SCHOOL'S OUT FAMILY HANDBOOK

Medford Lakes School District

2026-2027

SCHOOL YEAR

YMCA of the Pines
1303 Stokes Road, Medford NJ 08055
Phone: 609.654.8225
Fax: 609.654.8895 Web: www.ycamp.org
Email: schoolsout@ycamp.org
Tax ID # - 21-0635054

CELEBRATING



YEARS OF
YMCA OF THE PINES
SCHOOL'S OUT

Welcome to School's Out!

Thank you for choosing YMCA of the Pines School's Out Program for your child's before and after school care! We are honored to be a part of your family's school-year routine and look forward to providing your child with a safe, supportive, and engaging environment where they can explore, grow, and thrive!

At School's Out, we believe that every child deserves opportunities to explore their interests, build meaningful relationships, and develop confidence. Our program offers a well-rounded experience that includes arts and crafts, STEM activities, character development, sports, games, homework support, and plenty of opportunities for creativity and free exploration. Through developmentally appropriate activities and positive role models, we strive to help each child reach their full potential.

Strong partnerships between families and staff are essential to creating a positive experience for every child. This handbook outlines the policies, procedures, and expectations that help our program operate smoothly and safely. We encourage you to review it carefully and refer to it throughout the year as a resource.

We are excited to welcome your family to our School's Out community! Thank you for entrusting us with your child's care. We look forward to a wonderful year together filled with learning, laughter, and new experiences.

If you have any questions, comments, or suggestions, please do not hesitate to reach out. Our team is always happy to help!

Sincerely,

Becki Kidder, Senior Director of School Age Child Care

Chief Operating Officer	**Senior Director of School Age Child Care**	**School Age Child Care Director**	**Program Coordinator**
Greg Keresztury	Becki Kidder	Caroline McAnally-Powers	Kyle Francis
609-554-8225 x 1515	609-678-1507	609-678-1520	609-678-1505
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YMCA of the Pines will attempt to accommodate all children who are enrolled in the schools we serve. Acceptance of all children is conditional upon the child's ability to participate safely and appropriately within the current structure and curriculum of the program. For some children, the School's Out program structure may not be appropriate. We reserve the right to remove a child whose behavior is deemed to be unsafe or inappropriate, or poses a risk to the other students, the child, or the staff.

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YMCA OF THE PINES MISSION STATEMENT

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

PHILOSOPHY OF YMCA SCHOOL AGE CHILD CARE

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

YMCA OF THE PINES SIX CORE VALUES

Caring: Show a sincere concern for others.
Honesty: Be truthful in what you say and do.
Respect: Treat others the way you would want to be treated.
Responsibility: Be accountable for your promises and actions.
Courage: Be brave toward your best self.
Inclusion: Accept, welcome, and embrace all.

PROGRAM GOALS

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

- Promote positive youth development: We create effective, quality programming that consists of constructive and well-planned schedules and activities that are tailored to the needs and interests of youth, parents, and communities.
- Develop positive relationships: Our staff serve as consistent, caring and appropriate role models who encourage positive relationships between young people in their communities.
- Build strong partnerships with young people, families, schools, and communities: We encourage input from families, schools, and young people on all aspects of the program. We involve school staff, parents, and community volunteers in the operation of the program by maintaining active relationships amongst all who are involved.
- Create a fun and safe environment: We seek out the most accommodating, safe and clean space for indoor and outdoor activities, attractive and welcoming décor, as well as appropriate space, supplies and furnishings to support the program's activities.
- Support working families: Our hours, rates and flexible schedule options are designed to support the needs of the communities which we serve.
- Have fun: We offer children many opportunities to enjoy before or after school time by exposing them to social interactions and diversity that can only be experienced when a child is comfortable and cared for appropriately.

REGISTRATION

Registration for School's Out can be accessed online at schoolsout.campbrainregistration.com. You can also access registration by navigating to ycamp.org and then clicking on the "Register Now" button. If you have registered online for a YMCA of the Pines program at any time in the past, please sign in to your existing account using the same email address and password. If your computer access is limited, you may obtain a paper registration packet in our office. A new registration must be filed for each child attending the School's Out program, each school year, before they can attend the program. The cost of the registration is $75.00 for the first child per school year and $56.25 per school year for each additional sibling enrolled in School's Out.

For students starting the first week of school, we must have completed registration by Tuesday, August 25, 2026 at 9am. For those registering after the school year starts, registration must be completed by the Tuesday before your desired start date. Appropriate payments should accompany the registration. While online registration is highly preferred, printed

registration packets may be delivered by mail or email to the address below. Payment must accompany the registration in order to be considered complete and registered.

SIBLING DISCOUNTS

YMCA of the Pines offers a 25% sibling discount for families with more than one child registered in School's Out. The student with the greater schedule will pay the full price fee, while the additional child(ren) will receive the discounted rate.

PAYMENT

School's Out is a monthly, tuition-based program. Parents will need to log in each month to schedule and pay for the following month. Scheduling and payment will be due by midnight on the 20th of each month for care in the following month. Multiple reminders will be sent out via email each month. A $25 late fee will be assessed for payments made between midnight on the 20th and 9am on the 25th. **After 9AM on the 25th, all sessions will be charged at the drop-in rate if space allows.** If the dates must be adjusted due to holidays or where in the week the start of a month falls, ample notification will be given. Payments are made through the website at the time of registration/scheduling. If you need to split the payment between two methods, or pay by cash or check, payment will need to be made over the phone, or in our office, by the deadlines given above. Payments made by check or cash may be sent or delivered to the Welcome Center at YMCA of the Pines. Our office hours are 9:00 am – 5:00 pm Monday through Friday and there is a mail slot in our front door for after-hours drop-off. Please contact our registrar, Lynne Gally, at soregistration@ycamp.org to make special arrangements.

A $39 returned payment fee will be charged for all e-check or scheduled credit card payments that decline for any reason. Any sessions manually added by our registrar's office (drop-in sessions, late pick-up fees, additional needed sessions, etc.) will be charged to the last payment method used in our registration portal. Any credit or balance remaining on your account at the end of the school year will be forfeited.

The initial registration fee will be charged at the time of registration. **Scheduling and payment for September must be completed until August 25, 2026 at 9AM.** Reminders will be sent out beginning August 1 to those registered for the 26-27 school year.

LATE PAYMENTS

Late payments will jeopardize your child's space in our programs. Scheduling and payment will be due by midnight on the 20th of each month for care in the following month. Multiple reminders will be sent out via email each month. A $25 late fee will be assessed for payments made between from the 21st to 9am on the 25th. After that, registration will be charged at the drop-in rate.

LATE PICK-UP FEE

The fee for a late pick-up is $10 for the first 5 minutes and $1.00 for every additional minute after the official end of School's Out. This will be charged to the account on file.

FINANCIAL ASSISTANCE

YMCA of the Pines believes that all families should be able to benefit from our School's Out program. The primary financial aid resource for families for our program is state funding administered through the Burlington County Community Action Partnership Childcare Resource and Referral program (BCCAP CCR&R). For more information, contact BCCAP at http://www.bccap.org/child-care-resources/ 609-835-4329. The full application, along with the income and employment guidelines, can be found here: https://www.childcarenj.gov/parents/ccap

If you receive a denial from BCCAP but feel you will still need financial assistance for your family, please complete the In-House Financial Aid Application located in the Forms section of our website.

If you intend to utilize the program to start the school year, please file your application as early as possible in the summer.

Please reach out to our office at 609-654-8225 with any questions. If your family circumstances change during the course of the year, you may apply for financial assistance at any point.

TAX ID NUMBER

School's Out expenses may qualify as deductible child care expenses. You can download your statement by logging into your account at schoolsout.campbrainregistration.com. Statement of accounts are not automatically sent. Our Tax ID number is: 21-0635054

SCHEDULE CHANGES

MISSED DAYS

The online registration system allows for increased flexibility in scheduling for just the days you need. Please register carefully. If your child does not attend days for which you have registered, no credits will be given as we must staff our program sessions based on enrollment. We ask that you inform both the school and our program staff at 609-654-8225 or schoolsout@ycamp.org if your child is going to miss an afternoon session so they can be dismissed appropriately.

DROP-INS/ ADDING DAYS

If you need to add a day, please call or email a School's Out Leadership Team at 609-654-8225 or schoolsout@ycamp.org . For last-minute emergencies, please text/call our On Call Phone at 640-529-5649. Additional days will be charged at the drop-in rate and are subject to space availability.

PROGRAM WITHDRAWALS/LEAVE of ABSENCE

You may effectively withdraw or take a leave from the program simply by not registering for a particular month. If you need to re-enroll mid-month, a late fee will be charged for that month, but you will not be charged an additional registration fee. If you know you will only need a short time off, such as for a family vacation, simply don't choose any days for that time period within the month.

SCHOOL'S OUT LOCATIONS

Program operation, at any site and for AM and/or PM, is contingent upon minimum enrollment figures. If, for any reason, a site will not operate, you will be notified immediately and will receive a full refund. Our Medford Lakes School's Out Program operates at Nokomis Elementary School, however Neeta students are eligible to attend. **There will be NO transportation provided between Neeta and our program location at Nokomis.** Students can self-transport to/from Neeta (bike, walk, etc.) with a signed permission form from their guardian in advance.

School	AM	PM	Site Phone #
Program operates at Nokomis School	7:00 AM until school day starts. No busing to Neeta. Students may self-transport to Neeta with signed permission form.	School dismissal to 6:00 PM. No busing from Neeta. Neeta students may self-transport to Nokomis with signed permission form.	609-923-7089

SCHEDULE OF HOURS FOR SCHOOL'S OUT

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

The School's Out PM program hours are from school dismissal until 6:00 pm. Students must be picked up promptly by 6:00 PM.

For scheduled early dismissals, the School's Out program will operate from school dismissal until 6:00 pm. Students will need to bring a bagged lunch. The charge for early dismissal days is $47/afternoon.

SCHOOL'S OUT AT CAMP PROGRAM

On many scheduled school closings (Sept. 21, Oct. 12, Nov. 5/6, Feb. 12/15, and March 26-April 2), families have the opportunity to enroll in a program at our YMCA of the Pines location at 1303 Stokes Road in Medford. This program is available for an additional fee and will operate from 7:00 am to 6:00 pm. It offers a variety of rewarding activities as well as morning snack, lunch and afternoon snack. In order for the program to operate, we must have at least ten children registered for that day. If ten children are not registered, parents will be notified at least one week prior to the scheduled date that the program will not run. Registration will be available on our website at www.ycamp.org. Refunds will only be given if a School's Out at Camp day is cancelled for low enrollment.

SCHOOL CLOSINGS / INCLEMENT WEATHER

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

- If your child's school has an unscheduled closing: There will be NO School's Out programs
- If your child's school has an unscheduled early dismissal: There will be NO School's Out PM program
- If your child's school has an unscheduled delayed opening: There will be NO School's Out AM program

If the School's Out program does not operate due to an inclement weather delay or closing, the session fees for missed sessions will be credited onto your School's Out account. Any credit remaining on your account at the end of the 26/27 school year will be forfeited.

ATTENDANCE

ABSENCE

If your child is going to be absent for a PM session, please email schoolsout@ycamp.org or text our On Call phone at 640-529-5649 to notify the staff by leaving a message. If the School's Out staff does not receive notice of an absence, they will assume the child is missing and will search the school and contact the emergency contact list until they receive notification of the child's whereabouts. Also, please let your child's teacher know if your child will not be attending a PM session. This is extremely important so teachers are aware of how to dismiss your child.

SIGN IN/OUT

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

POLICY ON THE RELEASE OF CHILDREN

Each child will be released only to the child's parent(s)/guardian(s) or person(s) authorized on the School's Out registration form. Those listed as an authorized person to pick-up will assume responsibility for the child(ren) in an emergency, if the parent(s)/guardian(s) cannot be reached. No child shall be released from the program unsupervised. Persons under 18 (sibling, babysitter, etc.) may be added as authorized pick-ups. If a person under 18, without ID, is going to be picking up the child in care, the parent MUST text or call the site to inform staff of the pick-up.

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

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

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

If the parent(s)/guardian(s) or person(s) authorized to pick-up appears to be physically and/or emotionally impaired, and in the judgment of the site supervisor or staff member the child(ren) would be placed in harm's way if released to such an individual, the School's Out program shall ensure:

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

MEDICAL POLICIES

PREVENTION

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

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

Our staff follow all updated Department of Children and Families, Department of Health, and CDC guidelines.

HEALTH SCREENING

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

POLICY ON THE MANAGEMENT OF COMMUNICABLE DISEASE

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

- Severe pain or discomfort
- 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 Fahrenheit or over or axillary temperature of 100.5 degrees Fahrenheit or over in conjunction with behavior changes
- Lethargy that is more than expected tiredness
- Yellow eyes or jaundiced skin
- Red eyes with discharge
- Infected, untreated skin patches
- Difficult rapid breathing or severe coughing
- Skin rashes in conjunction with fever or behavior changes
- Weeping or bleeding skin lesions that have not been treated by a health care provider
- Mouth sores with drooling
- Stiff neck.

Once the child is symptom-free, or a healthcare provider indicates that the child poses no serious health risk to himself or herself or to other children, the child may return to the center.

EXCLUDABLE COMMUNICABLE DISEASES

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

COMMUNICABLE DISEASE REPORTING GUIDELINES

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

INJURY

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

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

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

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

CONTACT WITH HOME

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

MEDICATION

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

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

All non-prescription medications will be kept away from children and under the site supervisor's control. This includes over the counter products such as: cough drops, aspirin, and cold medications. These medications can only be administered by a site supervisor. Please be advised that our staff cannot apply sunscreen or bug spray for participants. If needed they will need to apply to themselves.

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

PARENT INVOLVEMENT AND COMMMUNICATION

CONTACT NUMBERS

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

PERSONAL MEETINGS

If you would like a meeting with a School's Out Director, Leadership Team, or site supervisor, we will accommodate your request. We may also request a personal meeting with you, if needed.

SOCIAL MEDIA POLICY

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

SCHOOL'S OUT BEHAVIOR GUIDELINES

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

Please note that children must be fully toilet-trained and independent in an elementary-sized restroom in order to attend School's Out in our elementary school-based programs. Students wearing diapers or pull-ups will not be permitted to attend.

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

Below is a list of the seven major rules of School's Out

1. Observe the core values of caring, honesty, respect, responsibility, courage, and inclusion;
2. Follow directions and instructions from staff;
3. Participate in and try each new activity;
4. Be responsible for my actions;
5. Keep hands, feet and all other body parts to myself;
6. Respect each other, the environment, program facilities and equipment;
7. Have fun!

USE OF TECHNOLOGY AND SOCIAL MEDIA

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

FIGHTING

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

SUSPENSION / EXPULSION

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

Parental Actions for Child's Suspension / Expulsion

- Failure to make payments or habitual lateness in payments.
- Failure to complete required forms.

- Habitual tardiness when picking up child(ren).
- Physical or verbal abuse of participants or staff.

Child's Actions for Suspension / Expulsion

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

REASON FOR IMMEDIATE EXPULSION

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

PROACTIVE SOLUTIONS TAKEN IN ORDER TO PREVENT SUSPENSION/EXPULSION

- Staff will try to redirect a child from negative behavior.
- Staff will reassess the physical environment, activity appropriateness and supervision.
- Staff will use positive methods of language while disciplining children.
- Staff will praise appropriate behaviors.
- Staff will consistently apply consequences for non-adherence to rules.
- A child will be given verbal warnings.
- Brief time-out will be given so a child can regain control.
- A child may lose certain privileges.
- Parent/guardian will be notified verbally.
- A child's disruptive behavior will be documented and maintained in confidentiality.
- Parent/guardian will be given written copies of the disruptive behavior that might lead to expulsion.
- The director, staff and parent/guardian will have a conference to discuss how to promote positive behaviors.

SCHEDULE OF SUSPENSION/EXPULSION

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

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

A Child Will NOT Be Expelled If…

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

CHILD SAFETY

YMCA of the Pines has been awarded Praesidium Accreditation® by Praesidium, the leader in abuse risk management. Praesidium Accreditation® is a prestigious honor that publicly demonstrates the organization has worked to achieve the highest industry standards in abuse prevention.

To achieve Accreditation, YMCA of the Pines underwent a rigorous process to implement Praesidium's Accreditation Standards focusing on eight primary operational areas within their business: policies, screening and selection, training, monitoring and supervision, consumer participation, internal feedback systems, responding, and administrative practices. Praesidium then verified the Y's successful implementation of these standards. YMCA of the Pines will be accredited for three years, and during this time will commit to uphold fundamental organizational values and stringent safety practices that demonstrate their commitment to protecting those in their care from abuse.

Praesidium Accreditation® provides solid proof of sound risk management practices and the honor distinguishes the YMCA of the Pines from others in their industry. "We are pleased to send the message that we will not compromise the safety of those in our care—for any reason," said Mark Dibble, CEO of the YMCA of the Pines. "As an entire organization, we are dedicated and committed to proactively keeping those in our care safe from abuse."

Here are just a few of the steps our program takes to protect our participants:

• Each staff member is interviewed and submits to a background check (staff over the age of 18). We utilize a vendor to perform a Social Security Number identity trace, a county criminal search, and an enhanced nationwide criminal, and sex offender search. All staff members are required to have a cleared background check prior to being hired.

• Staff members complete extensive training from our leadership staff, the state licensing agency, as well as a training module offered by Praesidium regarding child protection.

• Staff members are not permitted to be alone with a child. Rather, we follow the "Rule of 3": 2 staff members with 1 child, or 1 staff member with 2 or more children, including during bathroom. During bathroom use, our staff stay within earshot of students.

• Our program provides program participants with developmentally and age-appropriate information about protecting themselves from abuse.

To report an incident of abuse, there are several options. You may:

a. Contact the School's Out Director and/or the Senior Director of School Age Child Care directly.

b. Contact the Chief Operating Officer or CEO directly.

c. Submit a written complaint through the mail slot on the front door at the Welcome Center (1303 Stokes Road, Medford). Mail submitted through the slot is checked daily Monday through Friday when the office is first opened, and during normal business hours. Anonymous complaints may be submitted after-hours through the mail slot.

GRIEVANCE POLICY

YMCA of the Pines believes participants and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, YMCA of the Pines encourages participants and parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about policies, personnel, and/or other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns and/or questions is to the Senior Director of School Age Child Care and/or the Director of School Age Child Care. However, to the extent the concerns relate to the Senior Director, or to the extent a participant or parent/guardian believes the Senior Director did not fully address a matter, participants and parents/guardians may direct their opinions, suggestions, and/or questions to the Chief Operating Officer, Greg Keresztury.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough and objective investigation of the following concerns:

- Inappropriate Behavior by Employees/Volunteers;
- Inappropriate Behavior by Campers;
- Retaliation; and/or;
- Whistleblower complaints

The Senior Director and/or Chief Operating Officer will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If YMCA of the Pines determines a violation of policy or law has occurred, the organization will take appropriate action, up to and including termination and notification of external authorities.

While we hope that our families feel that they can openly communicate any concerns, complaints, or grievances directly to someone in the organization, we understand that doing so can often be difficult. Because it is important to us that everyone be able to share their concerns, we provide the following mechanism through which you can make an anonymous report:

The mail slot at the Welcome Center (1303 Stokes Road, Medford) is checked daily Monday to Friday when the office is first opened during normal operating hours. Anonymous complaints may be submitted after hours through the mail slot.

This organization strictly prohibits retaliation against participants and/or parents/guardians for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Participants and/or parents/guardians should report any suspected retaliation to the Senior Director/Director and/or Chief Operating Officer immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. YMCA of the Pines will not retaliate against any participants or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

LICENSING POLICY INFORMATION

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

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

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

Each site will have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review.

Parents can also go to http://www.nj.gov/dcf/providers/licensing/laws/CCCmanual.pdf to review the manual.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

If needed, our School's Out staff will hold parent / staff conferences. If you'd like to request a conference, please contact our office at any time.