



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

School Age Child Care

FAMILY

HANDBOOK

2022-2023 SCHOOL YEAR



YMCA OF
THE PINES
EXPLORE. GROW. THRIVE.

YMCA of the Pines, Woodbury YMCA

235 East Red Bank Avenue, Woodbury, NJ

856-845-0720

www.ymcagloco.org

registrar@ycamp.org

YMCA of the Pines, Medford

1303 Stokes Road, Medford NJ 08055

609.654.8225

www.ycamp.org

Welcome to SACC!

Thank you for enrolling your child in the Gloucester County YMCA School Age Childcare (SACC) Program. We hope your child's experience with us is a positive one. We all share a common goal – to provide a safe, trusting environment in which your children can explore, grow, and thrive.

The SACC curriculum is based on a comprehensive approach to child care. Our staff develop schedules that allow children the opportunity to participate in activities such as: arts and crafts, STEM activities, character development, sports, games, and quality homework time. Gloucester County YMCA offers children diverse experiences and opportunities for learning through developmentally appropriate activities and practices.

While it seems that all Covid protocols regarding social distancing and sharing of supplies will be lifted for the fall, rest assured that if anything changes, we will follow all guidelines suggested or imposed by the Department of Children and Families, and/or our school district hosts.

Your involvement as a parent/caregiver in our programs is extremely important for our continued success. The policies outlined in this handbook are what you may expect from the SACC program as well as what our team members expect from our program participants and their families. In order for your child to have a positive experience at the SACC program, parents and our staff must work together.

My staff and I are excited that you have selected our SACC program for this school year. We hope you find this handbook to be helpful. Please do not hesitate to call if you have questions, comments or suggestions.

Sincerely,

Alissa Santos, Senior Manager of Youth Development

Executive Director of School Age Child Care Becca Gutwirth 609-678-1520 becca@ycamp.org	Senior Manager of Youth Development Alissa Santos 856-812-6100 alissa@ycamp.org	Registration Assistance Chris Giambrone 856-845-0720 registrar@ycamp.org
---	---	--

Gloucester County YMCA will attempt to accommodate all children who are enrolled in the schools we serve. Acceptance of all children is conditional upon the child's ability to participate safely and appropriately within the current structure and curriculum of the program. For some children, the SACC program structure may not be appropriate. We reserve the right to remove a child whose behavior is deemed to be unsafe or inappropriate, or poses a risk to the other students, the child, or the staff.

TABLE OF CONTENTS*

Contents

TABLE OF CONTENTS*	3
Gloucester County YMCA MISSION STATEMENT	4
PHILOSOPHY OF YMCA SCHOOL AGE CHILD CARE	4
Gloucester County YMCA SIX CORE VALUES	4
PROGRAM GOALS	4
REGISTRATION	4
SIBLING DISCOUNTS	5
PAYMENT	5
LATE PICK-UP FEE	5
FINANCIAL ASSISTANCE	6
TAX ID NUMBER	6
SCHEDULE CHANGES	7
MISSED DAYS	7
DROP-INS/ ADDING DAYS	7
PROGRAM WITHDRAWALS/LEAVE of ABSENCE	7
SCHEDULE OF HOURS FOR SACC	7
School's Out (school closure dates)	7
SCHOOL CLOSINGS / INCLEMENT WEATHER	7
ATTENDANCE	8
POLICY ON THE RELEASE OF CHILDREN	8
MEDICAL POLICIES	9
PARENT INVOLVEMENT AND COMMUNICATION	11
SOCIAL MEDIA POLICY	11
SACC BEHAVIOR GUIDELINES	11
SUSPENSION / EXPULSION	12
LICENSING POLICY INFORMATION	13

***Please note that all information in this handbook is subject to change based on changes in school schedules**

YMCA OF THE PINES MISSION STATEMENT

YMCA of the Pines is an interfaith, charitable organization dedicated to helping children, teens and families explore, grow, thrive and ultimately become the best version of themselves.

PHILOSOPHY OF YMCA SCHOOL AGE CHILD CARE

The philosophy of YMCA of the Pines SACC program is to nurture each child through care, understanding, and affection. We offer programs that promote learning through play, recreation and structured classes.

YMCA OF THE PINES SIX CORE VALUES

Caring: Show a sincere concern for others.

Honesty: Be truthful in what you say and do.

Respect: Treat others the way you would want to be treated.

Responsibility: Be accountable for your promises and actions.

Courage: Be brave toward your best self.

Inclusion: Accept, welcome, and embrace all.

PROGRAM GOALS

The SACC experience is grounded in a set of six objectives that characterize all YMCA of the Pines school age programs:

Promote positive youth development: We create effective, quality programming that consists of constructive and well-planned schedules and activities that are tailored to the needs and interests of youth, parents, and communities.

Develop positive relationships: Our staff serve as consistent, caring and appropriate role models who encourage positive relationships between young people in their communities.

Build strong partnerships with young people, families, schools, and communities: We encourage input from families, schools, and young people on all aspects of the program. We involve school staff, parents, and community volunteers in the operation of the program by maintaining active relationships amongst all who are involved.

Create a fun and safe environment: We seek out the most accommodating, safe and clean space for indoor and outdoor activities, attractive and welcoming décor, as well as appropriate space, supplies and furnishings to support the program's activities.

Support working families: Our hours, rates and flexible schedule options are designed to support the needs of the communities which we serve.

Have fun: We offer children many opportunities to enjoy before or after school time by exposing them to social interactions and diversity that can only be experienced when a child is comfortable and cared for appropriately.

REGISTRATION

Registration for SACC can be accessed online at ymcagloco.org. If your computer access is limited, you may obtain a paper registration packet by calling our office. A new registration must be filed for each child attending the SACC program, each school year, before they can attend the program.

For students starting the first week of school, we must have completed registration packets by Friday, August 26, 2022. For those registering after the school year starts, registration must be completed by the Tuesday before your desired start date. Appropriate payments must accompany the registration.

SIBLING DISCOUNTS

YMCA of the Pines offers a sibling discount for families with more than one child registered in SACC. The student with the greater schedule will pay the full price fee, while the additional child(ren) will receive the discounted rate.

PAYMENT

All participants must be registered and paid prior to attending the program. **We require all families to have a valid payment method on file. Our system has the ability to store multiple payment methods in order to schedule your monthly payment.**

There is a yearly non-refundable/non-transferable registration fee of \$60 per child.

YMCA of the Pines, Gloucester County YMCA has an automated service to help manage payment returns. In addition to automated draft resubmissions, you may receive messages to update your account information on our behalf from Daxko Full Service Billing. As part of this automated service, a \$39 return fee will be added for payments that decline/return for any reason. Two additional attempts will be made automatically to recover the original balance and the \$39 return fee. Our Administrative Manager may also contact you regarding your returned payment. If payment, NSF fees and late fees are not paid by the 20th of the month, you will forfeit your spot that month.

Please visit www.ymcagloco.org , Click on Programs > Before/After School Program > Register > Login. If you have an account setup click on "I want to sign into my account". If you have never been online click on "I want to set up online access for my account". You are responsible to create your account at least two days prior to your first due date. To make it easy for you, we have installed an easy payment plan with the use of your bank card (with credit card logo).

If/When payment is late, a late fee of \$35 per family will be charged on the given draft date of each month. If payment is not made by the 20th of the month, in any given month, services for that month are treated as a withdrawal from the SACC Program. Re-admittance into the program will require another registration fee. Habitual late payments/non-payment of fees when child care services are still being rendered may result in the suspension/termination of child care services.

Unused days are non-refundable/non-transferable and may not be carried over to the following month or school year.

Any suspensions (both through the school and/ or the SACC Program) are treated as if the child is an attendance, therefore charges are still applicable.

There are no credits/refunds for missed days due to illness, vacations or dismissal for disciplinary reasons.

Drop Off and Pick up Locations

- **West End** – Front entrance of the school. Program is held in the All Purpose Room.
- **Walnut** – Back entrance of the school to the gymnasium.

- **Evergreen** – Back entrance of the school to the gymnasium. (Other faculty parking lot)
- **South Harrison**- Side entrance of the school to the cafeteria.
- **Wenonah** – Side entrance of the school to the gymnasium.
- Children must be signed in and out of the program daily.
- If drop off or pick up locations are changed due to the school, YMCA staff will notify all parents.

Site Cell Phone Numbers

Site	Phone #
West End	856-217-3217
Evergreen	856-217-3297
Walnut	856-430-3956
South Harrison	856-217-3669
Wenonah	856-381-7205

LATE PICK-UP FEE

Parents whose children remain in the care of the program past 6:00 PM will be charged as follows:

- First offense: No charge, but you will be asked to sign a late pick-up form
- Second offense: The SACC registrar will process a \$25 charge to the payment method on file.
- Third offense: \$35 charge
- Fourth offense: \$45 charge
- Fifth offense: Your child will be suspended and possibly withdrawn from the SACC program. Additionally, failure to sign late pick-up forms may result in suspension or expulsion.

FINANCIAL ASSISTANCE

YMCA of the Pines believes that no one should be denied a place in a program because of the inability to pay.

Financial assistance is awarded based on income, family size or special circumstances. It is available through Rutgers-Southern Regional Child Care Resources and Referral (856-537-2322) and secondarily, through YMCA of the Pines, Gloucester County YMCA. The financial assistance application can be downloaded from our website at <https://www.ymcagloco.org/financial-assistance/> and must be returned to our office with supporting documentation (the prior year’s tax return).

Applications will not be considered until all supporting documentation and registration forms have been received.

If your family circumstances change during the course of the year, you may apply for financial assistance at any point.

TAX ID NUMBER

You can download your childcare payment statements by logging into your online Daxko account. Our Tax ID number is: 21-0635054

SCHEDULE CHANGES

MISSED DAYS

Please register carefully. If your child does not attend days for which you have registered, no credits will be given as we must staff based on enrollment. We ask that you inform both the school and our program staff if your child is going to miss an afternoon session so they can be dismissed and/or accounted for appropriately.

DROP-INS/ ADDING DAYS

If you need to add a day, please log into the system and choose the specific day you need. If the session added is after school, please make certain to inform your child's teacher of the change so they are dismissed properly.

PROGRAM WITHDRAWALS/LEAVE of ABSENCE

The re-registration fee will only be waived if notice of leaving the program is written, submitted, and approved by the Child Care Director or SACC Registrar by the 10th of the month, prior to the month beginning. This notice must include the date leaving, as well as the date returning. If this date expires and further notice is not given, a re-registration fee will be required to return to the Program.

If no notice is given once your child has left the program, we will assume child care is no longer needed and your child must re-register to return to the program. We highly recommend that notice is given if your child will temporarily or permanently leave the program. Please email Chris Giambrone chris@ycamp.org if leaving the program or any changes to your child's schedule.

SCHEDULE OF HOURS FOR SACC

The SACC AM program hours are from 7:00 am until the start of school. Please do not attempt to drop-off children before the program officially begins.

The SACC PM program hours are from school dismissal until 6:00 pm.

For scheduled early dismissals, the SACC program will operate from school dismissal until 6:00 pm. Students will need to bring a bagged lunch.

School's Out (school closure dates)

On many scheduled school closings, families have the opportunity to enroll in a program at our Gloucester YMCA location in Woodbury or YMCA of the Pines in Medford. This program is available for an additional fee and will operate from 7:00 am to 6:00 pm. In order for the program to operate, we must have at least ten children registered for that day. If ten children are not registered, parents will be notified at least one week prior to the scheduled date that the program will not run. Registration will be available on our website at www.ycamp.org and www.ymcagloco.org. Refunds will only be given if a School's Out day is cancelled for low enrollment. No exceptions.

SCHOOL CLOSINGS / INCLEMENT WEATHER

If the weather conditions threaten a possible school closing or late arrival, please check your school's website or watch the local TV news to see if your child's school will be closed. YMCA

of the Pines will also post updates on our Facebook page: YMCA of the Pines, and Gloucester County YMCA, and send email messages.

If your child's school has an unscheduled closing:
There will be NO SACC programs

If your child's school has an unscheduled delayed opening:
There will be NO SACC AM program

If your child's school has an unscheduled early dismissal:
There will be NO SACC PM program

ATTENDANCE

Absence

If your child is going to be absent for a PM session, please call your SACC site directly or text the site cell phone to notify the staff by leaving a message. If the SACC staff does not receive notice of an absence, they will assume the child is missing and will search the school and contact the emergency contact list until they receive notification of the child's whereabouts. Also, please let your child's teacher know if your child will not be attending a PM session. This is extremely important so teachers are aware of how to dismiss your child.

Sign In/Out

Your child must be checked in by a parent/or guardian at AM drop-off or out at PM pick-up. Students may not be sent to the door alone. Please bring identification with you when picking up your child.

POLICY ON THE RELEASE OF CHILDREN

Each child will be released only to the child's parent(s)/guardian(s) or person(s) authorized on the SACC registration form. Those listed as an authorized person to pick-up will assume responsibility for the child(ren) in an emergency, if the parent(s)/guardian(s) cannot be reached. No child shall be released from the program unsupervised.

If a non-custodial parent(s) is denied access or granted limited access to a child by court order, the YMCA shall be provided documentation to that effect by the custodial parent, maintain a copy on file and comply with the terms of the court order.

If the parent(s)/guardian(s) or person(s) authorized by the parent(s)/guardian(s) fails to pick up by the SACC daily closing time, the program shall ensure that:

1. The child(ren) is supervised at all times.
2. Staff members attempt to contact all emergency contacts/authorized pick-up persons listed on the registration form.
3. If no alternate pick-up arrangements can be made within an hour of closing time, the staff members shall call the NJ State Department of Children and Families 24-hour Child Abuse Hotline (1.877-652-2873) to seek assistance in caring for the child until the parent(s)/guardian(s) or authorized pick-up is able to pick-up the child.

If the parent(s)/guardian(s) or person(s) authorized to pick-up appears to be physically and/or emotionally impaired, and in the judgment of the site supervisor or staff member

the child(ren) would be placed in harm's way if released to such an individual, the SACC program shall ensure:

1. The child will not be released to such an impaired individual.
2. Staff members will attempt to contact the child's alternative authorized pickup person(s).
3. If the site is unable to make an alternative arrangement, a staff member shall call the NJ State Department of Children and Families 24-hour Child Abuse Hotline (1.877-652-2873) to seek assistance in caring for the child.

MEDICAL POLICIES

Prevention

We try very hard to minimize infections and control the spread of disease with the following measures:

- Monitoring students for signs of illness.
- Cleaning the eating areas thoroughly before and after each child.
- Washing hands before food handling.
- Using gloves during snack distribution.
- Requiring and supervising hand washing with children before snack and after toileting.
- Cleaning and/or disinfecting program supplies as needed.

Our staff will be following all updated Department of Children and Families, Department of Health, and CDC guidelines.

Morning and Afternoon Arrival to SACC

Health screening at morning and afternoon arrival will be subject to change based on updated health guidelines issued by our licensing organizations and the host school. We will email any updated guidelines prior to the start of school and post them on our website as well.

Policy on the Management of Communicable Diseases

If a child exhibits any of the following symptoms, the child should not attend the program. If such symptoms occur at the center, the child will be removed from the group, and the parent will be called to take the child home.

- Fever above 100 degrees
- Symptoms of respiratory illness
- Severe pain or discomfort
- Acute diarrhea
- Lethargy
- Severe coughing
- Yellow eyes or jaundiced skin
- Red eyes with discharge
- Infected, untreated skin patches
- Difficult or rapid breathing
- Skin rashes in conjunction with fever or behavior changes
- Skin lesions that are weeping or bleeding
- Mouth sores with drooling

- Stiff neck
- Bronchitis or other throat infections, such as strep

Excludable Communicable Diseases

A child or staff member who contracts an excludable communicable disease may not return to the center without a health care provider's note stating that the child presents no risk to himself/herself or others. These diseases include respiratory, gastrointestinal and contact illnesses such as Impetigo, Scabies, and Shingles. If a child has chicken pox, a note from the parent stating that all sores have dried and crusted is required. For updated information on return to school policies please visit [our website](#).

Communicable Disease Reporting Guidelines

Some excludable diseases must be reported to the health department by the center. The Department of Health's Reporting Requirements for Communicable Diseases and Work Related Conditions Quick Reference Guide, and a complete list of reportable excludable communicable diseases, can be found at: http://www.nj.gov/health/cd/documents/reportabl_t_disease_magnet.pdf. If your child is exposed to any excludable disease at the program, you will be notified in writing.

Injury

Participants on a daily basis may play in the school's gymnasium, cafeteria, playground, and/or outside recreation area. Therefore, closed-toe shoes shall be worn by participants while attending the SACC program to prevent slipping/tripping incidents. Kindly pack your child a pair if he/she isn't wearing them during the traditional school day.

Staff on site are trained in basic first aid and CPR and will provide care as needed.

If emergency medical care is necessary, any of the following steps might be taken:

- Attempt to contact the parent/guardian.
- Attempt to contact additional authorized persons listed on the registration form.
- Contact an ambulance or paramedics to take child to the hospital, if no responsible person can be reached or immediate medical care is required.

Contact with Home

In the event that your child becomes ill or seriously injured at SACC, a staff member will contact you. Upon notification, we require that your child be picked up from the program within one hour. In serious cases, the child will be taken to the hospital by emergency vehicle for treatment and the parents will be called immediately. Parents will be asked to sign an injury/illness report for any incidents that take place during the program.

Medication

Any medication which needs to be administered to your child, while in the program, must first be brought to the site supervisor. A Parent Request to Administer Medication Form must be signed and completed. This form is found in the SACC registration packet.

Prescription medications must be in the original prescription packaging and be accompanied by a doctor's note prescribing that medication to your child. Only enough medication for a day's dosing should be brought in. If your child needs an inhaler or epi-pen, please provide an extra one for these programs with their name on it. The site supervisor will store it in an appropriate locked location. The staff do NOT have access to the school nurse's office to "share" medication.

All non-prescription medications will be kept away from children and under the site supervisor's control. This includes over the counter products such as: cough drops, aspirin, and cold medications. These medications can only be administered by a site supervisor.

Any student who needs an epipen, insulin, etc will be required to provide a Special Care Plan from their family physician. Forms can be found here: <https://ycamp.org/about/forms-documents/#43-42-wpfd-school-age-child-care> and must be submitted with the medication.

PARENT INVOLVEMENT AND COMMUNICATION

Contact numbers

Please provide, on the registration form, accurate phone numbers you would like us to use to contact you for accidents/incidents involving your child(ren), emergency closings and other information we deem important.

Personal meetings

If needed, our SACC staff will hold parent / staff conferences. If you'd like to request a conference, please contact our office at any time. We may also request a personal meeting with you, if needed.

We appreciate when parents/guardians keep us informed of any changes or special events in their child's schedule. Also, please let us know of any transitions in your child's home life (divorce, birth of a new child, death, etc.). This communication helps our staff remain sensitive to your child's needs.

SOCIAL MEDIA POLICY

Taking of photographs or videos with cameras, camera phones, video cameras or any recording device on YMCA Property or a YMCA administered site or trip is prohibited unless written consent of management is obtained. Posting of photographs or videos of children, other than your own, is prohibited without the written consent of the parent/guardian.

SACC BEHAVIOR GUIDELINES

Please be advised that Gloucester County YMCA will attempt to provide child care for all of our participants. However, we do not have the resources to provide individualized, one-on-one supervision. Additionally, we recognize that the school staff can be a valuable resource in providing the best program possible for your child. In order to provide consistency across both settings, please note that the SACC staff may sometimes work together with the school staff on behavioral and academic goals, concerns and supports.

It is the YMCA's goal to provide a healthy, safe and secure environment for all participants. Children who attend the program are expected to follow the behavior guidelines based on the six core values of the YMCA and to interact appropriately in a group setting.

Below is a list of the seven major rules of SACC

1. Observe the core values of caring, honesty, respect, responsibility, courage, and inclusion;
2. Follow directions and instructions from staff;
3. Participate in and try each new activity;

4. Be responsible for my actions;
5. Keep hands, feet and all other body parts to myself;
6. Respect each other, the environment, program facilities and equipment;
7. Have fun!

Use of Technology and Social Media

Children in the SACC program are not permitted to use their phones or other technology unless there is a provision for such in a student's IEP or 504 plan or if the child has a specific need to use the device for homework or a class "meet". If such a provision is in place, use of technology will still be limited to small amounts of time at the beginning or end of a SACC session.

Fighting

For the safety of all children in the SACC program, physical fighting is absolutely prohibited and will NOT be tolerated. Therefore, any fighting offense may result in immediate suspension and possibly termination from the program.

SUSPENSION / EXPULSION

Unfortunately, there are some reasons we have to expel a child from our program, either on a short term or permanent basis. We want you to know we will do everything possible to work with the family of the child in order to prevent this policy from being enforced. The following are reasons we may have to suspend or expel a child from the program:

Parental Actions for Child's Suspension / Expulsion

- Failure to make payments or habitual lateness in payments.
- Failure to complete required forms.
- Habitual tardiness when picking up child(ren).
- Physical or verbal abuse of participants or staff.

Child's Actions for Suspension / Expulsion

- Failure to adjust after a reasonable amount of time.
- Uncontrollable tantrums and/or angry outbursts.
- Ongoing physical or verbal abuse of staff and/or other children.
- Excessive or habitual biting, spitting, or hitting.

Reason for Immediate Expulsion

We will make every effort to work with families in the event that expulsion from the program is necessary. However, if the child or parent/guardian poses a direct threat to their own or the safety of other participants and staff, the YMCA may call for an immediate expulsion from the program. These threats can include, but are not limited to, physical violence and verbal or implied threats.

Proactive Solutions Taken in Order to Prevent Suspension / Expulsion

- Staff will try to redirect a child from negative behavior.
- Staff will reassess the physical environment, activity appropriateness and supervision.
- Staff will always use positive methods of language while disciplining children.
- Staff will praise appropriate behaviors.
- Staff will consistently apply consequences for non-adherence to rules.

- A child will be given verbal warnings.
- Brief time-out will be given so a child can regain control.
- A child may lose certain privileges.
- Parent/guardian will be notified verbally.
- A child's disruptive behavior will be documented and maintained in confidentiality.
- Parent/guardian will be given written copies of the disruptive behavior that might lead to expulsion.
- The director, staff and parent/guardian will have a conference to discuss how to promote positive behaviors.

Schedule of Suspension/Expulsion

If the remedial actions above have been exhausted, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting a suspension/expulsion. A suspension action is meant to be a period of time so that the parent/guardian may work on the child's behavior or come to an agreement with the program. Payment for suspended or expelled SACC days are non-refundable.

- The parent/guardian will be informed regarding the length of suspension.
- The parent/guardian will be informed about the expected behavioral changes required in order for the child or parent to return to the program.
- The parent/guardian will be given a specific suspension/expulsion date that allows the parent an adequate amount of time to seek alternate child care.
- Failure of the child/parent to satisfy the terms of the plan may result in permanent expulsion from the program.

A Child Will NOT Be Expelled If...

- A child's parent/guardian made a complaint to the Office of Licensing regarding a site's alleged violations of the licensing requirements.
- A child's parent/guardian reported abuse or neglect occurring at the site.
- A child's parent/guardian questioned the site regarding policies and procedures.
- The YMCA did not provide an adequate amount of time to make other child care arrangements.

Please note that children must be fully toilet-trained in order to attend SACC.

LICENSING POLICY INFORMATION

Under the provision of the Manual of Requirements (N.J.A.C 10:122) every licensed child care center in New Jersey must provide to parents of enrolled children written information on parent visitation rights, state licensing requirements, child abuse/neglect reporting requirements and other child care matters. The site must comply with the requirements by reproducing and distributing to parents this written statement, prepared by the Office of Licensing, Child Care, in the Department of Children and Families (DCF). In keeping with this requirement, the site must secure every parent's signature attesting to his/her receipt of the information.

Our SACC programs are required by the State Child Care Center Licensing law to be licensed by the Office of Licensing, Child Care, in the Department of Children and Families (DCF). A copy of our current license must be posted in prominent location at our site. Look for it when you are in the site.

To be licensed, our SACC programs must comply with the Manual of Requirements for Child Care Centers which sets forth the official licensing regulations. The regulations cover such areas as: physical environment/life-safety, staff qualifications, supervision, staff/child ratios, program activities and equipment, health, food and nutrition, rest and sleep requirements, parent/community participation, administrative and record keeping requirements, etc.

Each site will have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review. Parents can also go to <http://www.nj.gov/dcf/providers/licensing/laws/CCCmanual.pdf> to review the manual.

NJ Department of Children and Families
Office of Licensing
Publication Fees
PO Box 717
Trenton, NJ 08625-0717

We encourage parents to discuss with the director any questions or concerns about the policies and programs of SACC, including the meaning, application or any alleged violations of the Manual of Requirements. We will be happy to arrange a convenient opportunity for you to review and discuss these matters with us. If you suspect our program may be in violation of licensing standards, you are entitled to report them to the Office of Licensing, toll free at 1.800.667.9845. Of course, we would appreciate your bringing these concerns to our attention first.

Our program must have a policy concerning the release of the children to parents or people authorized by the parent(s) to be responsible for the child. Please discuss with us your plans for your child's departure from the program site.

Parents are entitled to review the site's copy of the Office of Licensing's Inspection/Violation Reports on the site, which are issued after every state licensing inspection. If there is a licensing complaint investigation, you are also entitled to review the Office's Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the site during the current licensing period. Let us know if you wish to review them and we will make them available for your review.

Our sites must cooperate with all DCF inspections/investigations. DCF staff may interview both staff members and children.

Our sites must post a written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents, upon request. We encourage you to review it and to discuss with us any questions you may have.

Our sites must post a listing or diagram of those rooms and areas approved by the Office of Licensing, Child Care, in the Department of Children and Families (DCF). for the children's use. Please talk to us if you have any questions about the site's allowed space.

Our sites must offer parents of enrolled children ample opportunity to participate in and observe the activities of the site. Parents wishing to participate in the activities or operations of the site should discuss their interest with the SACC director or site supervisor, who can advise them of what opportunities are available.

Parents of enrolled children may visit our sites, at any time, without having to secure prior approval from the director or any staff member. Please feel free to do so when you can. We welcome visits from our parents!

Our sites must inform parents in advance of every field trip, outing or special event away from the site and must obtain prior written consent from parents before taking participants on such trips.

Our center is required to provide reasonable accommodations for children and/or parents with disabilities and to comply with the New Jersey Law Against Discrimination (LAAD), P.L. 1945, c.169 (N.J.S.A 10:5-1 et seq.) and the Americans with Disabilities Act (ADA), P.L. 101-336 (42 U.S.C 12101 et seq.). Anyone who believes the center is not in compliance with these laws may contact the Division on Civil Rights in the New Jersey Department of Law and Public Safety for information about filing an LAD claim at 609.292.4605. TTY users may dial 711 to reach the New Jersey Relay Operator and ask for 609.292.7701 or may contact the United States Department of Justice for information about filing an ADA claim at 1.800.514.0301 (voice) or 1.800.514.0383 (TTY).

Our sites are required, at least annually, to review the Consumer Product Safety Commission (CPSC), unsafe children's products list, ensure that items on the list are not at the site and make the list accessible to staff and parents and/or provide parents with the CPSC website at www.cpsc.gov/recalls. Internet access may be available at your public library. For more information, please call the CPSC at 1.800.638.2772.

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment or any other kind of child abuse, neglect or exploitation by any adult, whether working at the site or not, is required by state law to report the concern immediately to the State Central Registry Hotline, toll free at 1.877.NJABUSE or 1.877.652.2873. Such reports may be made anonymously.

Parents may secure information about child abuse and neglect by contacting DCF, Office of Communications and Legislation at 609.292.0422 or go to www.nj.gov/dcf and select publications.