



- Thank you for attending today.
- We will be recording today's session!
- Please keep yourselves muted.
- Raise your hands and/or put questions in the chat.
- Disable any AI Notetaking apps

For All Noncompliance Tools and Resources:
<https://www.mass.gov/info-details/emergency-assistance-provider-portal>

Babysitting/Childcare Care of Children Child Left Unattended Child Abuse & Neglect

EOHLCNONCOMPLIANCE@MASS.GOV



Today's Agenda



- ❖ Babysitting/Childcare
- ❖ Care of Children
- ❖ Child Left Unattended
- ❖ Child Abuse & Neglect
- ❖ Notes
- ❖ Q+A

Babysitting/Childcare





Babysitting/Childcare:

The Basics

- A child **aged 14 or over may care for themselves or a younger member of the same EA household**. If the babysitter (or child authorized to care for themselves) is less than 16 years old, any babysitting or self-care must take place in the unit assigned to the EA Household. **A child who is caring for himself/herself may leave the shelter premises.**
- If a babysitter (or a child authorized to care for themselves) is under the age of 18, an adult member of the household for the children being cared for shall be (i) on the premises and within the sound of the child's voice or (ii) promptly reachable by the babysitter or the children by telephone and able to return promptly in case of an emergency.
- Approved arrangements may either be for a single occasion or for ongoing/long term arrangements.
- **Babysitting overnight will not be allowed** unless approved for the same reasons that permit a late return to shelter after curfew or for good cause. **Babysitter shall not care for a child after curfew or before 6:00 a.m.**
- In a shelter, **the babysitter must be (i) approved by shelter staff** and (ii) subject to the EOHLC Babysitting Guidelines, including a written babysitting agreement on a standard EOHLC form to be signed by the head of the EA Household, the babysitter, and shelter staff.



Babysitting/Childcare:

The Basics

A participant violates the babysitting/childcare rule when babysitting takes place without an approved babysitting form or when babysitting takes place outside the limits of an approved babysitting form.

- Things to keep in mind for babysitting violations:
 - **Age(s) of the child/children**
 - **Length of time the babysitting took place**
 - **Action steps taken by staff**
 - **How staff became aware of the situation? **Must see the child/children.****

The babysitting/childcare rule follows the Written Warning guidelines.

The first instance of a babysitting/childcare infraction must be addressed through a Written Warning. Provide the Written Warning to the participant and complete the ETO touchpoint.

BABYSITTING FORM

EMERGENCY ASSISTANCE BABYSITTING AGREEMENT AND REQUEST FORM

(This form should be submitted at least two weekdays before the babysitting will take place)

Name of adult whose children will be cared for ("Parent"): _____

Parent's contact telephone number: _____

Name of Babysitter or Child Providing Self-Care: _____

Child(ren) Name(s) and ages: _____

Date of this request: _____

The Babysitter agrees to be responsible for the child or children.

The Babysitter is responsible for finding out any needed information such as needed medication, nap times, bed times, special needs, etc. before the Parent leaves.

The Babysitter will care for the child or children assigned to his/her care and abide by the program rules regarding babysitting to the best of the Babysitter's ability.

The Babysitter and Parent will complete their sections of the standard form EA Child Information Sheet and give copies to shelter staff for a shelter placement or DHCD staff or hotel staff for a hotel placement before the babysitting assignment (top portion only) and after the babysitting assignment (completed form). Hotel staff will forward all received forms to DHCD.

The Babysitter and the Parent will have a conversation before the babysitting session about babysitting plans and a conversation after the babysitting session about how the session went.

If the Babysitter is having a problem while providing babysitting, the Babysitter can go to shelter staff for support and help. In hotels, the babysitter should try to reach the child's Parent, transitional homeless coordinator, FOR Families visitor, EA hotel support staff, or a HomeBASE liaison, if needed. Hotel staff cannot be relied on for support. The Parent will also provide emergency contact information.

If the Babysitter needs to cancel a babysitting appointment, the Babysitter will let the Parent know as soon as possible.

The Babysitter understands that babysitting is a very important responsibility and acknowledges familiarity with the DHCD Regulations, Rules, and Babysitting Guidelines.

The Parent hereby gives permission to the Babysitter to provide babysitting services for his/her child or children in accordance with the DHCD Regulations, Rules, and Babysitting Guidelines.

The Parent understands that he or she is ultimately responsible for the health, safety, and welfare of his/her child or children. To the full extent permissible by law, the Parent waives on his/her behalf and that of any minor children any right to sue the Department of Housing & Community Development, its contractors, and hotels receiving EA placements for any actions, conduct or omissions by a Babysitter or during the course of, or arising out of, an approved Babysitting arrangement.

All babysitting agreements should be approved in advance regardless of the length of time the Parent will be away. If you request a babysitter less than 2 business days beforehand, you need to explain why you did not make your request sooner. If you leave your child with a babysitter after submitting a late request and do not have approval before you leave, DHCD may deny your request after you have left and find that the babysitting was a violation of the rules. This could lead to a termination of your shelter benefits. A babysitting request may be denied in writing for a good reason.

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Date(s) on which babysitting will occur: _____
(for example, "September 4th" or "every Tuesday and Wednesday" or "every day before or after school")

From: _____ AM/PM to: _____ AM/PM

Name and Age of Babysitter: _____

Name and age(s) of child or children to be cared for: _____

Agreed to location for babysitting: _____

Emergency Contact name: _____

Emergency Contact telephone: _____
(This is the person the babysitter will contact in case there is a problem, so please make sure it is a person who will be available).

Special Message (allergies to food, medications, or environment; reasons for requested overnight babysitting must be stated if applicable; reasons for requesting babysitting with less than 2 days' notice must be stated if applicable)

Parent Signature

I agree that I will provide the babysitter with diapers, extra clothing, special food, or any other necessary items. I agree that I will also provide the babysitter with instructions regarding feeding schedules, nap and bedtime schedules, and any other necessary instructions to care for my child(ren).

I understand that by signing this form, I am trusting my child(ren)'s safety and welfare to the above named babysitter, and that I am holding the shelter, hotel or other EA placement and DHCD harmless if my child(ren) is(are) injured or not cared for as I would like.

Parent Signature: _____

Babysitter Signature

I, _____, agree to babysit for the above named children. I also agree that I am qualified to babysit for this child (these children) and that I understand the rules and regulations of the shelter or hotel about babysitting.

Babysitter signature: _____

Shelter Staff or DHCD Signature:

Date: _____
(as to approval of babysitter and time and location of babysitting services only)

Print name of shelter staff or DHCD staff signing this form: _____

EMERGENCY ASSISTANCE BABYSITTING AGREEMENT AND REQUEST FORM

EMERGENCY ASSISTANCE CHILD INFORMATION SHEET

Top part to be completed before babysitting starts, with a copy to the babysitter and a copy to shelter staff for shelter placements or a copy to DHCD staff and hotel staff for hotel placements.

For Adult in Family Whose Child(ren) will be babysat ("parent") to fill in and EA Staff to approve:

Child(ren) Name(s): _____ Date(s): _____

Time Child(ren) left with Babysitter (or self-care began): _____

Scheduled Pick-Up/End Time _____

Emergency Contact Name & Telephone: _____

Agreed to location for babysitting: _____

Last time child(ren) was/were fed: _____

Last time child(ren) was/were changed or went to bathroom: _____

Meal Plans: _____

3 diapers per child provided (if applicable)? _____ Change of clothes provided? _____

Special Message (allergies to food, medications, or environment): _____

Parent Signature: _____

Bottom part to be completed after babysitting is finished, with a copy to the parent or guardian and a copy to shelter staff for shelter placements or a copy to DHCD staff or hotel staff for hotel placements. Hotel staff will forward copies received to DHCD.

For Babysitter to fill in:

Diaper changed at: _____

Medical/health comments: _____

Feeding/snack: _____

Time Parent returned: _____ Was this after the agreed to time? ☐ Yes ☐ No

Any problems? (i.e., enough diapers, not enough diapers, child fell, etc.): _____

Comments: _____

Babysitter Signature: _____ Date: _____



Babysitting/Childcare: Writing the Noncompliance

No Babysitting Form On File:

Example:

On 8/25/25, at approximately 2:00 pm, during a scheduled inspection of another resident's assigned EA shelter unit, staff saw that resident caring for Susie Q's three minor children ages 2, 4, 6. Staff asked that resident where Susie Q was, but she didn't know and had not heard from her. Staff called Susie Q but was not able to reach her and left a voicemail. The children remained in that resident's care until Susie Q returned to shelter at 5:00 pm. Susie Q did not file a babysitting request form.

Submit 2 noncompliance requests:

- ❖ One NC to Susie Q who is in violation of the babysitting rule.
 - ❖ Another NC to the other resident for having unauthorized visitors in her unit.
-



Babysitting/Childcare: Writing the Noncompliance

Babysitting Form On File:

Example:

On 8/25/25, Susie Q filed a babysitting request asking that another resident be allowed to care for her 3 children ages 2, 4, and 6 from 7:00 pm until 8:00 pm so she could attend a workshop. The request was approved. At approximately 8:30 pm, staff saw the other resident in the living room area with Susie Q's 3 children. Staff asked the other resident where Susie Q was, but she didn't know and had not heard from her. Staff called Susie Q but was not able to reach her and left a voicemail. The children remained in the other resident's care until Susie Q returned to shelter at 9:00 pm.

Submit 1 noncompliance requests:

- ❖ One NC to Susie Q who is in violation of the babysitting rule.

Care of Children





Care of Children:



The Basics

- ❖ The adult members of an EA Household and any teenage parent(s) of a child in an EA Household, are responsible for providing for the **health, safety, and welfare** of any child/children in the EA unit (**e.g., compliance with school attendance, ensuring children are properly fed and rested**).
- ❖ This responsibility is in no way diminished when an EA Household is off-site, e.g., on an approved overnight, or because the EA Household complies with other shelter rules, such as curfews.



Care of Children: Writing the Noncompliance

The care of children rule follows the Written Warning guidelines.

The first instance of a care of children infraction must be addressed through a Written Warning. Provide the Written Warning to the participant and complete the ETO touchpoint.

When submitting a Written Warning and/or a Noncompliance Request your narrative should include:

- Date and time of the incident.
- How staff became aware of the situation.
- Be sure to include all relevant details of the incident.

Example: On February 12, 2025, Susie Q failed to provide appropriate care and supervision for her daughter, Stacy Q age 8. Susie Q's daughter was absent from school without a valid reason. On February 12, 2025, at approximately 9:30am staff received a call from the principal from the Homeless Liaison program in the Oz Public School informing them that Stacy Q was absent from school.

Child Left Unattended





Child Left Unattended:

The Basics

- Children in the EA household shall not be left alone and unattended on shelter or hotel property, except if authorized to provide their own babysitting or visiting in common areas (as permitted) or justified by good cause.
- The Department considers a child to be alone and unattended if a child is even **briefly out of the sight, hearing, or immediate control** of a caretaker or authorized babysitter.
- In considering the good cause reasons raised by a participant for leaving a child unattended, EOHLC will take into consideration all the circumstances including the age of the child(ren) and the length of time that the child(ren) is (are) unattended.



Child Left Unattended: Writing the Noncompliance

The care of children rule follows the Written Warning guidelines.

The first instance of a care of children infraction that is not a threat to health and safety must be addressed through a Written Warning. Provide the Written Warning to the participant and complete the ETO touchpoint.

When submitting a Written Warning and/or a Noncompliance Request your narrative should include:

- Date and time of the incident.
- How staff became aware of the situation.
- Be sure to include all relevant details of the incident

Example: On February 5, 2025, at approximately 12:50 am, Susie Q six-year-old daughter arrived at the staff office crying and looking for her mother. After searching her unit and the shelter common areas staff was not able to locate Susie Q. The police department was contacted and completed a perimeter check of the grounds to no avail. At approximately 1:50 am Susie Q's daughter gave staff her mother's phone which allowed staff to confirm that Susie Q was in another shelter resident's unit. Staff went to the unit in search of Susie Q but was denied entry. A few minutes later at approximately 2:00 am Susie Q went to the staff office to pick up her daughter.

Child Abuse & Neglect





Child Abuse & Neglect:

The Basics

- No form of child abuse or physical discipline will be tolerated on shelter property. Shelter staff, EOHLC employees and other service providers must report all incidents of child abuse and neglect to the Department of Children and Families.
- Behavior that poses a threat to the health and safety of members of the EA Household is prohibited. This includes acts of physical and sexual violence, threatening conduct, or intimidation.



Child Abuse & Neglect: Writing the Noncompliance

The Child Abuse & Neglect rule is a direct to Noncompliance infraction. No previous warning required.

When submitting a Noncompliance Request your narrative should include:

- Date and time of the incident.
- How staff became aware of the situation.
- Be sure to include all relevant details of the incident

Example: On May 30, 2025, at approximately 5:45 pm, while in the hallway of the shelter, staff saw Susie Q strike her daughter Stacy Q age 5, on her back with an open hand. When staff advised Susie Q that she should not hit her child, she began speaking loudly to other residents and told staff, "I ain't the one to f**k with." When staff asked Susie Q to calm down and leave the area, she refused. During the commotion, some residents left the area and staff told the remaining residents to return to their rooms.

Notes



Questions to Ask

- ❖ Was there was a babysitting request form filed and approved? (if so, please include a copy with the request)
- ❖ Child/children names, ages, DOBs
- ❖ Who the child was with? (i.e., resident of room #2, unattended, etc.)
- ❖ How long was the child in the care of another resident or left unattended?
- ❖ How did staff become aware the child was unattended/cared for by another resident? **Staff must see the child unattended or being cared for by another resident.**
- ❖ Where was the parent?
- ❖ What efforts did staff make to contact the parent?
- ❖ What time did the parent return?

Q+A



Thank you!

