date, time, number of students and teachers, and evacuation time into an evacuation log.

## CHILD ABUSE AND NEGLECT

The TLC staff are mandated reporters of suspected child abuse or neglect. Our staff are legally required to report any suspected indication of abuse or neglect to the Massachusetts Department of Social Services. This includes comments children might make about abuse or neglect while at the center. Prior to filing, the Clinical Director or designated staff will, if appropriate, call or email the parent/legal guardian to inform them of the allegations. The staff in the center is available to assist families in cooperating with the Department of Social Services and scheduling any necessary services resulting from referrals by the Social Service Department.

In the case of institutional abuse the EEC will be notified immediately by telephone and in writing using a 51 A form, within 24 hours. If a filed report of child abuse or neglect involves a staff person, that individual will be immediately suspended pending an investigation by the Department of Social Services. All of our staff will cooperate fully with the investigation efforts of any licensing or regulatory authorities. During the investigation, the staff member will not be allowed to remain at work, and will receive no pay. The staff member shall have no direct contact with children until such time that all investigations by EEC and DSS, etc., have concluded and the staff member is authorized to return to work.



## [Parent/Legal Guardian Information, Rights, And Responsibilities](#)

You have the right to contact the Department of Early Education and Care for information regarding the program's regulatory compliance history at the following address or you may call the number listed below:

Department of Early Education and Care

360 Merrimack Street

Building 9 3<sup>rd</sup>. Floor

Lawrence, Mass 01843

978-681-9684

## [PARENTS/LEGAL GUARDIANS RIGHTS](#)

### [Right to Visit](#)

You have a right to visit to your child's room while your child is present.

Observation windows are available for viewing each classroom and we ask that parents try this first before coming into the classroom being mindful of the group schedule. If parents have questions or concerns please see the director and she can schedule a conference. Staff and the director are also available by Tadpoles, phone or email if you need to communicate a concern or have questions.

### [Conferences](#)

You have a right to request an individual conference with the program's staff and/or management. The licensee has the responsibility of making the staff available.

### [Progress Reports](#)

Three times per year, you will receive a written progress report of your child's activities and participation in the center. This report will become part of your child's center record. For children receiving clinical services, this report is separate from those that may be done for insurance authorizations. Center staff will bring any special problems or significant developments, to your attention as soon as they arise.

## YOUR CHILD'S RECORDS

Information contained in your child's record is privileged and confidential. The center's staff may not distribute or release information in your child's record to anyone not directly related to implementing the program plan for your child without your written consent. You must be notified if your child's record is subpoenaed.

## ACCESS TO THE RECORD

You should be able to have access to your child's records. The center must provide access within two business days, unless they have your permission to take longer. You must be allowed to view your child's entire record, even if it is located in more than one location. The center must have procedures regarding access, duplication and dissemination of children's records. A log will be kept in each child's folder to record any instances where their file may be shared with professionals outside of our agency.

## PROVIDING INFORMATION TO THE DEPARTMENT OF EARLY EDUCATION AND CARE (EEC)

The licensee must make available to the Department of Early Education and Care any information required to be kept and maintained under these regulations and any other information reasonably related to the requirements of these regulations. This includes information in your child's records. Authorized employees of the EEC are not to remove identifying case materials from the center premises and are required to maintain the confidentiality of individual enrollment.

## FINAL DISCLOSURE

By enrolling your child in TLC, you are consenting to follow the policies as written in this handbook. TLC reserves the right to change/adjust these policies as they relate to the center at any time, and may choose to include supplemental policies/procedures for parent/guardian reference. Any policies that are revised will be sent out to families for reference. Policies and procedures of TLC are available at any time to parents/guardians. Please contact the Clinical Program Director or Clinical Manager if you need an additional copy of any policies.

## TLC Contact List

### **Jill McEntee M.S. BCBA, LABA**

Clinical Program Director

Direct: 978-924-5745

[jmcentee@ne-arc.org](mailto:jmcentee@ne-arc.org)

### **Alex Chabot, BCBA, LABA**

Full Time Behavior Specialist

Direct: 978-924-5835

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### **Colleen Hammond, BCBA, LABA**

Part Time Behavior Specialist

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### **Cassie Reitano, BCBA, LABA**

Full Time Behavior Specialist

Direct: 978-924-5776

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### **Jackie Murphy, BCBA, LABA**

Part Time Behavior Specialist

Direct: 978-924-5758

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### **Jessica Figueiredo, BCBA, LABA**

Full Time Behavior specialist

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### **Kristy Murphy**

Director-Specialty Services

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