

# Community Programs Handbook

## 2024 - 2025

This handbook, newly revised for 2024 - 2025, is designed to provide in-depth information about our Community Programs (Community Programs = anything that is not a summer program). Please review this document before your child's first day with us.

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***Includes our refund, transfer, and snow day policies. Please review these carefully.***

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# Welcome to Community Programs 2024-2025 at Natick Community Organic Farm!

Spring Semester, January 2 - May 30, 2025

Whether it's your first time here or your fifteenth, thank you for choosing NCOF for educational programs!

We strive to create a safe, inclusive, and fun learning environment where children and young adults can learn and grow through hands-on experiences at our working farm.

This handbook includes important information including packing lists, policies and initial logistics notes.

Here are a few key things we ask you to do right now:

1. **Add [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org) to your email inbox.** Email is the primary way we communicate with you, and adding our address to your contact list helps make sure our emails are delivered.
2. **Make note of our refund and transfer policies** (page 4).
3. **Double-check your selected program's dates and times.** These can be found on your receipt and in your Sawyer dashboard.
4. **Make note our holidays for the spring semester**, when there are no programs:  
(NCOF follows the Natick Public School Calendar)
  - a. New Year's Day: January 1
  - b. Martin Luther King Day: January 20
  - c. Diwali: November 1
  - d. February Vacation: February 17-21
  - e. Eid al-Fitr: March 31
  - f. Good Friday: April 18
  - g. April Vacation: April 21-25
  - h. Memorial Day: May 26
5. If your child requires an Epi-Pen or other medication, please complete our allergy form (page 12) and either 1) upload it during your online registration or 2) email it to us.

If you have any questions or concerns that are not answered in this handbook, please feel free to contact us: [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org) or 508.655.2204 option 1.

We'll see you on the Farm!

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Assistant Director, Education

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[communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org)  
508.655.2204 option 1

# Getting ready

**Acclimating to the farm:** NCOF is a community farm, open to the public for free from dawn to dusk, 365 days a year. We encourage all families to visit, especially those with children who are young and/or new to our programs. Family visits prior to scheduled programs can ease program day jitters. As our programs run year-round serving thousands of children, we are generally not able to arrange for 1:1 “meet and greets” with your child’s teacher.

**Water and Snacks:** Please send your child with a water bottle and a snack(s) to ALL programs. (Kids in programs 4+ hours in length should be sent with a meal and snacks.) Due to the prevalence of nut allergies, we request nut-free food. We may sample farm produce during our programs, so please alert us to your child’s allergies.

**Dressing for the weather:** Kindly review our detailed guide to gear at the end of this handbook, and contact us with any questions after reading. Families with children 7 and under: **please send a full change of clothes in your child’s backpack every day.**

**Sunscreen & Bug Spray:** Parents supply and apply both as needed.

## Program Policies

**Refunds:** NCOF is a working farm, and our programs run year-round, rain or shine. **Since we hire educators well in advance based on class enrollment, we only issue refunds for cancellation requests received 14 or more calendar days before a session’s first meeting.** Cancellation requests must be sent in writing to [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org). A \$35 processing fee applies.

NCOF reserves the right to cancel or postpone classes due to low enrollment. If we must cancel a class due for any reason, we will notify you as soon as possible and offer you options for a transfer or full refund.

Prorated refunds will be applied if registering for a program after the program start date. We do not offer refunds if a child is asked to leave a program due to behavior issues.

**Transfers:** We will do our best to accommodate requests for changes in enrollment, depending on a variety of factors including staff and facility availability. We are generally most able to accommodate transfers *before* a session begins. If you’d like to request a transfer, please email [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org) indicating 1) your current program and 2) your desired program. Transfers will be confirmed in writing by a member of the NCOF Education team.

**Weather Delays and Cancellations:** NCOF programs follow the weather closures of the Natick Public Schools. **If the Natick Public Schools (NPS) are closed due to snow or other weather conditions, NCOF’s programs are canceled that day as well.** While we do not issue refunds for NPS closure days, we will make

every effort to offer a make-up class. If NPS have a delayed opening, morning programs are canceled, while afternoon programs will run.

**Scholarships:** Full and partial scholarships are available for our programs. [Please click here for more information](#) and/or contact Kirstie, Assistant Director at [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org).

**Aides:** Please contact us if your child needs to attend with an aide or other support person. Parents/caregivers are not allowed to participate in programs. All of our programs are drop-off, except those designated as 'with a Caregiver' program.

**Communication:** For Farm to Families, we will use:

- Email- primary mode of contact. **Please ensure [communityprograms@natickfarm.org](mailto:communityprograms@natickfarm.org) is added to your safe sender/contact list.**
- Telephone- last minute program changes, issues, child illness etc. In this era of working from home, leaving our phones on vibrate, spam call blocking apps, **please ensure we can reach you when your child is on the farm.** While the most common call home is for a forgotten water bottle or snack, it's imperative that we can reach you when needed.

**Toileting:** Children must be fully potty-trained both at and away from home and require no assistance in toileting to participate in our drop-off programs. We'll do our best to talk a child through changing their own clothes after an accident, but if they struggle with that and/or have an accident with a bowel movement, we will call for an early pick-up. We do not change diapers or pull-ups.

We offer frequent bathroom breaks and reminders to young children.

**Late Pick Up:** A late fee of \$1 per minute will be charged after a 5 minute grace period.

**First Aid & Poison Ivy:**

- Scrapes & cuts: We will wash with soap and water and apply a Band-Aid. We do not apply any topical medications (incl. Antibiotic ointment, anti-itch), sunscreen, or bug spray.
- If we think your child has been exposed to poison ivy, we will help them wash the affected area with Tecnu, a mineral-oil based product that removes the irritating oils. We also instruct all children 5+ in identifying the plant.

**Photos & Electronics:** The Farm often takes pictures to use in its marketing materials. If you would prefer not to have your child's picture taken, please let us know at [info@natickfarm.org](mailto:info@natickfarm.org). Please also mark "no" when completing the photo release section in Sawyer.

Please ensure your child's electronics stay at home, except for essential medical devices. Children with cell phones for pick-up communication may bring those devices, but they must stay in the child's bag.

### Program Ratios:

- 6 students : 1 teacher for ages 9 and under
- 7 students : 1 teacher for ages 10 and up

## Dressing for the weather

There's nothing more invigorating than a four-season, outdoor experience at the Natick Community Organic Farm! Proper dressing techniques, base layers, and outerwear are essential for your child's safety and fun. Remember: *"there's no such thing as bad weather, only bad clothes."*

While some of these guidelines are geared to younger children, parents of older youth should adapt this information accordingly.

**Spare clothing:** Please pack a full change of clothes (top(s), bottom(s), socks, underwear) in your child's backpack for children 7 and under. You may give the farm educators another full change of clothes to be kept at the farm. These must be in a labeled zip-top bag or pouch. We cannot accept clothes in tote bags, shopping bags etc. as these are very unwieldy in our limited storage space.

**Labels:** Please label all of your children's belongings, especially outerwear, backpacks and water bottles.

**Getting dirty:** We can and we will get dirty at the farm! That's part of the fun here. Please send clothes that can get dirty.

Gear notes continue on the next page...

**Gear Recommendations - clothing**

Cooler Weather	Warmer Weather
<p>Best materials/fabrics all year round: synthetics (e.g. polypropylene), fleece, wool, silk. No cotton, as it does not insulate when wet.</p> <p>Two lighter layers are better than one heavy layer, as it allows children to more easily adjust for body temperature with changing weather and levels of activity.</p>	
<ul style="list-style-type: none"> <li>• Base layer: This is your wicking layer, designed to pull chilling moisture away from the body. We recommend a synthetic long sleeve and long pants, e.g. long underwear, athletic fabrics.</li> <li>• Second layer: This is your warming layer. Something “fuzzy” is generally the right thing, e.g. a fleece, wool sweater or long underwear, down jacket, fleece joggers.</li> <li>• Third layer: <b>This is your waterproof layer.</b> E.g. winter coat, rain jacket, snow pants, puddle pants.</li> </ul>	<ul style="list-style-type: none"> <li>• Base layer: We still recommend synthetic fabrics. On a dry day in late spring, a synthetic top and heavier-weight pants might be just enough.</li> <li>• Second layer: a warming layer may or may not be needed on warmer days. It never hurts to pack one, just in case. New England weather is fickle.</li> <li>• Third layer: <b>This is your waterproof layer.</b> E.g. rain pants, puddle pants.</li> </ul>

**Required Footwear:** Footwear protects the foundation of our bodies- our feet. **Children must wear sturdy, closed toe sneakers or boots at all times during programs.** Rain boots are OK.

No sandals or flip-flops (this includes Crocs, Keens and Texas). **Kids without proper footwear may be sent home.**

Snow boots are recommended for all winter programs.



**Winter-specific notes:** Even on the coldest days, there are farm chores to do and nature to explore! This can be a challenging season for kids who aren’t used to the cold and/or aren’t warm enough.

*Upper body:* warm, waterproof layers. Two or three thin layers are always better than one thick layer, as they allow children to layer/de-layer as activity levels change.

*Hands:* gloves AND mittens are a must. This is usually the first part of a child’s body that gets chilled. Please pack:

- two pairs of knit stretchy gloves, as many kids like to keep their “stretchies” on during snack time AND

- at least 1 pair of **waterproof** mittens- roomy enough to fit “stretchies” underneath. A Velcro or elastic wrist is most manageable for small kids.

*Feet:* waterproof boots are a must.

*Head:* full coverage wool or fleece hat, balaclava or ski mask

**Staff favorites for used outdoor gear include:** Facebook marketplace, Framingham Savers, Geartrade.com, REI, Craigslist, local children’s resale stores.

**Places to buy new gear include:** REI, Natick Outdoor Store, Biddle and Bop, LL Bean, Polarn O. Pyret\*, Bog Boots (farm favorite, and a combined rain and snow boot)

\*Polarn O. Pyret Gear Discount (15% on full-price items)

[https://www.polarnopyretusa.com/outdoor\\_schools](https://www.polarnopyretusa.com/outdoor_schools) Click "Program Application"

Enter your information and provide the name and address of the Forest Gnome program Forest Gnomes , 117 Eliot Street , Natick, MA 01760

## Behavioral Guidelines

We invite our guests to be happy, curious, engaged, and respectful when visiting the farm. NCOF is a working farm and we want you to be part of the process. We ask that all visitors help us care for the farm and animals by respecting the:

Animals	Farm and Environment	Group
<ul style="list-style-type: none"> <li>• Quiet voices</li> <li>• Walking feet</li> <li>• Gentle hands</li> <li>• Respect the animal's home</li> </ul>	<ul style="list-style-type: none"> <li>• Move carefully around plants and fields</li> <li>• Clean up your space at the end of an activity</li> <li>• Respect the farmers' work</li> </ul>	<ul style="list-style-type: none"> <li>• Listen to educators and peers</li> <li>• Show kindness towards others</li> <li>• Share with others</li> </ul>

Appropriate behavior is expected at all times. Inappropriate behavior will be addressed.

Unacceptable behavior will generally be addressed along the following steps:

1. At the first instance of unacceptable behavior, NCOF staff will discuss it with the child’s caregiver. The Assistant Director of Education will email a follow up.
2. The second instance will result in the child being asked to leave for the day. The Assistant Director of Education will also follow up.
3. On the third event the child will be uninvited from participating in future Farm programming.

This communication will come from the Assistant Director of Education. Unacceptable behaviors include: cruelty to the animals, violence towards others, gross disrespect, bullying, swearing and foul language, blatant disregard towards educators, and willful destruction of crops, structures, or produce.

No refunds will be issued if a child is asked to leave a program due to poor behavior. Please note that the three steps above are subjective and will scale up if the first instance of behavior is severe.

**Behavioral Meeting:** The Assistant Director and educators will call a behavioral meeting at either the second or third step, depending on the severity of the behavior. This meeting will determine if the child can return to the program.

All students must follow stated behavior expectations and safety rules. Please discuss any pertinent information regarding your child with us prior to enrolling. We strive to make the Farm's programs as accessible and welcoming as possible, and accommodate students' varying needs to the best of our ability, resources and expertise. We reserve the right to dismiss a student if, in our judgment, the student's behavior violates the Farm's safety and behavior policies and/or compromises the learning or safety of other students. In such cases, no refunds will be provided. If you have any questions regarding your child's ability to participate in our program, please contact us prior to enrolling.

## Health Policies and Guidelines

**Please keep our community's health in mind by keeping your child home if they are ill.** We make this request all year round, and certainly in our COVID era.

**If your child is placed on an antibiotic, they must remain home until they have been on medication for 24 hours.**

**Children who have a fever must stay home until they have been fever-free for 24 hours *without* the use of fever-reducing medication.**

We ask and expect that children will stay home if they have:

- a fever
- vomited within the last 12 hours
- a persistent and/or productive cough
- a sore throat
- a runny nose that has just begun (in these cases, please keep your kiddo home for 2 program days, as this is likely when they are most contagious)
- new loss of taste or smell
- chills, muscle aches
- had 2+ cases of diarrhea in the last 24 hours

Any child who vomits during the program day will be removed from their group and sent home.



## Allergies

Please discuss your child's allergies with us in advance, especially if they require, or may require, any medication while on-Farm (e.g. inhaler, EpiPen, antihistamine). As a working farm that is outdoors and open to the public, we cannot guarantee an allergen-free environment.

We strive to accommodate students' allergies to the best of our ability and resources within our program format. Given the hands-on nature of our programming where students are interacting with a host of potential allergens including crops, livestock, and animal feeds, we may not be a suitable environment for all students with allergies. Please give us a call to discuss your child's needs.

## COVID-19

Guidance and protocols are from the Commonwealth of MA and Town of Natick. Last updated May 2024.

While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice.

### If your child *is exposed* to COVID:

- They may continue to attend programming so long as they remain symptom-free.
- Please test your child at home on Day 2 and Day 5 if at all possible. (Tests are recommended, not required).
- And begins to exhibit symptoms at the farm, we will call for them to be sent home. They must then remain home until they are symptom free.

### If your child *tests positive* for COVID but does not have any symptoms:

- They must stay home for Day 1.
- If your child remains asymptomatic after Day 1, they may return to programs and will be asked to wear a mask if they are able to\*\*.
- If your child is not able\*\* to wear a mask, they may return to programming, either:
  - On Day 11, if the cold is not tested again, OR
  - On Days 6-10, with a negative test

### If your child *tests positive* for COVID AND has any symptoms:

- **They must stay home for 5 full days.** (Day of positive test result, plus 5 days.) They may return to programs on Day 6, so long as:
  - They are asymptomatic and/or symptoms are improving, AND
  - They have been fever-free for 24 hours, AND
  - They wear a mask (if able to\*\*) through Day 10, *although masks can be removed as early as Day 6 so long as the child tests negative.*

\* Counting Days:

- Day 0, first day of symptoms OR day the positive test was taken, whichever is earlier

\*\* "Able to" = whether the individual is unable to consistently wear a mask due to young age (2 or under) or medical or behavioral condition