



PARENT HANDBOOK

Effective JUNE 1 2016

Superhero Schoolhouse is school provider licensed by the State of New Jersey. We feel it is very important to maintain an open and friendly path of communication with our families. We will regularly distribute information at your child's program site that will be of interest to you. Please be sure to contact the Superhero Schoolhouse office with any concerns, suggestions, or comments!

ADMISSIONS

When we meet to consider having your child join our school you will be asked for your input in regards to your child's preferences, personality and current schedule so that we can plan the best way to integrate your child into the group. Please feel free to ask any questions you may have in regards to any aspect of our school.

We do not discriminate in admissions based on race, creed, color, religion, sex or national origin. We do, however, recognize that not every child will fit comfortably into our school. For this reason, every new child begins on a two week trial basis. During this two week period, the parents or the provider are allowed to give a one day notice to terminate care on the basis of not being a "good match." After the trial period, a two week notice is required for either party to terminate care. If you decide not to use that last two weeks of care, you are still required to pay the fee. A two week deposit is required at time of Enrollment. This deposit can be used for the final two weeks of care.

Payment is due every Monday to cover the upcoming week. A late charge of \$5.00 per day will be assessed to fees not paid on time. A fee of \$35.00 will be assessed on checks not honored by the bank. Families on assistant programs are required to make the weekly payment each Monday for any portion of tuition they owe. A discount for ACH payment or paying monthly is available upon request. We reserve the right to require money order from those individuals with poor payment patterns. No refund or adjustment can be made for illness or absenteeism.

HOURS OF SERVICE

Our business hours are 7:00 a.m. to 6:30 p.m. We have a very casual schedule and do not mind when your schedule changes within our business hours but please keep us informed of your plans. Early drop off times or pick up time after these hours must be prearranged in person or by a phone call 24 hours in advance and only on an occasional basis. An overtime charge of \$1.00 per minute per child will be assessed starting at 6:31 pm if not notified. You may use a maximum of twelve hours per day per NJ regulations.

Drop-In Program – This program is designed as an as-needed service. If your child is registered as a drop-in please let the staff know as far in advance as possible with the minimum being the prior day by 3pm. Fees for the drop-in program will be billed after the drop-in occurs.

AM Arrival Procedure – Please escort your child into the building and sign your child in. For the safety of everyone involved please make your presence known to the appropriate staff member. This is a good time to discuss any concerns particular to your child, remember, the better informed the staff in the better they can manage any situation that may arise.

PM Procedure - Please allow yourself sufficient travel time to pick up your child promptly. At pick up time, please direct yourself to the appropriate staff member and make your presence known. You may then sign your child out. If our staff does not know you, you will be asked to show identification. Please be prepared for this until we get to know our parents and escorts.

Absence – Please notify the school of any absence.



PAID HOLIDAYS

The following holidays are considered paid, contracted holidays:

New Year's Day - Memorial Day – Thanksgiving & Day after Thanksgiving

Labor Day – Christmas Day - Christmas Eve Day - July 4th

When these holidays fall on a weekend, the Friday before or Monday after is the paid holiday.

ESSCORTS AND RELEASE OF CHILDREN

In order to provide a safe environment for your child, we ask that you please maintain an updated escort list in your child's file at the site, so that we may ensure your child's safe return home. If there are any changes in authorized escorts, please notify your child's program supervisor immediately. This should be done verbally and in writing. Proper identification will be required from all escorts.

Each child may be released only to the child's parent(s) or person(s) authorized by the parent(s) to take the child from the center and to assume responsibility for the child in an emergency if the parent(s) 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(s) or person(s) authorized by the parent(s) fails to pick up a child at the time of the center's daily closing, the center shall ensure that:

- The child is supervised at all times;
- Staff members attempt to contact the parent(s) or person(s) authorized by the parent(s); and
- An hour or more after closing time, and provided that other arrangements for releasing the child to his/her parent(s) or person(s) authorized by the parent(s), have failed and the staff member(s) cannot continue to supervise the child at the center, the staff member shall call the Division's 24 hour Child Abuse Hotline (1-877-NJ-Abuse) [1-877-652-2873] to seek assistance in caring for the child until the parent(s) or person(s) authorized by the child's parent(s) is able to pick up the child.

If the parent(s) or person(s) authorized by the parent(s) 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:

- The child may not be released to such an impaired individual;
- Staff members attempt to contact the child's other parent or an alternative arrangements, a staff member shall call the Division's 24-hour Child Abuse Hotline (1-877-NJ-Abuse) [1-877-652-2873] to seek assistance in caring for the child.

For school-age child-care programs, no child shall be released from the program unsupervised except upon written instruction from the child's parent(s).

COURT ORDERS

In cases where an enrolled child is the subject of a court order (ie: Custody Order, Restraining Order or Protection from Abuse Order) the Superhero Schoolhouse must be provided with a Certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) request a more liberal version of the order in writing. In the case where both parents are afforded shared/joint custody by order of the courts, both parents must sign the request for more liberal interpretation of the order. In absence of a court order on file with the Superhero Schoolhouse, both parents shall be afforded equal access to their child as stipulated by law. The Superhero Schoolhouse cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, we suggest that the parent keep the child with them until a court order is issued. If conflicting court orders are present, the most recently dated court order will be followed. Once presented with a Protection from Abuse or a Restraining Order, the Superhero Schoolhouse is obligated to follow the order for the entire period it is in effect. Employees of the Superhero Schoolhouse cannot at the request of anyone, except the issuing judge, allow the orders of the court to be violated. The Superhero Schoolhouse will report any violations of the court orders to the court.

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MEALS

We are a Peanut free environment. Please make sure to tell us of any/all allergies your child has.

Due to the Regulations of the State of New Jersey high sugar content items are not allowed in our school. Please remember this when packing you child's meals.

Meals will be served at the following times:

Breakfast: 8:30 a.m. Lunch: 12:00 p.m.

A snack will be served mid-morning and mid-afternoon

A child will be expected to eat what is served for each meal. If they dislike an item, they will be encouraged to taste it. Children who choose not to eat a meal or snack will need to wait until the next scheduled time as substitutes are not provided. Please be sure to include utensils in lunchboxes if needed.

NAPS

Children under the age of five years old are required to lie down in the afternoon. Naptime is from 1:00 p.m. – 3:00 p.m. Toddlers and preschoolers sleep on cots and will need blankets and sheets provided weekly. At the age of four, if you believe they are ready to give up naptime, they can take quiet time in the cozy corner.

PERSONAL ITEMS

Please provide the following items (all should be labeled with child's name):

1. A change of clothing to be used in case of an accident.
2. Diapers & Wipes for those children not potty trained.
3. Sunblock
4. Blanket & Sheet
5. Water cup or bottle

TOYS (or other items) FROM HOME

Please do not let your child(ren) bring their toys from home. When a new toy comes into school and all the children want a turn with that toy, it is extremely hard to share with all the other children no matter how good a child is at sharing. Superhero Schoolhouse cannot be responsible for any items lost or stolen as we cannot differentiate between one students' belongings and the belongings of another. Please check the centers Lost & Found for any missing items.

TOILET TRAINING

Most children are ready to begin toilet training when they are between two and three years of age. This is something we should discuss between, since consistency will be so important. Dressing your child in one-piece outfits such as overalls or using pants with difficult snaps will cause frustration. Please take this into consideration each morning during the potty training process. Be sure to provide us with several extra outfits in case of accidents.

PETS

We have two Guinea Pigs named Molly & Lucy. They have been approved by a vet to be in the classroom. Please let us know immediately if your child has an allergic reaction.

FIRE AND STORM DRILLS

A fire and escape plan has been drawn and is posted. Fire and storm drills are practiced monthly to teach the children how to deal with an emergency situation. Staff is trained in basic first aid and infant/child CPR



HEALTH POLICY

Please do not send your child to the SUPERHERO SCHOOLHOUSE program if they have exhibited any signs of communicable diseases within the past 24 hours. If your child becomes ill while at the SUPERHERO SCHOOLHOUSE program you will be notified and expected to pick up your child or arrange to have them picked up as soon as possible.

In order for our staff to administer medicine, prescription or non-prescription, a physician's note along with a note from you with proper instructions should be brought to the program. Prescription medication must be stored in its original container with the prescription label still on it. If these are not submitted, medication cannot be given.

In the event of an emergency or accident, all efforts will be made to contact you immediately. If we are unable to reach you or your emergency contacts, an ambulance will be summoned if necessary.

Superhero Schoolhouse Policy on the Management of Communicable Diseases

(As per the N.J. Dept. of Human Services, Division of Youth and Family Services licensing requirements)

If a child exhibits any of the following symptoms, he/she should not attend SUPERHERO SCHOOLHOUSE. If such symptoms occur at SUPERHERO SCHOOLHOUSE, the child will be separated from the other children and you will be called to take him/her home.

- Severe pain or discomfort
- Acute diarrhea
- Episodes of acute vomiting
- Elevated oral temperature of 101.5 Fahrenheit**
- Sore throat or severe coughing
- Yellow eyes or jaundice skin
- Red eyes with discharge
- Infected, untreated skin patches
- Difficult or rapid breathing
- Skin lesions that are weeping or bleeding
- Swollen joints
- Skin rashes lasting longer than 24 hours
- Visibly enlarged lymph nodes
- Stiff Neck
- Blood in urine
- Nasal discharge that is unclear

Once the child is symptom free, **** (with an elevated temperature the child must be fever free for 24 hours)** or have a physician's note stating that he/she no longer poses a serious health risk to himself/herself or others, he/she may return to SUPERHERO SCHOOLHOUSE

Table of Excludable Communicable Diseases

If a child contracts any of the following diseases, please report it to us immediately. The child may **not return to SUPERHERO SCHOOLHOUSE without a physician's note** stating that the child presents no risk to himself/herself or others.

Respiratory Illnesses

- Chicken Pox

Gastrointestinal Illnesses

- Giardia Lamblia*

Contact Illness

- Impetigo



- German Measles*
- Hemophilus Influenza*
- Measles*
- Meningococcus*
- Mumps*
- Strep Throat
- Tuberculosis*
- Whooping Cough*
- Hepatitis A*
- Salmonella A*
- Shigella*
- Lice
- Scabies

Reportable diseases, as required by N.J.A.C. 10:122-7.10 (a).

If your child is exposed to any reportable disease at SUPERHERO SCHOOLHOUSE you will be notified in writing.

BEHAVIOR/DISCIPLINE

Our policy is to work closely with any child who is misbehaving. Children who continue to misbehave and/or not follow the rules set forth to the group at the beginning of the year will receive a disciplinary form. This form will be placed in the child's file after being reviewed by a parent. When a child receives three disciplinary forms he/she may be suspended from the SUPERHERO SCHOOLHOUSE program for three days. Upon return if the behavior does not improve, the parent will be asked to withdraw their child from the program. If the staff considers a particular behavioral incident to be particularly severe, the child might be expelled from the program immediately. Judging the severity of an incident or the need to write up an incident will be at the discretion of the SUPERHERO SCHOOLHOUSE staff. **Please note: if a child is suspended, no credit or reimbursement will be given for days missed. If a child is expelled from the program, no credit or reimbursement will be given for the remainder of that month.**

Guidelines for Positive Discipline

Positive discipline is a process of teaching children how to behave appropriately. Positive discipline respects the rights of the individual child, the group, and the adult.

Positive discipline is different from punishment. Punishment tells children what they should not do; positive discipline tells children what they should do. Punishment teaches fear; positive discipline teaches self-esteem.

Staff can use positive discipline by planning ahead:

- Anticipate and eliminate potential problems.
- Have a few consistent, clear rules that are explained to children and understood by adults. Have a well-planned daily schedule.
- Plan for ample elements of fun and humor.
- Include some group decision-making.
- Provide time and space for each child to be alone.
- Make it possible for each child to feel he/she has had some positive impact on the group.
- Provide the structure and support children need to resolve their differences.
- Share ownership and responsibility with the children. Talk about our room, our toys.

Staff can use positive discipline by intervening when necessary:

- Re-direct to a new activity to change the focus of a child's behavior.
- Provide individualized attention to help the child deal with a particular situation.
- Use time-out -- by removing a child for a few minutes from the area or activity so that he/she may gain self control. (One minute for each year of the child's age is a good rule of thumb).
- Divert the child and remove from the area of conflict.
- Provide alternative activities and acceptable ways to release feelings.

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- Point out natural or logical consequences of children's behavior.
- Offer a choice only if there are two acceptable options.
- Criticize the behavior, not the child. Don't say "bad boy" or "bad girl." Instead we might say "That is not allowed here."

Staff can use positive discipline by showing respect and encouragement:

- Catch the child being good. Respond to and reinforce positive behavior; acknowledge or praise to let the child know you approve of what he/she is doing.
- Provide positive reinforcement through rewards for good behavior.
- Use encouragement rather than competition, comparison or criticism.
- Overlook small annoyances, and deliberately ignore provocations.
- Appreciate the child's point of view.

Positive discipline takes time, patience, repetition and the willingness to change the way we deal with children.

Expulsion Guidelines

Causes for Immediate Expulsion (not necessarily a complete list)

- The child is at risk of causing serious injury to other children or himself/herself.
- Parent threatens physical or intimidating actions toward staff members.
- Parent exhibits verbal abuse to staff in front of enrolled children.

Parental Actions Leading to a Child's Expulsion (not necessarily a complete list)

- 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 Action Leading to Expulsion (not necessarily a complete list)

- 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.

Schedule for Suspension or Expulsion

If the remedial actions above have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting a suspension or expulsion. A suspension is meant to be for a specific 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 regarding the length of the suspension period.
- 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 MAY be given a specific suspension date that allows the parent sufficient time to seek alternate child
- 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 to Be Taken in Order To Prevent Suspension or Expulsion

- Staff will try to redirect child from negative behavior.
- Staff will reassess classroom environment, appropriate of activities, supervision.
- 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 director, classroom staff and parent/guardian will have a conference(s) to discuss how to promote positive behaviors.
- Recommendation of evaluation by professional consultation on premises
- Recommendation of evaluation by local school district child study team.



Parent Signature _____ Date _____

In keeping with New Jersey's child care center licensing requirements, we are obliged to provide you, as the parent of a child enrolled at our center, with the following informational statement.

The statement highlights, among other things: your right to visit and observe our center at any time without having to secure prior permission; the center's obligation to be licensed and to comply with licensing standards; and the obligation of all citizens to report suspected child abuse/neglect/exploitation to the State Central Registry Hotline

(877) NJ ABUSE/ (877) 652-2873.

**Department of Children and Families
Office of Licensing**

INFORMATION TO PARENTS

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

* * * * *

Our center is required by the State Child Care Center Licensing law to be licensed by the Office of Licensing (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; and others. Our center must have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review. If you would like to review our copy, just ask any staff member. Parents may view a copy of the Manual of Requirements on the DCF website at www.state.nj.us/dcf/providers/licensing/laws/index.html 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 issued 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.



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 special 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 Department of Justice 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 www.cpsc.gov/cpsc.gov/cpscpub/prerel/prerel.html.

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/ and select Publications.

Please read this statement carefully and, if you have any questions, feel free to contact me at: 732-721-5444.

Sincerely,
Director

Please complete and return this portion to the center. (Please print)

Name of Child: _____

Name of Parent(s): _____

I have read and received a copy of the Information to Parents statement prepared by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families.

Signature: _____ Date: _____