

MV MUSEUM

Discovery Days Policies & Procedures

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I. Registration/Cancellation Policy

- Parent or Guardian must submit a completed registration form, including all necessary information, by the Friday prior to the class your child will attend. A confirmation email and reminder of class information will be sent by the Monday one week before your class begins.
- Payment must be received in full at the time of registration, or your place will not be held and could be given up to another registrant.
- Refund due to cancellation will be honored only within one week of registration. Any cancellation after that will result in no refund.
- If cancellation due to unexpected illness or unforeseen circumstances, 50% refund will be available at the discretion of Discovery Days director. Please reach out to discuss any issues.

II. Safety Guidelines

We want to ensure that children in our care are safe and happy at all times. Please do your part to follow these policies and ensure a smooth and successful Discovery Days experience for all involved!

- Children must be **signed in and out** of class by a parent/guardian or designated adult at the start and finish of each class. If someone other than parent/guardian is dropping off or picking up, then please list that adult on the child's registration form as a designated adult, or contact the Education Manager to add the adult to their list.
- If a parent/guardian is running late to pick up a child at the end of a class, please contact the Museum in order to communicate your whereabouts. If an alternate pick-up must be arranged, please communicate this with the Museum Education Manager or Museum Visitor Services.
- If a parent/guardian is late picking up a child, and no contact can be made with Parents/Guardians within 15 minutes of the end of class, the Emergency Contacts will be called and asked to pick up the child.
- Late pick-up (over 15 minutes after the end of class) will result in a verbal warning in the first instance, and a dismissal from the remainder of the class sessions after a second occurrence.
- Please ensure your child is not sick before attending a DD class. Treat it as you would sending them to school: if they are not well or are contagious, please consider the wellbeing of all involved and stay home.
- Children should bring a water bottle, a healthy, nut-free snack (no candy or sugary drinks) and wear comfortable clothing for both inside and outside activities.
- Pertinent Medical/Health Information: please contact the Education Manager to confidentially share information that will help us to safely accommodate your child. This may include:
 - Food allergies/aversions
 - Chronic or recurrent illness
 - Uses glasses/contact lenses
 - Currently on medication or carries prescribed medication (including inhaler, epi-pen, insulin)
 - Recently or currently injured
 - Differently abled
 - Diagnosed with dyslexia, ADD, or other

III. Behavior Guidelines

Please read over our behavior policy with your child prior to attending a Discovery Days class. We expect children to act respectfully at all times when they are in our program and under our care. All who attend and work at Discovery Days summer classes must respect the rights and dignity of others. Children should talk to a museum educator or any museum staff member if they are uncomfortable with any experiences or need assistance while at class. Educators will do their best to resolve issues and communicate with managers and parents as needed.

We want to promote the following core values to all who attend DD:

- o Children take responsibility for their actions.
- o Children respect themselves, each other, camp equipment, and the environment.
- o Honesty is the basis for all relationships and interactions.
- o Children and Educators will be thoughtful in their relationships with others.

IV. Discipline Policy

If a child does not follow the behavior guidelines, we will use the following steps to address the issue:

1. Staff will redirect the child to more appropriate behavior - reminders, cues, suggestions, and modeling appropriate behavior will all be attempted.
2. If inappropriate behavior persists, the child will be reminded of behavior guidelines and class rules and asked, with support, to decide the best next steps for correcting his/her/their behavior.
3. If a child's behavior still does not meet expectations and is affecting the experience of other children, he/she/they will be referred to the Education Manager who may separate them from the group to a designated quiet space within the immediate area to discuss further attempts to make better choices. They will be offered an alternative activity and/or other methods for calming down and processing their actions/emotions.
4. The Education Manager will assess when/if the child can re-enter the group and will offer extra support upon re-entering. A parent/guardian will be notified, by a Museum Educator and a written incident report, of the day's incident at pick-up or as soon as a parent/guardian can be reached. (1st notification) The parent will be notified that further disciplinary action may be taken if the misbehavior continues.
5. If the Education Manager feels that re-entering the group setting is not appropriate at this time, or if, after re-entering, inappropriate behavior persists, as a final step the camper will be dismissed from class for the day. Parents will be contacted and the child must be collected as soon as possible.
6. If disruptive behavioral incidents occur on a second day (in other words, if after 1st parent notification, the same or similar misbehavior continues) the Education Manager reserves the right to dismiss the child for the day and/or the remaining sessions. Class enrollment fees are non-refundable in cases of dismissal for disciplinary reasons.

Examples of unacceptable behavior:

- o Refusing to follow behavior guidelines or class rules
- o Using profanity, vulgarity or obscenity
- o Stealing or damaging property (personal or camp property)
- o Refusal to participate in activities or cooperate with staff, in a way which is not safe or conducive to the successful execution of the class activity
- o Disrupting a program
- o Leaving a program or designated class area without permission
- o Endangering the health and safety of themselves or others, including staff
- o Use of illicit drugs, alcohol, or tobacco
- o Sexual conduct of any kind

- o Teasing, making fun or bullying of other children or staff
- o Fighting of any kind
- o Any other form of misconduct, as determined by staff.

Additional information:

- The camper does not have to exhibit the same misbehavior to progress to the next step in the discipline procedure.
- The discipline process can be accelerated by the Education Manager in the event of serious misconduct or serious harm.
- Incident reports will contain: Date, time, place of incident, names of all parties involved and staff present, full and detailed description of incident, signature of Education Manager and staff who witnessed it, corrective plan of action decided, parent signature.
- Confidentiality: All conversations with parents/guardians regarding incidents will be kept confidential. Staff will not share identities of other campers involved in an incident, nor will they discuss consequences for any other party involved.
- No child shall be disciplined using any form of corporal punishment, humiliation, verbal abuse or subjected to cruel or severe punishment. No child shall be denied food, water, shelter. No child shall be punished for soiling, wetting or not using the toilet.

V. Bullying Policy

At Discovery Days, bullying is inexcusable, and we have a firm policy against all types of bullying. Each child and staff member is expected to treat others with respect and to help each other achieve the best possible class experience. If a child has difficulty meeting this expectation, staff are trained to intervene and protect the well-being of all in our care. We will work together to ensure that all are able to gain self-confidence, make new friends, and have fun learning in our environment. If any child cannot follow the bullying policy, the progressive discipline procedures outlined above will be followed, up to and including dismissal from the remainder of class without refund of fees, if necessary. Parents/guardians of both parties will be informed of any incidents and actions taken to stop and prevent future bullying.

VI. Abuse and Neglect Prevention Policy

All Discovery Days staff (Education Manager, Museum Educators, Education Fellows, Visitor Services team) have a responsibility, in their role as caregiver during class sessions, to report any suspicion of child abuse or neglect, according to the Commonwealth of Massachusetts' legislation. Museum staff will adhere to the guidance set forth by the Department of Children & Families' (DCF) Child Abuse and Neglect Mandated Reporter's guide and reference that guidance when training summer class staff and as any instances arise throughout the course of the class.

If abuse or neglect of a camper is reasonably suspected, staff will be directed to report to the Education Manager, who will immediately make an oral report to DCF. A written report will be submitted within 48 hours. In addition, the camp director may notify local law enforcement or the Office of the Child Advocate of any suspected abuse and/or neglect.

[General Law - Part I, Title XVII, Chapter 119, Section 51A](#)

[Report child abuse or neglect as a mandated reporter | Mass.gov](#)

VII. Parental/Guardian Conduct and Process of Dispute

The Discovery Days staff seek to treat children and families with respect, and parents/guardians are also expected to display professionalism in all inquiries and disputes about discipline decisions and incident response.

All program and/or staff issues should be directed to the Museum Education Manager. If the parent is not satisfied with the response, they may request to meet with a member of the Senior Management team at MV Museum.

VIII. Photo/Media Release

Occasionally, the museum may collect photography/videography of children engaging in Museum-led activities and classes for use on our website or media platforms. If you do not wish for your child's image to be utilized in this way, please let us know prior to their attendance.