POLICY ADVISORY

Field Operations 2024 - 13

Policy: Use of Electronic Records
Effective Date: 8/1/2024
Policy link: https://www.mass.gov/doc/electronic-record-keeping-policy-july-2024

OVERVIEW

EEC is establishing a new policy relating to the use of electronic records in child care programs. This policy aims to set guidelines for programs as they increasingly embrace digital means of recordkeeping.

APPLICABILITY

This policy applies to all licensed and funded programs.

KEY UPDATES

- New Policy
  - Programs may opt to use paper, electronic, or a combination of the two modes, for all records required by EEC regulations.
  - All records, whether in paper form, electronic form, or a combination of both, must be:
    - Stored securely on-site
    - Available to all program staff and EEC staff
    - Subject to confidentiality and retention requirements outlined in regulation
  - Programs choosing to use electronic records must:
    - Ensure devices used to access records are charged, in working order, and available in licensed space at all times children are in care
    - Have a plan in place for an alternative method to access records during a power outage or if the internet is not working
  - For programs choosing to use electronic records, EEC recommends:
    - Storing information in a secure cloud-based system
    - Not sharing account information or passwords
    - Only accessing information from password-protected devices
  - Because they are required to be readily accessible and portable, EEC strongly recommends keeping paper copies of the following records:

50 Milk Street, 14th Floor, Boston, MA 02109
Phone: 617-988-6600 • Fax: 617-988-2451 • office.commissioners@mass.gov
www.mass.gov/eec

- Emergency contacts
- Authorization for emergency care
- Emergency medication information and treatment forms
- Current attendance
- Restraining order documentation
  - When necessary to review electronic records, EEC staff must be given access to the program or licensee's computer, iPad, applications, or other equipment used to access and view required records.

RESOURCES

If you or your staff have further questions or need additional guidance, please contact your EEC licensor.

OBSOLETE

This policy does not obsolete or replace any previous policies related to EEC-required records.