



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CREATING A NURTURING ATMOSPHERE

The Gateway Family YMCA



School Age Child Care-Parent Handbook



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WELCOME TO

Welcome to the Y. We are an inclusive organization of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility.

Anchored in more than 10,000 neighborhoods around the country with our Y servicing the Eastern Union and Northern Middlesex County communities; the Y has the long-standing relationships and physical presence not just to promise, but to deliver, lasting personal and social change.

Though the world may be unpredictable, one thing remains certain – the Y is, and always will be, dedicated to building healthy, confident, connected and secure children, adults, families, thus strengthening the foundations of community.

The Gateway Family YMCA is a 501(c)(3) non-profit, health and community service organization of caring staff and volunteers who are dedicated to providing quality services to people of all ages, races, faiths or incomes.

The Gateway Family YMCA is the one of the largest YMCAs in the State and is comprised of six YMCA branches and an Association Office. The Association Office, Elizabeth Branch and Youth Development Branch are located in Elizabeth, while the Five Points Branch, Wellness Center Branch and WISE Center Branch are located in Union and the Rahway Branch is located in Rahway.

The Gateway Family YMCA serves Avenel, Carteret, Clark, Colonia, Elizabeth, Hillside, Kenilworth, Linden, Port Reading, Rahway, Roselle, Roselle Park, Sewaren, Union, Vauxhall, Winfield Park, and Woodbridge in NJ, and operates the Dudley House Veterans Transitional Housing Program in Plainfield, NJ. But everyone is welcome.



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YMCA MISSION

The Gateway Family YMCA is a community-based organization rooted in Christian principles and committed to building healthy lives through programs that strengthen spirit, mind and body for people of all ages, religions and cultures.

Welcome to the School Age Child Care Program

The Gateway Family YMCA welcomes you and your family to the program. Our program allows children a fun place to go before and after school and is designed to meet the needs of today's working parents. Children will be involved in age appropriate activities, and led by dedicated staff. We believe all children deserve the opportunity to discover who they are and what they can achieve.

PROGRAM OBJECTIVES

The Gateway Family YMCA School Age Child Care Program focuses on two main goals:

1. To provide comprehensive, supervised childcare that will have an in-depth impact on children and families by allowing for:
 - ✓ Parent's Employment
 - ✓ The Economic Stability of the Family
 - ✓ A Positive Experience for Children in terms of Care,
 - ✓ Self-Development and Education

2. To create an environment that fosters opportunities for the development of the child in the areas of:
 - ✓ Character (with emphasis on Caring, Honesty, Respect, and Responsibility)
 - ✓ Physical Education
 - ✓ Cognitive Growth
 - ✓ Social/Emotional Growth



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CHILD SAFETY GUIDELINES

The Gateway Family YMCA has zero tolerance for abuse and will not tolerate the mistreatment or abuse of participants in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

These guidelines also pertain to participant interactions with each other. There is zero tolerance for abuse, mistreatment, or inappropriate activity among participants within the program. The Gateway Family YMCA is committed to providing all children with a safe environment and will not tolerate the mistreatment or abuse of one participant by another participant. Conduct by a participant that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program. In addition, there is no tolerance for any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, The Gateway Family YMCA will take the necessary steps to eliminate such behavior.

Staff

Our staff members selected based on their previous experience, education, and desire to work with children. Each site has a Site Supervisor who is at least 21 years of age, has at least two years of child care experience and is certified in CPR and First Aid. All staff, as a condition of employment, must successfully complete a state criminal background check, pre-employment drug screening, and reference checks prior to being hired. Staff must also attend extensive training that includes child abuse prevention, CPR/First Aid, safety procedures and activity planning.

Hours

Before Care: 7am-school start time (Five Points Branch & Rahway Branch only)
After Care: School Dismissal- 6:30pm (Elizabeth Branch, Five Points Branch and Rahway Branch)



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Program Format

The following is a sample of our daily program schedule. Please note, each site will participate in these activities, but there may be a variance of times and special events.

Before Care (Rahway & Union only): Arrival, Small Group Activities, Breakfast (optional)

After Care (Elizabeth, Rahway & Union)

3:00pm	Arrival, Attendance. Bathroom break. (arrival time is based on school dismissal time)
3:15pm	Homework or Quiet Activity
3:45pm	Healthy Snack
4:15pm	Afternoon Activities (Sports & Games, Recreational Activities, Arts & Crafts, etc.)

*Physical activities and outside time are important for young children, especially after a long school day. We will utilize both the gymnasium and the outdoor playgrounds as weather and/or space availability permits throughout the school year. Please ensure your children are wearing weather appropriate outerwear so they can participate comfortably.

Registration Process

Registration for the 2024-2025 School Year:

1. To expediate the process, your online account can be created or updated prior to in-person registration. To complete or update your online account, [CLICK HERE](#).
2. **Registration must be completed in person** at the **Elizabeth, Rahway** and **Five Points** (Union) branches of The Gateway Family YMCA.
3. A registration packet must be completed at the time of registration. This packet will remain on-site at your child(ren)'s school with program staff.

Required Documents

There are documents we are required to have on file for each child prior to beginning the program. **Note: A child cannot start the program if required documents are missing.** These documents include Registration Form, People Authorized to



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Pick-up Child, Emergency Information, Permission for Emergency Treatment, Permission for Field Trips and/or Walking Trips, and Current Medical Report. Due to state regulations, the required documents must be submitted yearly.

Should you need to update any of your child's forms and/or update other information we have on file, please contact your program director.

If your child has an epi-pen and/or inhaler, please be sure to fill out the medical form and provide a medical action plan from your child's doctor, this should be submitted to the school-age director before your child starts the program. In addition, if your child requires use of an epi-pen, please be sure to provide two to the before/aftercare program, we are required to have two. Please note, we do not have access to any documents or medications submitted to the school or nurse.

Membership

All participants are required to be members of the YMCA. Each branch has a program youth membership that is active for one year from the date of purchase or a full membership option that is a monthly charge and can be cancelled at any time with 30 days' notice. With the full membership option, this is ongoing until you cancel. Please contact your branch for pricing.

Tuition

All payments will be drafted by the 5th of each month under the payment method submitted at the time of registration. Payment for the first month of care will only be required at the time of registration only for any child registered after August 15th.

Any child registering before August 15th will be charged for September tuition on September 5th. Automatic Bank/Credit Card Draft payments are required for the Before/After School Care program. Parents must complete the Authorization form at registration. If using a checking account, a voided check is required. If you use a credit or debit card, you will need to have the actual card with you at the time of registration. *Any exceptions require approval by the Director prior to registration.*

Important: Before & After Care tuition fees are based on the number of school days, broken down to ten equal monthly (September-June) payments. The fee is not based on the number of calendar days per month, and no pro-rating of fees due to holidays, half days, and personal days is allowed. The only exception is if you enroll after the 15th of the month, tuition will be prorated for half the monthly fee.



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Financial Assistance

We accept government subsidy from various agencies including, Community Coordinated Child Care (4Cs) and Programs for Parents. Depending on which subsidy you qualify for you may be responsible for the difference in fees between the government rate and our program rate.

Multi-Sibling Rate

We offer a 10% multi-sibling rate to siblings currently enrolled in any of our child care programs. The 10% will be applied to the oldest child's tuition for any private pay participants

Changes and Withdrawals

All changes and withdrawals in care must be submitted to the Director in writing. For parents wishing to decrease their current days of care, please be advised, change (including pricing and days of care) will not go into effect until the 1st of the following month.

To withdraw your child from the program, a 30 day written notice is required and must be submitted to the Director. You will be charged tuition each month unless 30 days written notice is submitted to the Director prior to leaving the program. If you are enrolled in automatic bank draft, 30 days written notice is still required prior to leaving the program and you will be drafted accordingly.

School Closings

(Includes, but not limited to Inclement Weather, Emergency Closings, etc.)

- If a school is closed for the day due to the weather, there will be NO Before Care or After Care.
- If a school has a delayed opening, there will be NO Before Care at that site.
- If school closes early due to inclement weather, there will be NO After Care at that site.
- There are no refunds or credits for inclement weather or other emergency closings.



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Vacation Days & Half Days

Vacation day program will run on some regularly scheduled school closure days. Each branch will communicate vacation day program dates to parents at the start of the school year. Half day aftercare will vary based on the school district; this will be communicated individually by the Directors at the branch location of your child's school. We are finalizing dates for possible vacation day programs and will communicate with parents once the school year is underway

***Any scheduled half days or closure dates on the school calendar are not included in the tuition program.**

GUIDELINES ON THE MANAGEMENT OF COMMUNICABLE DISEASES

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

- Severe pain or discomfort
- Acute diarrhea
- Episodes of acute vomiting
- Elevated oral temperature of 101.5 Degrees
- Lethargy
- Severe coughing
- Yellow eyes or jaundice 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

Once the child is symptom-free or has a health care provider's note stating that the child no longer poses a serious health risk to himself/herself or others, the child may return to the center.

COMMUNICABLE DISEASES

The following provisions relate to excludable communicable diseases. The center shall not permit a child or staff member with an excludable communicable disease, as specified in the table below, to be admitted to or remain at the child care center until a note from the child's or staff member's licensed physician states that the child or staff member, respectively, has been diagnosed and presents no risk to himself, herself or to others.

- Respiratory Illnesses



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- Gastrointestinal Illnesses
- Contact Illnesses
- Chicken Pox**
- Campylobacter*
- Impetigo
- German Measles*
- Escherichia coli*
- Lice
- Hemophilus Influenzae*
- Giardia Lamblia*
- Scabies Measles*
- Hepatitis A*
- Shingles Meningococcus*
- Salmonella*
- Mumps*
- Strep Throat Shigella*
- Tuberculosis*
- Whooping Cough* *
- COVID-19

Reportable diseases will be reported to the health department by the center. **Note: If a child contracts chicken pox, a health care provider's note is not required for re-admitting the child to the center. A note from the parent is required stating either that at least six days have elapsed since the onset of the rash, or that all sores have dried and crusted.

Health Guidelines

For COVID-19 and related PPE requirements, we will continue to follow the guidance and recommendations from the State and Local health departments, School District and the Office of Licensing. We will provide more detailed and up to date information closer to the start of the school year. **Guidance and recommendations are subject to change*

The State Department of Licensing requires that each child have a medical form completed by a physician yearly and submitted prior to admission.

A child cannot be sent to the Before or After Care Program if they have any of the illnesses, symptoms of illness or diseases specified below. Such illnesses or symptoms of illness shall include, but not be limited to any of the following:

- Severe pain or discomfort.



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- Acute diarrhea, characterized as twice the child's usual frequency of bowel movements with a change to a looser consistency within a period of 24 hours, or bloody diarrhea.
- Two or more episodes of acute vomiting within a period of 24 hours.
- Elevated oral temperature of 101.5 degrees or over in conjunction with behavior changes.
- Sore throat or severe coughing.
- Yellow eyes or jaundiced skin.
- Skin rashes lasting more than one day.
- All communicable diseases.

No medicine is to be administered by YMCA Staff Members.

Included on the registration form is a section titled "Permission for Emergency Medical Treatment." It is imperative that this area be signed so that in the event of an emergency situation we can obtain emergency medical treatment for your child.

***If your child has an epi-pen and/or inhaler, please be sure to fill out the medical form and provide a medical action plan from your child's doctor, this should be submitted to the school-age director before your child starts the program. In addition, if your child requires use of an epi-pen, please be sure to provide two to the before/aftercare program, we are required to have two. Please note, we do not have access to any documents or medications submitted to the school or nurse.**

Cleaning and Disinfecting

Hospital grade EPA approved disinfecting solution or an equivalent such as bleach will be used to sanitize equipment and surfaces. Staff will be required to sanitize areas before and after use including classroom equipment and furniture, as well as outdoor playground equipment.

Hygiene Practices/Hand Washing

Practice frequent hand washing with soap and water for at least 20 seconds, and require handwashing, before meals or snacks, after going to the bathroom, and prior to leaving for home. Help children to ensure they are doing it effectively. The requirement of hand sanitizing while entering the facility will be required by all staff, parents, and children.



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Toileting

To ensure the best experience for all children in our programs, it is expected that children registering will have a level of toilet training whereby the child is not totally dependent on a diaper. Pull ups are acceptable. Children will be expected and encouraged to use the age-appropriate toilets located on site. This helps us maintain a safe and comfortable environment for all school-age participants.

If your child still requires assistance with toileting, we are happy to support their needs within the structure and requirements of our program as a state licensed school-age program; however, we request that parents provide any necessary diapering supplies, including diapers, wipes, and change of clothes, for your child's care while in our program. The supplies provided to your child's teacher are not accessible to school-age staff.

*If your child is not fully toilet trained, please reach out to the Director prior to the start of the program to discuss your individual child's needs. We understand that children have different developmental timelines and needs, and we are committed to working with families to support each child's participation in a respectful and inclusive manner that is still within the licensing requirements and structure of a school-age program.

Attendance

Site staff will take attendance daily, please let the Director know if your child will be absent or notify the Director and/or site staff if you know your child will be absent in advance of the date.

Homework/Quiet Time

Time is set aside each day to allow children to work on homework. During this time frame, children need to be working on homework or another quiet activity. In the aftercare schedule, we allot an age-appropriate time frame for children to do homework, however if your child has significant homework that may exceed more than 30 minutes, we may ask that your child take an activity break. If it exceeds more than an hour, we may need to move the group onto another activity.

If you do not want your child to do homework during the program, please let the site staff know, they will provide a quiet activity for this time frame. **Staff are not allowed to go through children's backpacks or homework folders if children say they do not have homework. Staff will offer assistance to children who need help with homework as needed, but they cannot**



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provide constant one-on-one help or supervision.

District issued chrome books are permitted for homework or school related assignments only in 30-minute increments, after 30 minutes students will be asked to take an activity break.

Lost and Found/ Personal Items

Each site will have a lost and found area in their cabinet. Please check with the staff if your child is missing something. We encourage parents to label all of your child's belongings, including coats and bookbags. Toys, electronic devices, or other non-school, personal items are not allowed at the program.

The Gateway Family YMCA is not responsible for lost or stolen items.

Note: The contents of the lost and found will be discarded or donated to a charity if not collected by the end of the school year.

Child Release Policy

Each child may be released only to the child's custodial parent(s) or person(s) authorized by the custodial parent(s) to pick-up and sign-out. Authorized person(s) must be written on registration forms and must have photo ID at pick-up. Staff Members will ask to see photo ID from any person(s) picking that they do not know.

If a non-custodial parent has been denied access to a child by a court order, documentation must be provided to the YMCA to maintain on file.

If the parent or person authorized to pick up the child appears to be physically, mentally, or emotionally impaired to the extent that the welfare of the child is in danger:

- The child will not be released.
- Staff members will try to contact alternate people authorized for pickup.
- If staff are unable to make alternate arrangements, a staff member will call the Division of Youth and Family Services' 24-hour Child Abuse Hotline to seek assistance in caring for the child.
- All parents, guardians and individuals authorized to pick up your child 18 years of age and older will be required to go through our Sex Offender screening process at one of our branches. All visiting individuals 18 and over must provide a



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government issued ID upon entry to any of our YMCA facilities, programs or services.

- All parents, guardians and individuals 18 years of age and older are required to be Community Members and required to sign The Gateway Family YMCA's Guest Waiver.

Late Pick-Ups

If you anticipate being late, we encourage you to contact a person from your authorized pick-up list to assure pick up by the end of the program at 6:30pm. If an emergency necessitates that your child will be picked up late, please call the YMCA or site cell phone to notify the staff. If your child is picked up late, you will be charged a \$25 late fee every 15-minute interval, or part thereof. Parents are required to sign a "late pick-up" form for each occurrence. This will be added to your child's tuition for the following month.

Late pick-ups cannot be a regular occurrence, if a child is picked up late more than 3 times during the school year, it may jeopardize their enrollment in the program.

If a child is not picked up by the site's closing time, the following procedures will be followed.

- Child will be supervised at all times by at least 2 staff members.
- Staff members will attempt to contact parents or people authorized to pick up the child(ren).
- If after 7pm the staff cannot contact anyone, the YMCA office will be contacted and DCP&P, as well as the police to help supervise the child and locate an appropriate family member.

Behavior Guidelines

Disagreements and conflicts occur in every group at one time or another. The staff member with your child will use these opportunities to help children learn how to get along with others. When program rules are broken, for example if a child hits another child or misuses classroom property, the teacher utilizes problem-solving techniques. This includes talking with the children and helping them to decide how to solve the problem. If problems continue, the teacher may request the involvement of the parent/guardian and other staff members.

Staff members strive to develop an atmosphere of mutual respect in the program spaces. Positive reinforcement, encouragement and recognition of positive behavior are strategies used to accomplish this goal.



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If a child is consistently a physical or verbal danger to other children, themselves or staff (hitting, pinching, throwing objects, etc.), the following will occur:

- The staff members will notify the parents/guardians that a problem exists and ask for their help. This help may include being asked to come in and pick up their child.
- If the behavior continues, the Director or her/his designee will observe the child's behavior in the classroom; the staff will be instructed to shadow the child; and a conference will be scheduled between parents/guardians, teacher and Director or her/his designee. The Director may suggest that the child be evaluated, and a Behavioral Intervention Plan be developed and implemented before the child can return to the program.
- If the parents/guardians refuse to cooperate or work together as a team the child's behavior continues to be a danger to other children, themselves, or staff, the child may be permanently removed from our program.
- If a child's behavior results in causing purposeful physical harm to others, the center reserves the right to immediately terminate the child's enrollment.

We work to maintain a positive atmosphere with emphasis on our four core values of Character Development: Caring, Honesty, Respect and Responsibility. The rules for children are:

- I will respect each other's feelings and property by not fighting, hitting, biting or touching another person or their belongings.
- I will listen when someone is talking.
- I show care about my teachers and classmates.
- I will use "words" to tell another person how you feel.
- I will get the help of the teacher if someone is bothering or upsetting me.
- I will try my best to be kind, considerate and helpful.
- I will respect the classroom by helping to clean up and by handling the supplies and equipment properly and carefully.

Positive Guidance

A positive approach is used to guide the children; each situation and child is handled individually. Under no circumstances will corporal punishment be used for behavioral management. Methods used include:

- Redirection: Guiding a child into acceptable options when engaged in an unacceptable activity.
- Logical and Natural Consequences: Use discovered opportunities to make children aware of consequences.
- Limit Setting: Boundaries are developed by the Counselor for the children as a group and for individual children according to each situation.
- Be Clear: Make sure children know what behavior is and is not acceptable.



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- Modeling Behavior: Counselors will demonstrate appropriate ways of interacting with others.
- Providing Choices: Appropriate choices are outlined, and children are encouraged to make their own decisions.
- Be Ready: Plan and prepare the environment to limit negative behavior.
- Positive Reinforcement: Use of encouragement and support when addressing behaviors.

If a situation develops where a family is considered difficult to deal with, the YMCA reserves the right to require the family to withdraw their child(ren) immediately without notice. Examples of “difficult to deal with” include, but are not limited to:

- Arriving at the YMCA impaired and attempting to remove their children from the program.
- Being abusive in any way to staff members and/or other program participants.
- Failing to adhere to YMCA policies listed in this parent handbook

Technology Usage & Guidelines

Families entrust their children to the YMCA’s care for childcare, camp and other youth programs. Our promise to these families is that we will provide a safe environment in which all participants are treated in a caring, honest, respectful and responsible way. Our mission commands us to “build a healthy spirit, mind and body for all.”

The YMCA does not mean to interfere with anyone’s private life, but publicly observable communications, actions or words are not private. Parents/Guardians need to use good judgment and discretion when posting pictures of participants. If you want something to be private, do not expose it to public access. If you or your words are in public, make sure they are not interfering with the privacy of other participants and families.

- The use of a television, computers (non-school related) and other video equipment shall be limited to educational and instructional use, shall be age and developmentally appropriate.
- Computers that are district issued can be used during before and after care at the discretion of the staff in the program but should be limited to homework, assignments, and school related projects.
- If school related work exceeds 30 minutes, the child will be asked to take an activity break.
- Any computers or related materials are each child’s responsibility and should be labeled accordingly.
- Inappropriate behaviors or content viewing can result in loss of computer usage while in the program.



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- Children should not be bringing any phones or other handheld devices during the before/after school programs. Cell phones should remain in the child's bookbag.
- The Y is not responsible for lost or stolen items.

Policy on Parent Communication and Involvement

We encourage parents to share their ideas and concerns with us at any time. Correspondence about any concerns is generally in the form of verbal conversations at pick-up or by phone. Special events, school closings and other program notifications may also be shared via email.

Court Orders

In cases where an enrolled child is the subject of a court order (i.e.: Custody Order, Restraining Order or Protection from Abuse Order) the YMCA must be provided with a certified copy of the most recent order and all amendments thereto. The court orders will be strictly followed unless the custodial parent(s) request a more liberal version of the order in writing. In the case where both parents are afforded shared/joint custody by order of the courts, both parents must sign the request for more liberal interpretation of the order. In absence of a court order on file with the YMCA, both parents shall be afforded equal access to their child as stipulated by law. The YMCA, without a court order, cannot limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, we suggest that the parent keep the child with them until a court order is issued.

If conflicting court orders are present, the most recently dated court order will be followed. Once presented with a Protection from Abuse or a Restraining Order, the YMCA is obligated to follow the order for the entire period it is in effect. Employees of the YMCA cannot at the request of anyone, except the issuing judge, allow the orders of the court to be violated.

Standards of Ethical Behavior – Child Abuse Prevention

Affectionate touch and the warm feeling it brings is an important factor in helping a child grow into a loving and peaceful adult. Gentle touch, hugging and holding are important and memorable parts of YMCA childcare experiences. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space, i.e. not everyone wants to be hugged. Annual training will be sponsored for YMCA employed staff and program volunteers about appropriate touch, inappropriate touch, and child sexual abuse.



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The Gateway Family YMCA encourages appropriate touch. However, at the same time we not only discourage inappropriate touch but will take prompt and immediate action as follows:

1. At the first report or probable cause to believe that child sexual abuse has occurred, the staff person, to whom the incident has been reported to, will notify the Childcare Director in the Center. The Childcare Director will report the incident to the Branch Director. The Branch Director, the Childcare Director, and the staff reporting the incident will gather all the facts and the Branch Director will notify the Chief Executive Office of The Gateway Family YMCA.
2. The Child Care Director will make a report in accordance with the New Jersey Child Abuse and Neglect Law (P.S. 1974, amended by P.L. 197).209).
3. In the event the reported incident or incidents involve a program volunteer or employed staff person, the Branch Director will, without exception, suspend the program volunteer or employed staff person from the YMCA.
4. The parent/guardian of the child, or children involved in the alleged incident, will be promptly notified by the Branch Director.
5. Whether the incident or alleged offense takes place on or off YMCA premises, because of the youth-involved nature of the YMCA, it will be considered as job related.
6. Reinstatement of the program volunteer or employed staff person will occur only after all allegations have been cleared to the satisfaction of the persons named in item #1 above or designated legal advisor.
7. All YMCA staff and volunteers must be sensitive to the need for confidentiality in handling this information and therefore should only discuss the incident with the persons named in item #1 or designated legal advisor.
8. All full and part-time childcare employees must read and sign this policy.
9. This policy statement will be reviewed and updated by the YMCA's Constituency Committee.

Child abuse can take many forms: "In general, abuse refers to acts of commission such as beating, excessive corporal punishment, or inappropriate sexual activity"- New Jersey Department of Education, Policy and Procedures for Reporting Child Abuse.

Expulsion Policy

The Center will make every effort to encourage appropriate and considerate behavior in individual children. Growing is difficult, and all children have setbacks, bad days and sometimes traumatic life experiences, which affect their behavior. Staff members



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are provided with training and guidance in positive supervision as outlined in the program discipline policy.

Occasionally, when an individual child's behavior proves to be consistently disruptive, and/or demands so much individual attention that supervision of the entire group is compromised, the following actions may be required:

1. Staff will document the child's behavior and the staff's actions to modify the behavior.
2. Parents will be provided with a written notification requesting a conference with the parent(s), the child and the staff to address the problem.
3. Staff will implement a plan mutually agreed upon with the parent(s) and the child to modify the child's behavior.
4. A second conference will be arranged to provide positive feedback for further planning, if necessary.
5. If all attempts, as outlined above, result in little or no change in the child's behavior, the Center reserves the right to suspend child care services to the family for a period of one week. At this time, parents will be required to pay tuition in order to reserve the child's space in the program.
6. If upon returning to the program, the child's behavior continues, the Center reserves the right to terminate the child's enrollment with one week's notice to the parent(s).

If a child's behavior results in causing purposeful physical harm or impacting the safety of the child, other children or staff, the Center reserves the right to immediately terminate the child's enrollment.



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DCPP Investigations

Our center is legally required to cooperate with all Division of Youth and Family Services inspections and/or investigations. CDPP staff may interview staff members and children.

Anyone who has a reasonable cause to believe 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 an adult, whether working at the center or not, is required by state law to report the concern immediately to the Division of Youth and Family Services Office of Child Abuse Control, toll-free at (800) 792-8561, or to any District Office. Such reports may be made anonymously.

Parents may secure information about child abuse and neglect by contacting Community Education Office, Division of Youth and Family Services, CN 717, Trenton, NJ 08625.

Information to be reported to the Division of Youth and Family Services

Verbally within 24 hours:

- Injury or illness that results in the admittance to a hospital or death of a child.
- Occurrence of a reportable disease.
- Change in use by other occupants of a multi-use building in which center is located.
- Permanent closing of the center.
- Damage to premises of the center caused by fire, accident or the elements.
- Proposed use of emergency space including use of rooms not approved by local municipal officials or the Bureau.
- Any criminal conviction(s) or guilty plea(s) of the sponsors, director, or any staff member.

Verbally within 3 working days:

- Any change in information previously submitted to the Bureau on the application. The center must then complete an amended license application form and submit it within 30 calendar days of the change.



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Department of Children and Families
Office of Licensing
INFORMATION TO PARENTS

Under provisions of the Manual of Requirements for Child Care Centers (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 center must comply with this requirement by reproducing and distributing to parents this written statement, prepared by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families (DCF). In keeping with this requirement, the center must secure every parent's signature attesting to his/her receipt of the information.

Our center is required by the State Child Care Center Licensing law to be licensed by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families (DCF). A copy of our current license must be posted in a prominent location at our center. Look for it when you're in the center.

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

Our center must have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review. If you would like to review our copy, just ask any staff member. Parents may secure a copy of the Manual of Requirements by sending a check or money order for \$5 made payable to the "Treasurer, State of New Jersey", and mail it to: NJ Department of Children and Families, Office of Licensing, Publication Fees, PO Box 657, Trenton, NJ 08646-0657.

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or 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 center may be in violation of licensing standard, you are entitled to report them to the Bureau of Licensing toll-free at 1-877-667-9845. Of course, we would appreciate you bringing these concerns to our attention, too.

Our center must have a policy concerning the release of 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 center.

Our center must have a policy about dispensing medicine and the management of communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.



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Our center must have a policy concerning the expulsion of children from enrollment at the center. Please review this policy so we can work together to keep your child in our center.

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

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

Our center must post its 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 about it.

Our center must post a listing or diagram of those rooms and areas approved by the Bureau for the children's use. Please talk to us if you have any questions about the center's space.

Our center must offer parents of enrolled children ample opportunity to assist the center in complying with licensing requirements; and to participate in and observe the activities of the center. Parents wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them of what opportunities are available.

Parents of enrolled children may visit our center 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 center must inform parents in advance of every field trip, outing, or special event away from the center, and must obtain prior written consent from parents before taking a child on such a trip.

Our center is required to comply with the New Jersey Law Against Discrimination (LAD), P.L. 1945, c.169 (N.J.S.A. 10:5-1 et seq.), and the American with Disabilities Act (ADA), P.L. 101336 (42 U.S.C. 12101 et seq.). Anyone who believes that 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 (800) 514-0301 (voice) or (800) 514-0383 (TTY).

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



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frightening treatment, or any other kind of child abuse, neglect or exploitation by an adult, whether working at the center or not, is required by State law to report the concern immediately to the State Central Registry and Child Abuse Hotline, toll-free at 1-(877) NJ ABUSE (652-2873). Such reports may be made anonymously.

Parents may secure information about child abuse and neglect by contacting: Community Education Office, Division of Youth and Family Services, PO Box 717, Trenton, NJ 08625-0717.