



The Salvation Army Kroc Center's Child Care Parent/Guardian Manual 2020-2021

Introduction

The Salvation Army's Mission Statement The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Program Goals

1. Students will be in a safe place.
2. Students will know more about God.
3. Students will develop life skills.
4. Students will have enriching out of school experiences through a variety of activities

Contact & Communication Information

1865 Harrison Ave.
Camden, NJ 08105

Contact Us At:

NJKrocKids@use.salvationarmy.org

856.379.6908

For Mobile Updates Text NJKrocKids to 51555

Contacts:

Sabrina Sanders, Program Assistant
Brenda Roldan, After School Program and Summer Camp Supervisor
Hillary Jones, Education Manager

Important information is communicated to parents using our monthly calendar, notes home and phone calls. The calendar is available on or before the first Monday of the month & will have holidays & special events listed. The calendar will be sent via email and hard copies will be available for pick-up by request. We encourage you to sign-up for text alerts by texting NJKrocKids to 51555

Exchange of information between parents and staff provides insight for both parties. It is vital that you inform us of changes in your child's life so the staff may provide the best care possible. We will treat this information with the utmost concern. There are several methods in which you may contact the staff about your child. Parents are encouraged to indicate any circumstances that may affect the child's experience at the Kroc Center on their registration forms. Written notification is an excellent way to communicate information about your child, as well as specific questions or concerns you may have. The Education Manager or other staff are typically available to discuss your student's needs or any questions or concerns you may have.

We understand that urgent situations arise. If you should ever need to reach your child while s/he is at the Kroc Center, please call our main line at 856-379-6908. A Kroc Center staff member will be able to reach the child and either relay a



message or bring the child to the nearest phone. If your child is traveling to or from a field trip, we will contact the Kroc Center staff and have your child call you back as soon as possible.

Program Hours

Monday

Tuesday

Wednesday

*Ask us about our free troops & arts programs after 5:00pm on Wednesdays!

Thursday

Friday

Program Application & Fees Once a program application is submitted, the program staff will review it for completeness. Once all required documentation is complete and payment plan is in place, the application will be approved if spaces are available. Upon approval the parent/guardian will be contacted with the enrollment (start) date.

Vouchers We can accept any childcare vouchers & scholarships, but there may be additional paperwork you need to complete. Additionally, you need to understand the following policies for families utilizing vouchers for payment:

1. The Kroc Center **does not** accept co-payments as payments in full for our program.
2. Children will not be permitted to attend the program if the parent has an outstanding balance of swipes from the previous week.
3. The Kroc Center will not hold Family First Cards. The person or people picking up or dropping off the child must retain the card. Additional cards may be requested for families who need them.
4. Parents/guardians of children who are registered for and do not attend the program or who do not swipe as required will be required to pay any amount that the Kroc Center cannot be refunded. If a parent/guardian can provide a doctor's note for days absent, the parent/guardian will not be charged. Parent/guardian notes will not be accepted in lieu of a doctor's note.

Scholarships Limited partial scholarships may be available. You must complete the scholarship application at the time of registration and provide proof of income for everyone in your household.

Rates & Self-pay The program rate is \$33.76 for a full day and \$16.88 for a half day.

Payments can be made online, over the phone or with an auto-pay option.

Students will not be permitted to attend the program on the 1st of the month if the fees for the month have not been paid. This includes the late pickup fee of \$1 per minute that will be applied when children are picked up after the 15-minute grace period. See the section on "Policy on the Release of Children" for more information.

Reimbursements will not be issued for partial attendance or cancelled days. Short weeks due to holidays will not be prorated.

Special Needs Services The Kroc Center's commitment to programming "without discrimination" means we attempt to include children that present a diverse level of abilities and skills in our programs. Parents/guardians of children with special needs should contact the Education Manager at least two weeks prior to the desired start date to schedule an interview to determine whether the Kroc Center can provide appropriate accommodations for your child and which programs will be best suited for the child. There may be additional information required for the inclusion program.

Walking Bus The Kroc Center will offer a walking bus from 2 locations. Students will be met by Kroc Center staff and walked to the Kroc Center. These locations are Mastery-State Street and 21st & Pierce (Camden Promise Charter School



bus stop). The availability of the walking bus is limited and based on staffing. If your child is participating in the walking bus, it is the parent/guardian's responsibility to notify the school of this. As safety is of the utmost priority, if your child is registered to participate in a walking bus & does not attend school for any reason, please contact the Kroc Center as soon as possible to let us know. Additionally, children who cannot walk in an orderly fashion and follow the directions of Kroc Center staff while walking may not be permitted to participate in the walking bus for their safety. If a child needs 1-on-1 support to walk safely from their school or bus stop to the Kroc Center, it will be the responsibility of the parent/guardian to provide this care. It is the parent/guardian's responsibility to send their child(ren) with appropriate outerwear based on the weather. The Kroc Center does not provide rain gear or warm clothing. In case of severe weather (i.e. lightning), the Kroc Center may cancel the walking bus, but the program may still be open. The Salvation Army Kroc Center uses text and email as a means of official communication to parents/guardians. We will use the Kroc Center's Facebook, website banner and text to communicate any closings due to inclement weather or other emergencies.

Policy on Discipline

Our desire is to provide an environment for students to learn, be healthy, safe, experience God, and get a taste of the beauty of God and the blessings that come from following his ways. To do this, we will be intentional in how we talk to students and how we expect them to behave. Being consistent is key to our success.

Program Rules

- Use kind words.
- Raise your hand before you speak.
- Keep your hands feet and objects to yourself.
- Follow leaders and what they say.
- No personal electronic devices allowed.

When a student first misbehaves they will receive up to 3 verbal warnings from staff. After the student has received warnings & there has been no change in behavior, the student will be removed from the activity, given a chance to calm down or a time-out of no more than 5 minutes, and have a conversation with the staff. After the conversation, if the student commits to changing his/her behavior, the student will be able to rejoin the group.

If the student is unable to 1) calm down & commit to changing his/her behavior or if the student 2) repeats the behavior upon returning to the group or 3) is a significant danger to him/herself, others or the facility he/she will be referred to a program coordinator. The coordinator will try to help the student return to the group. Hitting, even play hitting, is considered a significant danger and will result in immediate referral to the supervisor.

If the student is not able to or the student repeats the behavior once returned to the group, the supervisor will send the student home. The second time the child is sent home, they cannot return for the remainder of the week. After sending the student home 2 times, the supervisor will request a parent meeting. The child will not be permitted to return until the meeting has been held. The meeting will result in a final opportunity for the family with specific requirements which if violated will result in the suspension or permanent dismissal of the student from the program. It is the parent's responsibility to contact the coordinator to schedule this meeting. No refunds will be given in the case of suspension or dismissal. All permanent dismissals will be communicated to the parent/guardian in writing.

In the case we need to contact a parent/guardian with a non-emergency issue, we will call the listed parent/guardian numbers. If we can't reach a parent/guardian, we will place the child in the care of a staff member apart from the group until the parent/guardian arrives. Emergency contacts will only be contacted in case of an emergency.

Deprivation of food, physical activity, isolation or corporal punishment will never be permitted forms of discipline. All discipline will be kept in compliance with The Salvation Army's KeepSAfe Policies.



Policy on the Expulsion of Children

Unfortunately, there are sometimes reasons we must 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(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from this center:

Parental Actions for Child's Expulsion

Failure to pay/habitual lateness in payments
Failure to complete required forms including the child's immunization records
Habitual tardiness when picking up your child
Verbal abuse to staff

Child's Actions for Expulsion

Failure of child to adjust after a reasonable amount of time
Uncontrollable tantrums/angry outbursts
Ongoing physical or verbal abuse to staff or other children
Excessive biting.
Consistent failure to follow rules

Schedule of Expulsion

If after the remedial actions described in our discipline policy above have not worked, the child's parent/guardian will be advised verbally and in writing at the parent/guardian meeting about the child's or parent's behavior warranting an expulsion. An expulsion action is meant to be a period of time so that the parent/guardian may work on the child's behavior or to come to an agreement with the center.

The parent/guardian will be informed about the expected behavioral changes required in order for the child or parent to return to the center

The parent/guardian will be given a specific expulsion date that allows the parent sufficient time to seek alternate child care (depending on risk to other children's welfare or safety).

Failure of the child/parent to satisfy the terms of the plan may result in permanent expulsion from the center.

A Child will not be Expelled

If a child's parent(s):

Made a complaint to the Office of Licensing regarding a center's alleged violations of the licensing requirements
Reported abuse or neglect occurring at the center
Questioned the center regarding policies and procedures
Without giving the parent sufficient time to make other child care arrangements

Proactive Actions that can be Taken in Order to Prevent Expulsion

Staff will try to redirect child from negative behavior.
Staff will always use positive methods and language while disciplining children.
Staff will praise appropriate behaviors.
Staff will consistently apply consequences for rules.
Child will be given verbal warnings.
Child will be given time to regain control.
Child's disruptive behavior will be documented and maintained in confidentiality.
Parent/guardian will be notified verbally.
Parent/guardian will be given written copies of the disruptive behaviors that might lead to expulsion.
The manager, coordinator, appropriate staff and parent/guardian will have a conference(s) to discuss how to promote positive behaviors.



Policy on the Release of Children

Please look for communication regarding pick-up and drop-off locations, due to COVID-19 these have been adjusted. Parents/guardians who do not pick-up their child on time will be charged a late pick-up fee of \$1 per minute

Adults & youth over 16 must present current picture I.D. when signing students out. Only those listed on the enrollment forms will be allowed to sign students out. Only the parents/guardians listed are approved to make changes to the list of individuals authorized or not authorized to sign out a camper. I.D. is required. Sign out is not a guessing game for us. Please do not have your feelings hurt if you are asked for I.D. by a staff member who does not recognize you.

Parents may authorize children to sign himself/herself in & out of the program. This can be indicated on the enrollment form. The student will only be permitted to sign out at the official end of the program unless the parent has explicitly noted otherwise. Please understand that when a student is given authority to sign him/herself out, they are no longer in the care of Kroc Center staff. Once children sign themselves out of the program, children under 13 must go directly home as they cannot be at the Kroc Center unsupervised.

If parents are in the process of separation or divorce while the child is enrolled in the program, every attempt should be made to keep staff members updated on issues affecting a child's custody or emotional well-being. Custody agreements must be kept on file at the site. If a legal guardian rather than a parent enrolls a child, a copy of all appropriate legal paperwork must be on file at the site. This is especially critical if natural parents have no custodial or visitation rights.

We will not release a child to a parent/guardian or a person authorized by the parent that appear to be physically and/or emotionally impaired to the extent that, in judgment of the director and/or staff member, the child would be placed at risk of harm if released to such an individual. In this case, the staff members will attempt to contact the child's other parent or an alternative person authorized by the parent. If the center is unable to make alternative arrangements, a staff member shall call the Department of Children and Families' State Central Registry Hotline (1-877 NJ ABUSE).

If you have not arrived to pick up your child 2 minutes after the program ends we will begin calling numbers listed on the enrollment form. If the student has not been picked up by 15 minutes after to program is scheduled to end, the Kroc Center will charge \$1 per minute until the child is picked up.

An hour after closing time, provided that other arrangements for releasing the student to his/her parents/guardians have failed, we must contact the Department of Children and Families' State Central Registry Hotline (1-877 NJ ABUSE)

Policy on Food, Nutrition & Serving Meals

Meals and snacks will be provided by the Kroc Center. If your child has severe food allergies or dietary needs, please provide documentation from a medical professional and we will provide an appropriate substitute. If we do not have medical documentation, it may be best for you to pack your child a meal or snacks as we cannot control what food will be available to your child. Water is always available, although we encourage students to bring water bottles in order to avoid having to leave the activity to get water. The menu can be found on the calendar for each month.

We discourage sending sugar sweetened or artificially sweetened beverages and request they are not sent to the program.

We serve 1% milk and water is available with every meal. We serve a grain, fruit or vegetable & protein with each meal.

Policy on the Use of Technology & Social Media

We believe that all students should have access to technology when they act in a responsible, efficient, courteous and legal manner. Internet access and other technologies available to students and teachers, offer a multitude of global resources. Our goal in providing these services is to enhance the educational development of our students. Responsible uses of technology are devoted to activities that support teaching and learning.



Good digital citizenship is good citizenship. Citizenship is expected whether student activity is in person or online, whether in the hallway or on Instagram. The following rules of citizenship should guide all use of technology and connectivity at the Kroc Center and good behavior is expected of all students and staff:

Respect and Protect Yourself!
Respect and Protect Others!
Respect and Protect Property!

Students who use technology are expected to adhere to the following code of use:

1. I will not share my password with anyone at any time, reveal home addresses, phone numbers, the name of my school, or any other information that could help someone determine my actual identity.
2. I will not attempt to gain access or “hack” into computers, servers, networks, or other systems that I am not authorized to use.
3. I recognize that any transmission or downloading of illegal information is not allowed.
4. I will respect copyright laws. When writing papers I will make sure that the online sources of information are credible, and I will always cite my sources.
5. I recognize that the use of the computer is a privilege, not a right.

Use of the internet in a way that is not consistent with the educational objectives of the Kroc Center, vandalism or changing system settings will result in school disciplinary action. The Kroc Center reserves the right to seek financial restitution for any damage I cause. Staff will deem what is inappropriate use, and their decision is final.

Because we value the social development of our students, students will not spend more than 35% of their time daily using the technology provided unless they are using the technology for academic work or programmed and interactive (or group based) activities. We do not allow students to use personal electronics during the program except to complete academic work. Students can have their electronic devices (i.e. cell phones) held by administration. Social development is one of our top values; use of electronics, especially cell phones creates a distraction and disconnect between students and the activities being led, as well as their overall involvement with peers and the program. We understand that you may want to check in on your student periodically throughout the program; however, please call the Kroc Center directly to contact your child. Parents/guardians who would like to visit their child at the program are generally invited to do so at any time, but at this time, due to COVID-19 we are not allowing any guests in the building. When permitted, they must sign-in at the desk and be escorted to the area where their child is.

If staff sees or hears any other electronic device the staff member will confiscate it & return it to the person who picks up the child. If the child walks, a parent or guardian must come pick the device up.

The Salvation Army Kroc Center uses text and email as a means of official communication to parents/guardians. We will use the Kroc Center’s Facebook, website banner and text to communicate any closings due to inclement weather or other emergencies. If the Kroc Center is closed, the program will be closed. The Kroc Center uses Facebook, Instagram & Twitter to promote programs, share activities at the Kroc Center & communicate important information. Images of children who have photo releases on file may be used in these posts.

In case the Kroc Center is evacuated due to an emergency, you will receive communication via one of these means and can pick up your child(ren) at Mastery School of Cramer Hill located on State Street.

Policy on Health Care Procedures

Policy on Medication Administration



We are happy to assist your child with their medical needs. Medications must be in their original prescription container with the student's name printed on the label and dispensing instructions. Please check-in the medication with the supervisor on or before the first day of attendance. You will be required to sign medication in & out. All medication must be picked up within three days of the end of enrollment. Any medications that are not picked up will be destroyed.

Policy on Injury

Every time there is an accident in which a child is injured at the program or at any program-sponsored event, a written Incident Report will be completed and given to the person picking up the child on the day of the incident.

In the case that a child is bitten & the skin is broken, a head or facial injury, a fall from a height greater than the height of the child or an injury requiring professional medical care, the parent/guardian will be contacted immediately. In case we cannot reach the parent/guardian we will contact the listed approved pick-up people.

For a very serious injury requiring immediate medical care, staff will contact EMS (911) and then the parent/guardian. Additionally, all serious injuries will be reported to the Department of Children & Families.

All incident reports are reviewed by our Education Manager.

We require that you provide at least one parent/guardian and one additional person (either a second parent/guardian or an approved pick-up person contact) on your child's enrollment form. Any emergency contacts will only be contacted in the case we cannot reach a parent/guardian and 1) the child has an illness or injury that requires immediate attention or 2) the child must be removed from the site immediately due to the child's behavior. All other concerns (i.e. minor injuries, behavior or account concerns) will be communicated to parents/guardians.

Policy on Illness & Management of Communicable Diseases

If your child becomes ill during the program we will contact the people listed on the enrollment form to pick up the child. We are not able to care well for a child who is sick.

Credit will not be given for sick days. If your child has an illness which will keep him or her out of the Kroc Center programs for an extensive period of time (longer than one week), please submit a doctor's note and we will gladly refund the cost of upcoming weeks of the program.

If a child is sick he/she should not participate in the Kroc Center programs. If a child gets sick while he or she is at the Kroc Center, he or she must be sent home if:

- The student is unable to participate in the program activities
- The program staff are unable to properly care for the student

OR

The student has:

1. Severe pain or discomfort
2. Acute diarrhea, characterized as twice the child's frequency of bowel movements with a change to a looser consistency within a period of 24 hours, or bloody diarrhea
3. 2 or more episodes of acute vomiting in a 24 hour period
4. Elevated oral temperature of 101.5 degrees Fahrenheit or over axillary temperature of 100.5 degrees Fahrenheit in conjunction with behavior changes
5. Lethargy that is more than expected tiredness
6. Yellow eyes or jaundiced skin
7. Red eyes with discharge
8. Infected, untreated skin patches
9. Difficult rapid breathing or severe coughing



10. Skin rashes in conjunction with fever or behavior changes
11. Weeping or bleeding skin lesions that have not been treated by a health care provider
12. Mouth sores with drooling
13. Stiff neck

If your child is diagnosed with any of numbers 1-13 above, he/she will not be permitted back at camp unless accompanied by a statement from the child's health care provider indicating that the child poses no serious health risk to himself or herself or to other children.

If a child in the camp is diagnosed with a communicable disease we are required to report this to the State of New Jersey Office of Licensing and/or Department of Health and Senior Services.

Additional Information

The Kroc Center reserves the right to amend this manual at any time.

Addendum Regarding COVID-19

Communication

In case of an outbreak of COVID-19, all parents/guardians will be notified via email and/or text. The parents/guardians of any child in a cohort with the child or staff member who is ill will also receive a phone call. If there are any questions or concerns regarding COVID-19 you can speak to the Education Manager or After School & Day Camp Supervisor.

Cohorting

Students will be in small groups of 10 or fewer students will remain together with staff throughout the day. They staff will also remain in the room throughout their shift. Rooms will be arranged so that distancing can occur. Materials and supplies will not be shared between cohorts unless they are cleaned between groups. Cohorting will be employed to limit outbreaks and allow for contact tracing.

Other Health Procedures

There will be a variety of other procedures in place to help reduce the spread of COVID-19. These are listed below:

- Daily entry screenings for youth & staff
- Staggered entry times
- Bathroom & cleaning schedule
- Staff wearing masks
- Students wearing masks outside of cohort
- Eliminating guests
- Virtual programming
- Enhanced cleaning & disinfecting practices, using disinfectant that kills germs
- Staff training on health & safety practices
- Signage

Preparing for Illness

When students are absent on two consecutive days a phone call will be made to ascertain the reason for the absence. If a child becomes sick during the program, they will be removed to Studio C to await someone to pick them up. During this time, the child must wear a mask. In case of an emergency 911 will be called.

In the case that a child or staff member has a suspected or confirmed case of COVID-19, the staff member and those in the cohort will be expected to quarantine at home. Parents/guardians and staff will be notified within 24 hours and the Department of Health will be contacted.

In case of an outbreak, the center will be closed for 2-5 days in order to limit additional spread and for cleaning.