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## **Welcome**

We are glad you have chosen a YMCA Southcoast Child Care Program for your child. By working together, you can be assured that your child will enjoy a unique, structured, quality program that reinforces the standards and values you have set at home.

This handbook is designed to help you and your child have a smooth transition into the program and also supply you with the needed information regarding policies and procedures as required by our licensing authority, the Department of Early Education and Care (EEC).

## **YMCA Mission**

The purpose of this Association is the improvement of the spiritual, mental, social, & physical conditions of all persons.

## **Child Care Philosophy and Purpose**

YMCA Southcoast is committed to the provision of quality, affordable childcare, and the belief that our associate serves as an extension of your family. Programming is not merely custodial or recreational. The children participate in a safe, constructive environment that offers opportunities for individual growth of each child in character, physical, social, emotional, and intellectual development.

### **Goals**

- I. To provide comprehensive, supervised child care that will have an in-depth impact on children and families by allowing for:
  - a. Parents' employment or education
  - b. The economic stability of the family
  - c. Positive experiences for children in terms of care, self-development and education.
- II. To create an environment that fosters opportunities for the development of each child in the areas of:
  - a. Character (with emphasis on caring, honesty, respect, and responsibility)
  - b. Health and nutrition
  - c. Physical education
  - d. Skills development
  - e. Interpersonal relationships
  - f. Self-awareness and confidence
  - g. Independency

## **Objectives**

I. To provide a program of creative, appealing learning experiences and supervised activities. Children have opportunity to voluntarily participate in these activities, which enhance development and education.

II. To promote more effective on-going family functioning and improve the future quality of lives by linking children and their families to resources that will continue to provide needed social services in the future.

## **Licensing Agency**

YMCA Southcoast Child Care is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to Child Care licensing. All sites maintain a current copy of the state regulations for parents to review upon request. The regional office of the Department of Early Education and Care is located at 1 Washington Street, Suite 20, Taunton, MA 02780, phone 508-828-5025. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

## **Child Care Associates**

We believe the success of our program (and ultimately your child's experience) lies in the quality of our associate. Our associate members are carefully selected based on their experience, education, character, and interpersonal skills. Our main objective is to nurture the developmental growth of each child.

Associate members are trained YMCA professionals who are committed to meeting the needs of all children. Each associate meets or exceeds the EEC requirements for their position. In addition, the YMCA mandates child care associates have current CPR and First Aid, attend Orientation Training and yearly Child Abuse Prevention Training. The YMCA provides an annual full day training to maintain best practices and encourages professional development throughout the Association.

## **Program Information**

Site: **Bournedale/Peebles**

Ages of children served: **Grades K-4<sup>th</sup>**

### Daily Schedule

**Bournedale/Peebles arrival, physical activity outside/gym**

**Snack and homework**

**Curriculum**

**Physical Activity outside/gym**

**Free play/clean up**

## Program Hours

Monday – Friday (7:00-9:00am & 3:00-6:00pm)

(SACC only)

### Early dismissal:

Starts at school dismissal until 6:00pm

### Full day care:

7:00am to 6:00pm

## **Holiday Closings**

Closure dates are posted. The program will not provide child care on the following scheduled holidays:

Labor Day

Thanksgiving Day

Christmas Day

Memorial Day

Fourth of July

New Year's Day

Black Friday

Veteran's Day

Martin Luther King Day

Columbus Day

Associate In-Service closures

## **Associate In-Service Closings**

In order to ensure quality care for your child, each child care site provides in-service days for associate training and site maintenance. The exact days will be provided to you with advance notice.

## **Inclement Weather policy**

In the event of inclement weather, School-Age Child Care closes with the following decisions.

1. A State of Emergency is declared.
2. The YMCA Branch Executive Director deems it necessary.

When the public schools in your community are canceled due to weather, the YMCA child care site at **Gleason Family YMCA** will be open all day unless the YMCA is also closed. All children must be signed in by 10:00am. The site will open at **7:00am** and close at **6:00pm**, unless severe weather forces the YMCA to close earlier.

If schools are dismissed early due to weather, the YMCA site will be available from the time of school dismissal until **6:00pm weather permitting**.

Please telephone the program ahead when the conditions are extreme or dangerous. If weather or road conditions worsen during the day, parents may be asked to pick up their child(ren) for early closing. Please leave an emergency number with the center whenever you can not be reached at your regular numbers. It is absolutely necessary that either you or another adult properly designated by you are reachable at all times.

If a decision is made to close our program, the following procedure will be implemented: Cancellation or delayed openings will be announced on **WSAR AM 1480** radio station **and on the YMCA Southcoast website: [www.ymcasouthcoast.org](http://www.ymcasouthcoast.org)**.

### **Pick -up / Drop-off Procedures**

For the safety of all children, it is necessary for children to be **signed-in and signed-out each day**. The time of arrival and departure with an authorized signature is required. This also provides the opportunity for associate to share important information with parents or vice-versa.

The procedure for pick up at the end of the day is as follows: The adult will show his/her picture ID upon arrival at the site. The associate will check the ID with the authorized adults listed in the child's file.

#### **SACC only**

School-age children arriving by bus are signed into the program by YMCA associate.

**On full day child care days, it is necessary for the each child to be signed-in as well as signed-out.** Every morning, an adult must escort all children to the site coordinators desk for signature and arrival time. If a parent is medically unable to enter the building or climb stairs, please speak with the Child Care Director to make necessary arrangements.

### **Reporting Absences**

It is very important to report a child's absence no matter what the reason. **Call the YMCA Child Care at **508.295.9622** once you realize your child will not be attending.**

#### **SACC only**

**To maintain accurate attendance, it is necessary to call prior to 12:00 pm on school days to report an absence.**

### **Authorized Releases**

Any changes to authorization for pick up, must be made by the parent or guardian in person and in writing. To protect your child we cannot accept verbal authorization or a note sent in with the child.

In the event that an associate suspects that the parent is under the influence of alcohol or another controlled substance, the center reserves the right to speak with the parent and make alternate arrangements for transporting the child home safely. If the associate is met with resistance, the police will be notified.

## **Late Pick –Up Fee**

Child Care closes at **6:00pm**. If you are going to be late it is your responsibility to make arrangements for your child to be picked up on time. There is a \$5.00 late fee for the first 15 minutes you are late. After the initial 15 minutes, a \$1 per minute fee is added until the child is picked-up. With three (3) Late Pick-Ups, the child will be terminated from the program.

If you have not contacted us by **6:00pm**, we will begin calling emergency contacts. If we are not able to reach emergency contacts, the Police Department will be called.

If you are called during program time to pick up your child due to illness or behavior, you have one hour to do so. After the hour has passed and your child is still at the site, the Late Pick-Up Fee Policy goes into effect.

## **Non-Discrimination Policy**

The YMCA is committed to the practice of non-discrimination. We administer programs for children without regard to race, gender, religion, cultural heritage, marital status, national origin, sexual orientation, political belief, veterans' status, disability or any other characteristics protected by federal, state, or local law. The YMCA promotes an awareness of and respect for differences among children and families, a respect for each child and their family's culture and language, and is responsive to the inclusion of a variety of learning needs.

## **Enrollment Procedure**

1. Applications are available at the appropriate YMCA branch.
2. All required paperwork must be complete with signatures, dated and returned to the YMCA.
3. Payment for services must be received according to "Tuition Policies".
4. A start date is determined after the completion of application and tuition payment made.

## **Tuition Policies**

- The tuition fee schedule is included in the registration packet.
- The complete balance is due **prior to each week of care**.
- Failure to follow payment procedure will lead to termination.
- Payments may be made with checks only at non YMCA facility sites. Cash, checks, money orders or credit cards (MasterCard, Discover, Visa, and American Express) are accepted at the YMCA sites only. **Drafts from checking accounts or credit cards can be arranged and are encouraged.**
- Please address all payment issues to your child care director.
- There are no credits or refunds given for absences, including but not limited to: family vacations, sickness, appointments, holidays or inclement weather days.
- A \$20 service fee will be charged for all returned checks

## **Financial Aid**

Financial assistance is available for qualified applicants. Applications are available at the YMCA Front Desk.

## **Children's Records**

### **Maintenance of Records**

Children's records are retained at the center for 7 years after each child leaves our program.

### **Confidentiality and Distribution of Records**

Information in children's records is confidential and will not be released without written consent from a parent. If copies are requested, they will be available within 2 business days. A parent has access to his/her child's records at reasonable times. If a child's record is subpoenaed, the parent will be notified. A log will be kept in each child's record indicating persons to whom the record is released.

### **Amending the child's record**

- a. A child's parent has the right to add information to the child's record.
- b. A child's parent has the right to request deletions from the child's record.

### **Transfer of Records**

The parent has the right to request, in writing, that the YMCA transfer the child's records to any other person after the child has left the program.

## **Curriculum**

YMCA Southcoast's licensed child care for preschoolers and school age children embraces the Massachusetts Quality Rating Improvement System (QRIS) to ensure consistent and quality curriculum, staff, environment and program administration. QRIS includes the program assessment tools of the National Association for the Education of Young Children (NAEYC), Environmental Rating Scales (ITERS, ETERS & SACERS), Program Administration Scale (PAS), Strengthening Families, Arnet Scale, and the Afterschool Program Assessment System. For specific curriculum, please speak to your Child Care Director.

## **Policy for Reporting Abuse & Neglect of Children**

Child abuse is damage to a child for which there is no "reasonable" explanation. Child abuse includes non-accidental physical injury, neglect, sexual molestation, abandonment and emotional abuse.



The increasing evidence of reported child abuse has become a critical national concern. It is a special concern of the YMCA because of the organization's role as an advocate for children and its responsibility for enhancing personal growth and development of both children and adults in all YMCA programs.

For the protection of its children, families, members and employees, YMCA Southcoast has established policies to aid in the prevention and reporting of all suspected child abuse. These policies can be found in the Health Care Policy Handbook.

## **Child Guidance**

We feel that the initial step in child guidance is clear communication. If there is information regarding your child's behavior that will help the associate to better understand your child's behavior, please inform the Child Care Director. We strive to create age appropriate activities and a safe environment that will foster exploration, fun and personal growth.

Children are encouraged to participate in the development of the rules. The overall goal of the behavior management policy is to maximize the growth and development of children, to protect the group and individual from harm and to set reasonable and positive expectations, to offer choices, to provide an opportunity for children to verbalize feelings, and to encourage self control and understanding.

YMCA associate reinforces positive behaviors by recognizing children's positive actions. The children are taught new skills and are encouraged to discuss and resolve conflicts on their own or with associate assistance by expressing their feelings verbally and solve problems peacefully.

YMCA Child Care Associate are trained that EEC and the YMCA prohibit the use of the following punishments in their behavior management plan: spanking, use of corporal punishment, cruel or severe punishment, humiliation, use of physically abusive treatment, neglect, abusive treatment, denying food, force feeding, disciplining a child for soiling, wetting or not using the toilet, forcing a child to remain on the toilet or any techniques that require the use of physical restraint.

## **Behavior Plan**

If a child exhibits an inappropriate behavior, an associate will redirect the child and engage him/her in another activity, if the child still needs assistance, he/she will be separated from the environment by associate. When a child's behavior is disruptive to the program, we will take the following steps to assist the child in regaining control over his/her behavior.

1. Discuss the behavior with the child

2. Redirect the child into another activity
3. If the child continues to act out while participating in an individual activity he/she will be given a renewal time period. The renewal time will be appropriate for the child's age.
4. After the renewal time the child is allowed to participate with his/her group in the ongoing activity. If after that time the child either refuses or is not able to return to the group, the child will be provided with an appropriate alternate activity until the child is ready to return to the group. If a child experiences this process, an incident report will be written and given to the parent. This report will list the steps the associate took to redirect and assist that child in regaining control.
5. All incident reports will be reviewed with the parent by child care associate at pick-up. One copy of the incident report will be given to the parent and one copy will be placed in the child's file.

## **Referral Services**

When associates have a concern regarding a specific child, the following procedure will occur:

- I. The associate will:
  1. Document specific observations of the child
  2. Document specific incidents on a behavior log.
  3. Call a meeting with the associate and Child Care Director.
- II. A plan of action will be decided to meet the specific needs of the child. The plan of action may include but is not limited to:
  1. Redirection
  2. Behavior modification techniques
  3. Redesign of the environment
  4. Adjusting to the child's schedule
  5. Reassignment of the child to another group
- III. If the child does not respond to these methods, the Child Care Director will request a conference with a parent.
- IV. Parent meeting agenda:
  1. Discussion of concerns/issues
  2. Develop a plan of action with parent input. This may include referring the parent/child to an outside agency for professional assistance. If a referral is suggested, a letter is given to the parent including the reason for referral, observations and efforts made to accommodate the child.
  3. A date for follow up meeting will be set. Associate will continue to document observations and any incident that may occur, and communicate this to parents daily at pick up time.
- V. Follow up meeting with director, parent and associate:
  1. Discuss progress or further need to improve the situation

2. If it is determined that the program is unable to meet the needs of the child, the parent will be asked to withdraw the child from the program. (All efforts will be made to give the parent two weeks notice). The program will provide written documentation to include the child's concerns, actions that were taken and reason for withdrawal.
3. In the case of extreme violent or threatening behavior where the safety of the child other children or associate are at risk, child may be terminated immediately.

A resource list regarding social, mental health, education and medical services for the child is at the end of the handbook.

## **Suspension Plan**

YMCA Southcoast's goal is to provide appropriate experiences for each child to succeed in our programs. Child Care associate members are trained to implement the procedures outlined in our Child Guidance Policy. Every effort is made to avoid suspension and termination including:

First Occurrence: The child will be removed from the situation and will have the opportunity to discuss the incident with a staff person. Alternate appropriate behaviors will be discussed at that time. The incident will be documented, logged and placed in the child's file. Time away from the daily activities may not exceed one minute for each year of the child's age and must take place within the educator's view.

Second Offense: An incident report will be completed and the parent will be called in for a conference that day. Previous documentation will be shared and a plan of action with staff, parent and child will be determined.

Third Offense: Suspension for 1-3 days depending on the severity of behavior.

Forth Offense: Termination from the program.

- The time frame from step one to step four would occur within a maximum time span of 2 months.
- Extremely violent and/or threatening behavior (such as housing a weapon in the program, inflicting serious injury, threatening to hurt other children or staff, property damage, etc.) may result in immediate termination at the discretion of the Child Care Director.

If all efforts fail, the following steps are implemented:

At the time of each suspension, the behavior concerns will be discussed at a meeting between a parent and the Child Care Director to determine possible changes to the action plan.

The YMCA holds the right to suspend or terminate a child immediately if he/she was physically or verbally abusive to another child, associate member or to him/herself.

## **Termination Policy**

The YMCA requires a 2-week advance notice from the parent to terminate a child from the program. Parents who fail to do so will be responsible to pay for the 2-week period.

When the health, welfare and/or safety of the child, other children or associate are at stake, the YMCA reserves the right to terminate child care services immediately. If this action becomes necessary, the child will be prepared for the termination in terms he/she understands. Possible reasons for suspension/termination from child care services are:

1. Overdue fee payment(s)
2. Excessive absences for voucher and contract families
3. Inappropriate physical and/or verbal behavior by a child or parent
4. Chronic tardiness at pick up time
5. Parent is uncooperative with YMCA policies

Parents will receive written documentation of the termination to include the child concerns, action steps, reason for termination and a list of referrals.

Note: If the YMCA terminates a child from a licensed child care program due to behaviors, that child is not allowed to participate in any YMCA Southcoast licensed child care or camp in the future. The YMCA will consider reenrollment after an agreed upon amount of time and written documents or demonstration of improvement.

## **Bullying Policy**

YMCA Southcoast has a no tolerance policy for bullying. Our child care program curriculum encourages positive interactions and fosters each child's self esteem to prevent bullying. If a behavior incident occurs, it is taken seriously with the understanding each incident is unique. The behavior consequences are determined by considering the child's development, intent of the harm and deemed appropriate by the Child Care Director which may lead to termination from the program.

## **Contingency Plans for Emergency Situations**

### **Fire, Natural Disaster, or Situation Necessitating Evacuation of the Building**

We post and train associate on how to exit the building in case of an emergency. Fire drills are held and documented according to EEC regulations. If the emergency requires leaving the building, we would leave through the posted emergency exits. If it were safer for us to remain in the building, i.e. tornado, we would take the children to the

center of the room or under strong equipment. We would stay in location until the warning or emergency was over. If leaving the program area, the associate would take first aid supplies, emergency authorization forms, cell phone, listen to instructions of the public officials as to where to take the children, and begin contacting parents.

### **Power Outage**

If the outage compromised the health and/or safety of the children, the program site would close. Children would be kept together in a central area where there are emergency lights. Parents would be immediately contacted for pick up. Each site has emergency lighting or a portable flashlight.

### **Loss of Water**

If the loss of water compromised the health and/or safety of the children, the program site would close. Children would be kept together in a central area. Parents would be immediately contacted for pick up.

### **Loss of Heat**

If the loss of heat compromised the health and/or safety of the children, the program site would close. Children would be kept together in a central area. Parents would be immediately contacted for pick up.

### **Shelter in Place**

In the event of a potential safety threat, the centers will go into Shelter in Place procedures.

## **Missing Child**

While participating in YMCA programs, children are supervised by YMCA associates at all times.

- YMCA Associates will periodically check the attendance of their group.
- YMCA Associates will do a face/head count before leaving an activity area.

In the event of a missing child, the following procedures will be followed:

- The associate member responsible for the missing child will report the incident immediately to the Director/Site Coordinator.
- All other YMCA Childcare Associates & Professional associates in the building will immediately be notified as well as given a description of the missing child.
- All transitioning amongst groups will cease until further notification from the Director/Site Coordinator
- YMCA Associates take attendance of their groups and wait for further instructions.
- YMCA Professional associate will check key areas: (site specific)
  - Bathrooms
  - Locker rooms
  - Vending machines
  - Pool area (Pool area will be emptied by aquatic associate)
  - Track/aerobic studio

- Rock Wall/weight rooms

Associates will continue to look in all designated areas until the all clear is given.

If the child is found, the child will be brought to immediately to the Directors office and an all clear sign will be given.

If the child is not located, the Director/Exec Director makes the decision to call 911.

All incidents are appropriately reported to EEC and DCF regardless of the outcome.

## **Personal Property**

Children are prohibited from bringing items from home. It has been our experience that valuables get lost, stolen, misplaced, or broken. Any items in "Lost and Found" will be held for 2 weeks then will be given to charity. To assist in finding lost items, be sure to label all items with your child's name. **The YMCA does not take responsibility for lost, stolen, misplaced, or broken items.**

## **Grievances**

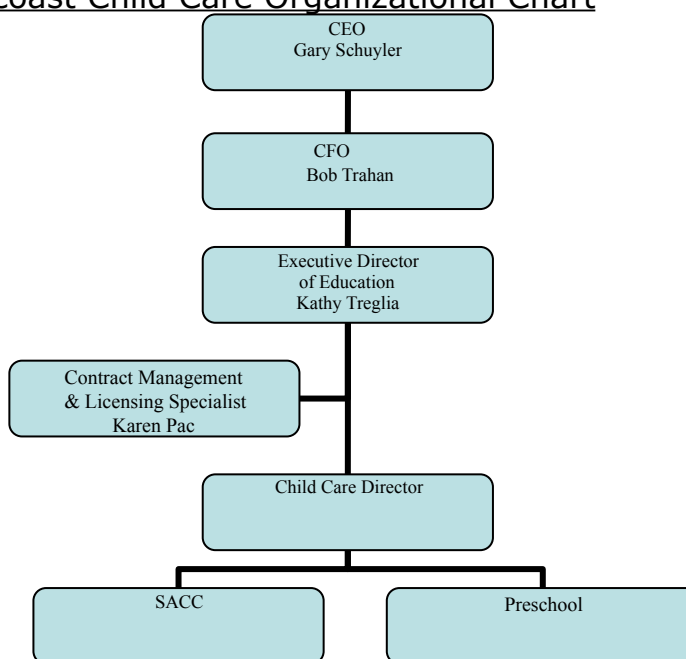
### **Parent**

When a parent has a grievance that can not be resolved with the site coordinator or the classroom teacher, a meeting will be arranged with the Child Care Director. After that meeting if the parent does not feel the issue is resolved, the parent may request a meeting with the Executive Director of Education

### **Child to Child or Child to Associate**

The children are encouraged to share with associate any problems they are having. If the child does not feel as though his/her issues are resolved then a meeting will be set up with the Site Coordinator/Lead Teacher, child and Group Leader/Teacher. If the child feels that the issue still hasn't been resolved, the child will meet with a parent, Site Coordinator/Lead Teacher and Group Leader/Teacher. If there were a need, the next meeting would include Child Care Director and then the branch Executive Director.

## YMCA Southcoast Child Care Organizational Chart



### **Dress**

Children should wear clothes that are comfortable, practical and wash easily. Daily activities may include “messy” projects. All materials are washable, but to be safe children may change into play clothes for appropriate activities if you send a change of clothes. Please mark all of your child’s belongings so that they may be returned if they are lost. The YMCA is not responsible for lost or soiled clothing.

### **Meals/Snack**

Eating a healthy lunch and snack is important to the physical, mental and social development of your child. The YMCA will provide your child with a nutritional snack everyday that will usually consist of 2 of the 4 USDA required food components of milk, meat/meat substitute, bread/grains and fruit or vegetable. The snack menu is posted on the parent information board. Snacks are served between (3:00-3:30pm). The YMCA attempts to make snacks both healthful and appealing for the children. If your child has any dietary restrictions, please complete the necessary sections on the Enrollment Application.

Daily diet needs of a child between the ages of 2-12:

- 2-3 servings of milk- 1cup each serving

- 2-3 servings from the meat group (includes beans, peanut butter, poultry, eggs and fish in addition to meat)
- 4-5 servings from the fruit, vegetable group
- 6-11 servings from the grain group (bread, cold or cooked cereal, pasta)

Suggested items for lunches brought from home might include yogurt, raw vegetables & dip, hard boiled eggs, cheese sticks, cottage cheese, fresh or dried fruit. The children generally prefer multiple choices in age appropriate serving sizes of ready to eat foods. Please refer to the child care director for heating availability.

(HEPA statement)

Children are not allowed to bring sugar sweetened beverages (Gatorade), candy, cake desserts, or pre-fried foods.

## **YMCA Southcoast Healthy Eating & Physical Activity, HEPA Program**

In response to a call by first lady Michelle Obama and the partnership for a healthier America, YMCA Southcoast has expanded its longtime commitment to supporting healthy living by adopting a set of Healthy Eating and Physical Activity (HEPA) standards. HEPA standards will build a healthier future for our nation's children by creating environments rich in opportunities for healthy eating and physical activity.

All YMCA Child Care Programs will:

- Provide fruits or vegetables at every meal or snack
- Not provide any fried foods
- Offer only whole grains
- Not provide foods that contain trans fats
- Provide foods that don't list sugar as their first three ingredients or contain no more than 8 grams of added sugar per serving.
- Y staff will model healthy eating behaviors
- Provide the children with a minimum of 30 minutes of vigorous physical activity for half day programs and 60 minutes for full day programs daily.
- Limit screen time to less than 30 minutes per day for half day programs and 60 minutes for full day.

***The YMCA is asking that all families embrace and respect this practice. In addition to the new standards we will be meeting in our programs, we are asking that parents also follow our guidelines when sending in lunch or snack.***

***To maintain this standard and due to allergies, we cannot accept cakes, chips and snacks or non-fruit juices for birthdays or special events.***

Please see your child care director for suggestions for snacks, meals or special event donations.

## **Parent Information**

### **Parental Input**

The YMCA encourages parent involvement in the child care programs. Parents may visit their child's program at any time while their child is present. Parents have the opportunity to participate with their child and make suggestions for program activities or



curriculum. However, the YMCA reserves the right to decide implementation of all activities.

### **Parent Conferences**

YMCA associates are available for individual conferences with parents at time of progress reports and on-going at any time upon parent request.

### **Progress Reports**

Written progress reports are prepared every (3 months) for each child. The reports are based on observations and documentation of the child's progress while participating in the YMCA program. For children younger than school age, the report reflects the growth of each child including but not limited to the developmental areas of cognition, social/emotional, language, fine & gross motor and life skills. For school age children, the reports reflect the child's growth within the development of cognition, social/emotional, fine & gross motor, life skills.

### **Summary**

Parents are encouraged to keep this handbook as a reference to check when they have questions. Parents may be assured that additional inquiries or expressions of concern are welcome. We look forward to a good year with you and your child.

### **Community Services Resource Guide**

The Center for Children and Families	Phone 508-324-6387 fax 508-678-6905
DCF	Phone 508-235-9800 fax 508-672-5404
Family Services	Phone 508-678-7541 fax 508-676-3699
Family Child and Family Services Association (Counseling)	Phone 508-679-6980 fax 508-676-1948
Child at Risk Hotline	Phone 800-739-5200
MSPCC	Phone 508-672-1141
Department of Early Education and Care	Phone 508-828-5025
Parental Stress Line	Phone 800-632-8188
Fuel Assistance	
Housing Assistance	

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## Massachusetts Department of Public Health

Division for Children & Youth with Special Health Needs

### Understanding Services & Benefits for Children & Youth with Special Health Care Needs

**Help with your child and family's immediate needs**

**1-800-882-1435**

**Insurance, Financial Assistance, Direct Care, Service Coordination, and Family Support:**

#### [US Social Security Administration](#)

(800) 772-1213 (800) 325-0778 (TTY) [www.ssa.gov/pubs/10026.html](http://www.ssa.gov/pubs/10026.html)

- [Social Security benefits for children with disabilities](#)  
*Financial assistance (monthly payments) and MassHealth for disabled children with limited financial resources*

#### [Mass. Commission for the Deaf and Hard of Hearing](#)

(617) 740-1600 [www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

*Wide range of services including case management, interpreters, technology assistance, information, advocacy, training and support*

1-(800) 249-9949 [www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

[For emergencies support only. Services for sign language interpreters,](#)

*medical and mental health support is available M-F 9-5,*

*Legal services are offered 24/7*

#### [Massachusetts Commission for the Blind](#)

(800) 332-2772 [www.state.ma.us/mcb](http://www.state.ma.us/mcb)

*Specialized social and rehabilitative services, medical and financial assistance, and translation services in all languages*

#### [Office of Medicaid](#)

- [Mass Health](#) [www.mass.gov/masshealth](http://www.mass.gov/masshealth)

- Enrollment center: (800) 841-2900 or (800) 231-5698 (TTY)

- Customer service: (800) 841-2900, including TTY

##### [MassHealth Standard](#)

*Medical insurance available to children regardless of disability based on family income*

In addition to **SSI** MassHealth has two other programs for children with disabilities:

- o [CommonHealth](#)

*A state program to purchase MassHealth for medically-eligible children for a premium based on*

*gross income and family size (regardless of finances)*

- o [Kaileigh Mulligan \(Home Care for Disabled Children\)](#)  
(800) 408-1253 (800) 231-5698 (TTY)  
*Provides funding for in-home care of children who are dependent on invasive medical technology and have two separate nursing needs daily. Medically eligible children obtain MassHealth Standard regardless of parent's income or assets*

##### [Mass Health Standard CommonHealth Premium Assistance](#)

[Program \(MSCPA\)](#)

(800) 862-4840

*MSCPA Program helps to pay toward the premium of the employer health insurance, not the CommonHealth premium. This program is administered separately from Mass Health Common Health and requires an additional application*

##### [Community Case Management](#)

(800) 863-6068

*Single point of entry for coordinated long-term care services for medically fragile children on Mass Health Standard. Operated for the Office of Medicaid by the UMass Medical School*

##### [Enhanced Coordination of Benefits](#)

(617) 886-8200

Helps MassHealth members and their families with care

coordination by identifying all benefits from

MassHealth and

private insurances and helping with application

process for

MassHealth, MSCPA, and COBRA.

#### [Mass. Dept. of Developmental Services \(DDS\)](#)

formerly Dept. of Mental Retardation

508-866-5000, 68 N Main St., Carver, MA 02330

[www.mass.gov/dmr](http://www.mass.gov/dmr)

*Creating innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members*

- DDS General Family Support / Core Services  
*Service planning and coordination, flexible funding stipends or payments for goods and services, paid respite, support workers for skill building and recreation, information and referral to community resources, projects to build family leadership and community involvement. Subject to available funding.*
- DDS Enhanced Family Supports  
Intensive Flexible Family Support and Medically Complex  
*Programs provide direct assistance in critical situations where children are at risk for out of home placement due to intensive and complex needs or severe stress.*
- Family Support Centers across the state provide a local presence and act as a hub for offering a wide range of general family support services and activities to families of children and adults who are eligible for DDS services across the state. There is at least one Family Support Center in each DDS Area, with some areas having more than one. These Centers are expected to do broad outreach and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving, which may involve creating partnerships with community organizations and other resources in order to provide culturally responsive services.

### Massachusetts Dept. of Public Health (DPH)

[www.mass.gov/dph](http://www.mass.gov/dph)

- Community Support Line  
**(800) 882-1435** (617) 624-5992 (TTY)  
*Toll-free information on resources, public benefits, eligibility and referrals for families of children with special health care needs*
- Early Intervention (EI)  
Central directory provided for DPH by Mass. Family TIES  
(800) 905-8437 [www.massfamilyties.org](http://www.massfamilyties.org)  
*Statewide, integrated, developmental service available to families of children between birth and three years of age for whom there are developmental concerns. EI provides family-centered services and service coordination that facilitate the developmental*

*progress of eligible children. The DPH may collect an annual fee based on family size and income.*

- Southeast Regional Consultation Program  
Schwartz Center for Children  
Sonia Amaral: 508-996-3391 ext 246  
SAmaral@schwartzcenter.org  
*Consultation for families and children with complex care needs, free care coordination services, referrals, recreational activities, and respite funds.*
- Early Intervention Parent Leadership Project  
(877)353-4757 [www.eiplp.org](http://www.eiplp.org)  
*Supports EI families, works to promote advocacy and leadership skills, supports the EI system to become increasingly family-centered*
- Care Coordination Services  
(800) 882-1435 (617) 624-5992 (TTY)  
*Free assistance obtaining and coordinating public and private services for children with special health care needs*
- Children's Medical Security Plan  
(800)-909-2677 or (800)-665-9993  
*Medical insurance available to otherwise uninsured children who do not qualify for Mass Health. Sliding scale fee applies*
- Catastrophic Illness in Children Relief Fund  
(800) 882-1435 (617) 624-5992 (TTY)  
[www.mass.gov/cicrf](http://www.mass.gov/cicrf)  
*Financial assistance for families who have extraordinary out-of-pocket expenses relating to their child's special health care needs*
- MASSTART (Massachusetts Technology Assistance Resource Team)  
(857) 218-4333  
*Free consultation and planning assistance to families and schools for children and adolescents with special health needs, especially those assisted by medical technology*
- Pediatric Palliative Care Network (PPCN)  
(800) 882-1435  
[www.pediatric.palliative.care@state.ma.us](mailto:www.pediatric.palliative.care@state.ma.us)  
*Provides support and services to families caring for children with life-limiting illness.*

Southeast 4/20/11

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**Get information, support, training, referrals, and more  
Educate yourself, connect with other parents. . . and when you're ready, get involved and advocate for change.**

[The Federation for Children with Special Needs](http://www.fcsn.org)

(800) 331-0688 [www.fcsn.org](http://www.fcsn.org)

Provides information, support and assistance to parents of children with disabilities, their professional partners and communities. Phone consultations, website, newsletter, trainings

- **Family TIES of Massachusetts**

(800) 905-TIES (8437) [www.massfamilyties.org](http://www.massfamilyties.org)

Statewide information and parent-to-parent support project for families of children with special needs and chronic illness. Central directory for Early Intervention information and referrals

- **Parent-to-Parent Program**

(413) 586-7525, ext. 586-3133 [www.massfamilyties.org/p2p/p2p/php](http://www.massfamilyties.org/p2p/p2p/php)

- Program to bring together parents facing similar challenges in raising their children with special needs. Receive a phone call from a trained parent individually matched to you and your child's situation



### [Mass Family Voices](#)

(800) 331-0688 ext. 210 [www.massfamilyvoices.org](http://www.massfamilyvoices.org)

Parent run network of families, friends and professional partners brought together by the common concern for children and youth with special health care needs Information center, online listserv, topical conference calls, workshops and conferences, get technical assistance related to Mass Health, health care financing and services, improving access to care, and more

- **Mass Family Voices Listserv**

<http://health.groups.yahoo.com/group/massfamilyvoices>

An active online forum of family members and friends speaking out and sharing information to support children with special health care needs. Post questions and review daily message and responses from others with common experiences.

### [PAL - The Parent/Professional Advocacy League](#)

The Massachusetts branch of The Federation of Families for Children's Mental Health

(617) 542-7860 [www.ppal.net](http://www.ppal.net)

A network of parents and professionals promoting a strong voice for families of children and adolescents with emotional, behavioral and mental health needs. PAL advocates for supports, treatment and policies that enable families to live in their communities in an environment of stability and respect

### [Massachusetts Families organizing for change \(MFOFC\)](#)

(800) 406-3632 Statewide Coordinator (508) 999-4436 Southeast Coordinator [www.mfofc.org](http://www.mfofc.org)

Advocacy and leadership training in pursuit of high quality individualized community support for people with disabilities and their families

- **Family Leadership Series**

Workshop series to develop leadership and advocacy skills to initiate positive change at the family, community, state and federal levels.

### [ARCS](#)

The ARC provides a wide array of residential, day, family support, autism, personal assistance and early intervention services.

#### Advocacy Resource Center

(ARC) of Greater New Bedford

Phone: (508) 996-8551 Email: [arcgnbglor@aol.com](mailto:arcgnbglor@aol.com)

#### Arc of Northern Bristol County

Phone: (508) 226-1445 Website: [www.arcnbc.org](http://www.arcnbc.org)

#### Arc of Cape Cod

Phone: (508) 790-3667 Email:

[arcofcapecod@hotmail.com](mailto:arcofcapecod@hotmail.com)

Website: [arcofcapecod.org](http://arcofcapecod.org)

#### Arc of Greater Plymouth County

Phone: (508) 732-9292 Email: [info@thearcofcp.com](mailto:info@thearcofcp.com)

#### Arc of Greater Fall River

Phone: (508) 679-0001 Email: [arcofgrfr@yahoo.com](mailto:arcofgrfr@yahoo.com)

#### Arc of the South Shore

Phone: (781) 335-3023 Email:

[dcalhoun@arcsouthshore.org](mailto:dcalhoun@arcsouthshore.org)

Website: [www.arcsouthshore.org](http://www.arcsouthshore.org)

#### Brockton Area ARC

Phone: (508) 583-8030 Email: [baarc@comcast.net](mailto:baarc@comcast.net)

Website: [www.brocktonareaarc.org](http://www.brocktonareaarc.org)

Website: [www.thearcofgp.com](http://www.thearcofgp.com)

[Massachusetts Developmental Disabilities Council](#)

(617) 770-7676 (617) 770-9499 (TTY) [www.mass.gov/mddc](http://www.mass.gov/mddc)

*Information, support, trainings, referral and advocacy to provide opportunities for people with disabilities and their families to enhance independence, productivity and inclusion*

- [Consumer Empowerment Funds Program](#)

(617) 770-7676, ext. 115 (617) 770-9499 (TTY) or email: [Harold.lieberman@state.ma.us](mailto:Harold.lieberman@state.ma.us)

*Program to reimburse up to \$500 in expenses for individuals with developmental disabilities and/or family members or guardians to attend relevant conferences, trainings and events*