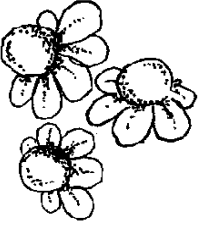


Parent Handbook



808 Main Street Toms River, New Jersey 08753
Phone: (732) 349-7070 ext. 114 Fax: (732) 349-3288
cherrylanechildcare@gmail.com Director-Cheri Revoir

FROM THE DESK OF THE DIRECTOR



Dear Parents & Guardians:

I would like to welcome you to Cherry Lane Child Care & Learning Center Inc. These early years in your child's life are very significant. We thank you for the confidence you have shown in us by entrusting your child to our care. You can be assured your child's day will be filled with many rewarding experiences.

This handbook has been prepared to acquaint you with the policies and procedures of Cherry Lane and the "Office of Licensing". You are asked to sign a statement verifying that you have received and read this manual and understand the requirements for licensing and operation. Please keep this manual in a prominent place so that you may refer to it often. As questions arise, do not hesitate to ask. We desire to work closely with you, to ensure a successful experience for you and your child. Communication is key.

We look forward to working in partnership with you and your family to enrich the lives of each child and help them realize their full potential. We welcome you to Cherry Lane!

Sincerely,

Cheri Revoir

Center Director/Owner



GOALS AND PHILOSOPHY

Cherry Lane Child Care & Learning Center is dedicated to providing a clean, safe, nurturing environment. We combine personal attention and professional childcare with distinct opportunities to encourage social, intellectual, physical and emotional growth. We recognize that each child is unique, therefore opportunities for growth and learning are developmentally appropriate, and based on the interests and needs of the individual child.

CURRICULUM

Cherry Lane's curriculum is experienced by children in our teacher-facilitated /child-directed environment. Classrooms are made up of developmentally appropriate learning centers (in Art, Science, Library, Music, Sensory, Construction, Dramatic Play, Math, Language, & More!) This structure allows children to work independently in small groups, with a rich variety of carefully arranged materials that stimulate the imagination and promote learning through play and exploration. Our staff evaluates each child's development within this format. Evaluations will be provided each January and June.

STAFF

Our highly qualified staff is committed to working in partnership with each family to enrich the lives of children and encourage them to realize their full potential. Cherry Lane takes great pride in our staff retention. Many of our employees have been with us for over 15 years. Staff members maintain yearly training in updated health & developmentally appropriate practices, CPR & First Aid, Mandated Reporting Child Abuse & Neglect etc.

SESSIONS & HOURS

Cherry Lane is open from 6:30 a.m. – 6:00 p.m., Monday – Friday. At enrollment, students are pre-scheduled for 9 hours per day. *Pre-Scheduled* extended time is \$11.00 per hour. Monthly calendars remind families of closures and early dismissals for special events and professional development. In the event of emergency closures, parents will receive messages via text and posts on our Facebook page. Please update contact phone numbers regularly.

ENROLLMENT

We accept children 6 weeks through 8 years of age. Administrative forms, Universal Health, and up to date immunization records (*including the influenza vaccine.*) are required and must be updated yearly. Physicians may fax health records to (732) 349-3288. All records are confidential and kept in compliance with the N.J. Office of Licensing and the O.C. Dept. of Health. The office must be notified immediately of any changes in custody, address and/or contact phone numbers. 3 emergency contacts must be provided upon enrollment.

REGISTRATION FEE

To reserve a spot for any child, a non-refundable registration fee is payable upon enrollment. 50% of the current registration fee is due each succeeding year of enrollment.

SECURITY DEPOSIT

Upon enrollment, a security deposit is required for each child in the sum of 2 week's tuition. This may be used the last 2 weeks a child is in the program, provided 2 -week written notification is given.

TUITION POLICY

Each enrolled student has a contracted spot, based on the expense of a full school year, (rates are broken down weekly as a financial convenience to families) therefore rates remain consistent regardless of student absence or school closures. Tuition is based on 9 pre-scheduled hours per day. Pre-Scheduled extended time is \$11.00 per hour. ***Families will not receive a bill for care,*** as weekly tuition is consistent. **Cash and Checks are to be hand delivered only.** **ONLY Automated Credit Card payments are accepted,** which will be pre-scheduled for Wednesdays (either weekly, bi-weekly or monthly). A 3% service fee is will be added when each credit card payment is processed. Weekly tuition is payable in full and in advance, on Monday of the current week. If the full amount is not in by closing time on Wednesday a \$10 late fee will be added for each day that it is not paid. Students will be removed from the roster if tuition is not paid by 12:00 p.m. on Thursday of the same week and/or if a child does not attend for one full week, without notification. Financial matters are confidential and not the responsibility of classroom staff. Please address discrepancies to the office (732) 349-7070 ext. 114, cherrylanechildcare@gmail.com.

WITHDRAWAL

Two-week's written notification of a student's departure from the program is required. In the event an account is turned over to collection, the parent will be responsible for attorney fees, court costs, and any unpaid balances.

RETURNED CHECKS & OVERTIME CHARGES

Returned checks will result in Non-sufficient funds charge. Thereafter, only cash payments are accepted. Written notification of schedule changes are required at least one week in advance. If a child is not picked up at their scheduled time, the extended rate of \$5 per 15 minutes will be billed. \$2 per minute is charged after 6:00 p.m. closing time.

MAKE-UP DAYS

We are licensed to provide adequate daily staff/child ratios which are pre-determined at scheduling; therefore, make up days may not be granted for absences or closings.

FAMILY DISCOUNT & VACATION

A 10% sibling discount is given (based on the lower rate) for students enrolled in the 5 day/full time program only. After 1 full year of **FULL-TIME, UNINTERRUPTED** enrollment, families receive 1 tuition-free week. These 5 days require 2 weeks notification.

ARRIVAL/DISMISSAL

Timely, consistent attendance is crucial in helping your child adapt and reap the optimal benefits from the program. Please contact the classroom if you will be late or absent. Dropping off after 11:00a.m. is strongly discouraged. Please be brief at drop off and pick up. These are not convenient times in which to converse in length with staff, as their attention is to be on the safety of the children. If you will be late for pick up, please phone us so we can reassure your child and provide additional supervision if needed.

DROP OFF PROCEDURES / SECURITY and HEALTH SCREENING:

Children may be dropped off **ON** or **AFTER** their scheduled time ONLY. If you arrive after 9:00am, and a designated staff member is not at entrance, please call **732-604-2088** and someone will greet you. Please hold your child's hand at all times. Your child's temperature will then be taken to ensure it is below 100.4 after which a staff member will escort them to their classroom. Prior to leaving home Parents/Guardians must screen their child each morning to ensure they answer "NO" to following questions.

DAILY ENTRY HEALTH SCREENING QUESTIONS:

Has the child's temperature been 100.4 or higher within the past 36 hours?

Has the child received fever Reducing Medication?

Has any symptoms of contagious illness (rash, fever, diarrhea, vomiting etc.)?

Should a child have a temp. of 100.4 or higher or exhibit symptoms of illness throughout the day, they will be isolated and dismissed from the center. After dismissal for illness, children may return when symptom free for one full day without fever reducing medication.

*The center must be notified immediately if a child is diagnosed positive for any other contagious illness.

PICK UP PROCEDURES:

When you arrive, you must call the center's pick-up line at 732-604-2088. After you have contacted us, please EXIT YOUR CAR and proceed to the sidewalk or front door and a staff member will assist you.

If your child's classroom flag is hanging on the front of the building, you do not need to call the pick up line. You may proceed directly to the playground to pick up your child.

PARKING LOT SAFETY

Always hold your child's hand in the parking lot and promptly buckle them in the car seat. Never leave children in cars unattended. To ensure clean air in the playground and parking lot, smoking on the premises is strictly prohibited and vehicles must always be turned off.

SECURITY

Cherry Lane is a locked, safe space center. With the exception of staff and students, prior authorization is required to enter the building. Cameras in use throughout the center are a second set of eyes for management. Their purpose is for classroom & entry security as well as staff training and development.

ATTIRE

Please provide seasonal, clothing free from complicated fasteners, belts and drawstrings. Completely closed footwear with rubber soles are required. (No sandals, clogs, or open shoes of any kind). Jewelry is not permitted, due to safety and potential loss. Please provide appropriate *labeled* outerwear, as recess is a regular part of our program. By age 3 most children take pride in putting on their own coats, clothing and shoes, so please allow extra time to encourage them to do so.

MEALS and SNACKS

Please be sure your child has had breakfast at home. Morning snack is at 9:00am. Beginning in our Toddler-2 program, lunches are available for \$2 per day, (payable monthly, in advance) or students may bring lunch from home in a labeled insulated lunch box. Children are more likely to eat when they can self-feed, so please provide finger foods that can be consumed independently until they have become proficient in using utensils. Please send pre-heated meals in a thermos & include an ice pack for items that need to be kept cool. Help us emphasize good nutritional habits, by providing balanced meals. For lunch and a.m. and p.m. snack, parents provide 3 snacks and 3 servings of water or milk. Please do not send candy or soda. No child is ever forced to eat. Food may not be used as a means of punishment or reward. Those with food allergies must provide a detailed action plan from their pediatrician. Parents will be notified of classroom food restrictions due to allergy.

REST TIME

Children are provided with the opportunity to rest. Crib or rest mat, sheets and blankets are provided and laundered by the center. Lights are dimmed and soothing music is played. Most children are ready to nap after a busy morning, however, alternative quiet activities are provided for those who have rested for 30 minutes and do not require additional sleep.

MEDICATION

Only physician-prescribed medication (labeled with the child's name, dosage and current date) shall be administered. Medication log must be completed daily by parent and teacher.

BIRTHDAYS

We commonly celebrate birthdays during snack time with a special treat that parents provide. These snacks must be nut free, store bought and have the ingredients on the label. Teachers will add special stories, songs, etc. to make this an extraordinary day for your child.

TOYS/ITEMS FROM HOME

To prevent the spread of germs, please keep personal items and toys at home.

FUNDRAISING

Fundraising is an important means of keeping the cost of tuition and special activities down. Participation is strictly voluntary, and never to be done door to door.

TOILETING

Parents provide diapers regularly (expect 4-5 changes per day) in addition to wipes and any special ointments. Teachers will notify parents in writing when provisions are running low. Diaper changes are documented by the primary caregiver, as each child is changed at least every two hours. We will support parents as they begin toilet training. Please provide 2 to 3 sets of extra clothes during toilet training, as accidents are a natural part of this process. We help children into clean clothes in a calm, pleasant, reassuring manner, providing tolerant acceptance of mistakes and celebration of success. Please be patient as we work together through this process so that consistency with school and home is provided.

SUMMER CAMP

Our center operates throughout the summer months. Students over 2.5 years require an annual "summer fee" which covers the cost of exceptional activities, crafts and visitors.

PARENT COMMUNICATION

To maintain confidentiality, teachers will put any behavior concerns in writing. Further discussion is encouraged via phone at rest time. Formal opportunities for conferences are scheduled, should additional information or guidance be necessary.

INJURY and UNUSUAL INCIDENTS

We take every precaution to ensure your child's safety. During normal play, accidental injury may occur. We are not liable for consequential injury. Injuries are documented and reported to parents. On occasion, children may not indicate to the staff that an injury has occurred. Please inform us of such incidents. In the event of an extreme medical emergency, 911 will be called. The parent will be contacted immediately.

When necessary, "Unusual Incidents" will be reported to parents in writing.

EXPULSION POLICY

Every attempt will be made to provide families adequate time to make alternative childcare arrangements. We do reserve the right to terminate enrollment immediately when:

- *Signed tuition policies are not followed or required or health records are not provided.
- *A parent or child is verbally or physically abusive to staff and/or children.
- *A parent or child's behavior puts the safety and wellbeing of himself or others in jeopardy.
- *A child requires one-on-one care that compromises safety and staff/child ratios.

DISCIPLINE POLICY

There shall be no hitting, corporal punishment, abusive treatment, ridicule, or harsh, humiliating or frightening treatment or any other form of child abuse/neglect/exploitation. Discipline shall not be associated with the behavior of children in regard to rest, toilet training or food. Children shall not be isolated or without supervision. Discipline shall not be associated with the withholding of emotional responses and shall not require the child remain quiet for long periods of time. The following are various methods of discipline used positively and consistent with the developmental needs. Acceptable behavior is encouraged by giving positive verbal rewards. This reinforces a child's positive feeling about their behavior, and serves as an example to peers. Separation from an activity that may be reinforcing inappropriate behavior. Redirection or distraction methods are then used to involve a child in an alternative activity. When children are involved in a conflict, teachers guide verbal communication to negotiate and resolve disputes.

NJ DCF's POLICY ON RELEASE OF THE CHILDREN

Each child may be released only to the child's parent or person authorized by the parents to take the child from the center and to assume responsibility for the child in an emergency if the parent cannot be reached. If a non-custodial parent has been denied access, or granted limited access, to a child by a court order, the center shall secure documentation to that effect, maintain a copy on file, and comply with the terms of the court order.

If the parent or persons authorized by the parent fails to pick up a child at the time of the center's daily closing, the center shall ensure that:

1. The child is supervised at all times;
2. Staff members attempt to contact the parent or persons authorized by the parent and
3. An hour before closing time, and provided that other arrangements for releasing the child to their parent or persons authorized by the parents have failed and the staff cannot continue to supervise the child at the center, the staff shall call the 24 hour State Central Registry Hotline 1-877-652-2873 to seek assistance in caring for the child until the parent or persons authorized by the child's parent is able to pick up the child.

If the parent or persons authorized by the parent appears to be physically and/or emotionally impaired to the extent that, in the judgment of the director and or staff member, the child would be placed at risk of harm if released to such an individual, the center shall ensure that:

1. The child may not be released to such an impaired individual;
2. Staff members attempt to contact the child's other parent or an alternative person who is authorized by the parent; and
3. If the center is unable to make alternate arrangements, a staff member shall call the 24 hr. State Central Registry Hotline 1-877-652-2873 to seek assistance in caring for the child.

POLICY OF 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 100.4 degrees Fahrenheit
- ◇ 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

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 unless contraindicated by local health department or Department of Health.

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.

Note: If a child has chicken pox, a note from the parent stating that all sores have dried and crusted is required.

If a child is exposed to an excludable disease at the center, parents will be notified in writing.

COMMUNICABLE DISEASE REPORTING GUIDELINES

Some excludable communicable 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, a complete list of reportable excludable communicable diseases, can be found at:

http://www.nj.gov/health/cd/documents/reportable_disease_magnet.pdf.

TECHNOLOGY & SOCIAL MEDIA

This policy applies to parents, staff, students, and volunteers. It includes but is not limited to; Text, Social networking sites, Discussion Forums, You Tube, Twitter etc.

-Cherry Lane trusts staff and parents to exercise and maintain professionalism, honesty and respect and take personal responsibility when using social media. No information sent over the internet is totally secure and as such, if you do not wish information to be made public, refrain from posting/sending it through social media.

-School-Age Students are permitted to use supervised technology during a pre-scheduled time period provided: devices have parental controls. Students may not text or call from devices at any time. Violations must be immediately reported to the teacher in charge.

Technology privileges will be suspended indefinitely for any policy breach.

-Staff and parents should contact each other through the Cherry Lane land line and are discouraged from sharing personal phone numbers, or accept each other on social media.

-Staff or parents do not have a right to photograph or upload photos of anyone else's child. This includes photographs taken by staff for the center's Facebook page, website and/or any other advertising material that has been authorized by a parent.

-Staff and parents are advised to manage personal security settings to ensure that information is only available to individuals they choose to share information with. Staff and Parents should observe confidentiality and refrain from discussing, posting or sharing information they would not wish students, parents or colleagues to view.

-Staff and parents may not post, text or email confidential or proprietary information (student photos, health information, personal or negative comments about Cherry Lane, yourself, students, families or co-workers. Those who breach applicable privacy and confidentiality policies do so at the risk of termination.

-No public discussions are to be held or comments made on social media sites regarding the center's families, students, staff or that could be construed to have any impact on the center's reputation or that would offend a staff member or parent using the center's services.

-In the event that parents or staff name Cherry Lane in social media, they do so in a way that is not detrimental to the organization or its service users.

-Cherry Lane's time is reserved for center related business in accordance with employee job descriptions. Misuse of time (using cell phones, social media etc.) while clocked in, may result in disciplinary action or termination.

-Staff and/or parents should report any concerns or breaches to the center director.

-Any staff member, parent, student found to be sharing, posting, texting or emailing remarks or comments that breach confidentiality, bring Cherry Lane into disrepute or that are deemed to be of a detrimental nature to the center and staff, or posting/publishing photographs of the setting, children or staff may face termination.

DCF, OOL INFORMATION TO PARENTS STATEMENT

Under provisions of the Manual of Requirements for Child Care Centers (N.J.A.C. 3A:52), every licensed childcare 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 childcare matters. The center must comply with this requirement by reproducing and distributing to parents and staff this written statement, prepared by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families. In keeping with this requirement, the center must secure every parent and staff member's signature attesting to his/her receipt of information.

Our center is required by the State Child Care Center Licensing law to be licensed by the Office of Licensing (OOL), 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.

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 view a copy of the Manual of Requirements on the DCF website <http://www.nj.gov/dcf/providers/licensing/laws/CCCmanual.pdf> or obtain a copy by sending a check or money order for \$5 made payable to the "Treasurer, State of New Jersey", and mailing it to: NJDCF, 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 for Child Care Centers. 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 requirements, you are entitled to report them to the Office of Licensing toll free at 1 (877) 667-9845. Of course, we would appreciate your bringing these concerns to our attention, too.

Our center must have a policy concerning the release of children to parents or people authorized by parents 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 administering medicine and health care procedures and the management of communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.

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 OOL's Inspection/Violation Reports on the center, which are available soon after every State licensing inspection of our center.

If there is a licensing complaint investigation, you are also entitled to review the OOL'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 or you can view them online at <https://childcareexplorer.njccis.com/portal/>.

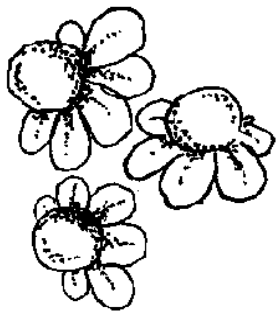
Our center must cooperate with all DCF inspections/investigations. DCF staff may interview both staff members and children.

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 OOL 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 event away from the center, and must obtain prior written consent from parents before taking a child on each such trip. 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 (LAD), 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 DOJ for information about filing an ADA claim at (800) 514-0301 (voice) or (800) 514-0383 (TTY). Our center is 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 center, and make the list accessible to staff and parents and/or provide parents with the CPSC website at <https://www.cpsc.gov/Recalls>. Internet access may be available at your local library. For more information call the CPSC at (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 center or not, is required by State law to report the concern immediately to the State Central Registry Hotline, toll free at (877) NJ ABUSE/(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.state.nj.us/dcf/.



A FINAL NOTE:

Most children have little difficulty adjusting to school after they have made an initial visit with a parent. Nevertheless, it is important to introduce the child to school in a way that will make this separation from the parent as easy as possible for both of you. Below are some suggestions which may be helpful.

- Parents should say good-bye, then leave quickly and unhesitatingly. Crying will seldom continue for more than a couple minutes after the parent is out of sight. However, the transition process could take much longer if the child knows the parent will linger.
- Often children are so absorbed with the new environment that they do not become aware of separation from parents until a few days or even weeks later. In such an instance the adjustment may be made later. It is a normal part of a child's wholesome growth in learning to accept change.
- Most importantly, give your child some extra time, personal contact, and love during the initial days of school. Allow the beginning days to be gentle, casual, and non-threatening by responding to your child's questions in a reassuring manner.

