



Shine Day Care

2404 Bergenline Ave, Union City, NJ | Tel: 201-348-1500 | Email: shinedaycare@gmail.com

Parent Handbook

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Since 2005

Welcome!

Welcome to Shine Daycare! This comprehensive handbook will provide you with all the requirements of Shine Daycare and the needs of you, the parents/guardians. In addition, this handbook covers our childcare philosophies, business policies, expectations, and a bit of our history in our community. Please read this handbook carefully, and feel free to discuss with a staff member or me any questions that you may have.

Shine Daycare is committed to creating a safe, warm, loving, and bi-lingual environment where children can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence and self-esteem by treating them as unique individuals and allowing them to express themselves differently. We strive to make your child's time at Shine Daycare the best experience for them and their parents /guardian(s).

We support families by maintaining open communication and encouraging parental involvement in our programming and care activities.

In programming activities for the children, we develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theatre, yoga, arts/crafts, and dance.

In addition, we strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary.



Contact Us

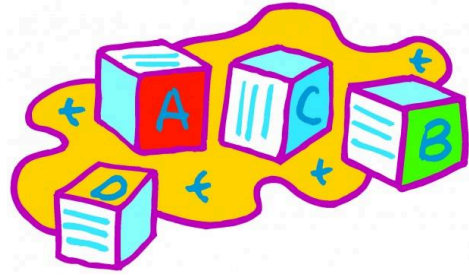
We always encourage communication with us. You can call us, make an appointment, or write to share your thoughts, comments, compliments, or complaints to

- Email: shinedaycare@gmail.com
- Office: 201-348-1500
- Text directly to our director Ileana Iturbe at 201-284-2467.



Enrollment and Facility tour

We are happy to provide tours of the facility and meet with you to discuss our services from 9:00 AM to noon on Saturdays unless it is an observed holiday or inclement weather. Please call or text us at 201-284-2467 to schedule your appointment. We look forward to meeting with you.



Mission Statement

The mission of Shine Day Care is to cultivate a community of families and teachers working together to provide a high-quality, safe, stimulating, and positive environment that enhances and fosters the physical, emotional, cognitive, creative, and social development of individual children through play-based learning and discovery. We implement the mission by practicing an emergent and constructivist curriculum; that inspires children to learn through active engagement.

History

Shine Day Care LLC opened its doors in February 2005. The center was a quick success. The success the company has experienced is due to the support and dedication of our Staff. Shine Day Care strives to offer a program of encouragement, creativity, challenge, self-direction, and a warm, caring atmosphere for its children.

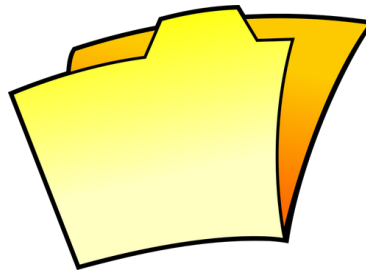


Hours of Operation

Monday – Friday.....7:00 AM-6:00 PM

Saturday..... 7:00 AM-5:00 PM

To our knowledge, we are the only Daycare in Union City that offers Saturday service.



Up-to-date Parent information

Parents and authorized persons must keep accurate, up-to-date information on file, especially home addresses, contact numbers, and emails. These are essential for parent notices and alerts from our system. Remember that this information is necessary to be able to contact you in case of an emergency.

Up-to-date Center information

You can always find the most updated version of our schedules and announcements on our website at shinedaycare.com

Up-to-date authorized person records

To provide the best care and safe environment for your child; you must keep our list of authorized persons who can pick up your child(ren) and contact you in case of an emergency besides you, the parent-guardian. The official person will need to show their I.D. at pick-up time. Unfortunately, if the person is not listed, we will not release the child(ren).



Don't forget that the following forms must be filled out by the child's Physician and returned promptly to the Daycare.

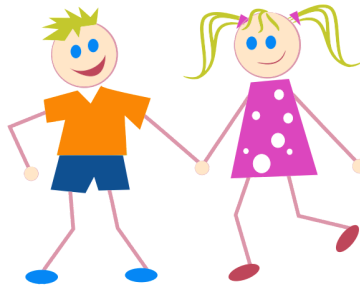
- Medical contraindication for immunization (if applicable).
- Health record for preschool infants (Universal Child Health Record form).

Note: We may charge a refundable \$20 fee. It has been challenging to get the forms back on time. Please don't forget.



Daycare Calendar

You may find all scheduled events and observed holiday and closure days on our website calendar by going to this link on your cellphone or computer <https://www.shinedaycare.com/calendar>



Dress Code

Children's Clothing,

Children engage in various daily activities; some can be messy and/or athletic.

Additionally, children are involved in outdoor play daily, weather permitting. Due to these activities, children must be dressed in seasonably appropriate, comfortable clothing.

Parents are prohibited from dressing children in overalls or clothing with difficult closures. These types of clothing present particular challenges for children with toileting. Coats, hats, and gloves must be provided in the winter months.

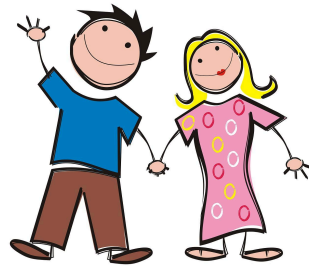
Children are not permitted to wear open-toed and/or open-backed shoes. The most appropriate shoe type for school activities is rubber-soled sneakers/tennis shoes. For safety reasons, children may only ride tricycles or use specific climbing equipment if they have appropriate footwear.

Children age 3 through 5 must have one seasonably and size-appropriate complete change of clothing at the center at all times. Children under three must have two seasonably and size-appropriate, complete clothing changes at the center.

A complete change of clothing includes a shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes in clothing as the weather begins to change.

All clothing items must be labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots.

Shine Day Care is not responsible for lost or damaged items of clothing.



Parents' Clothing

Parents must wear appropriate attire at Shine Daycare or participate in any Shine Daycare-sponsored events. Inappropriate clothing would include revealing, extremely short, ripped/torn (in inappropriate places), and/or see-through articles of clothing. Anything with suggestive or vulgar language is prohibited.



Injury to a Child while in the Center's Care and Parental Notification Policy

The center will immediately protect the child from further harm. It shall immediately notify the parent by phone and text (if there is no answer) when one of the following occurs while the child is under the daycare's care:

- i. The child is bitten, and the skin is broken.
- ii. A child sustains a head or facial injury, including when a child bumps his or her head.
- iii. A child falls from a height more significant than the high of the child, or an injury requiring professional medical care occurs.

We will provide a copy of the injury report, which the parent must sign the attesting receipt of this report and our policy of parental notification.

Bites and injuries other than those in the list above shall be reported to the child's parents by the end of the day. Upon request of the child's parent, we will provide a written description of the incident by the end of the following operating day.



We are closed on the following dates (2023)

Date	Week Day	Holiday
Jan 16	Monday	Martin Luther King's Day
Feb 20	Monday	Presidents Day
April 14	Friday	Good Friday
May 29	Monday	Memorial Day
Jun 19	Monday	Juneteenth
July 4	Tuesday	Independence Day
September 4	Monday	Labor Day
Oct 9	Monday	Columbus Day
Nov 10	Friday	Veteran's Day (abs.)
Nov 23	Thursday	Thanksgiving Day
Dec 25	Monday	Christmas Day

Additionally we will close any days that we are affected by weather inclement or other events which cause schools to be closed.

Parent Notifications on our Website

All parents/guardians know that they can check parent notifications and the calendar for closing dates, forms, and other important announcements on our website at shinedaycare.com, in addition to the sms texts they receive to the registered and updated and updated cellphone numbers in our system.

Child Admission Policy (no exceptions)

- Morning Admission is from **7:00 AM – 9:30 AM**.
- Admission from **9:30 AM – 12:00 PM** is only for children with doctor's notes, as other children in the class are in the middle of the daily educational activities, and it would disrupt the class.
- Admission from **12:00 PM -1:00 PM** only with a doctor's note, and the child must have had lunch before check-in.
- No admissions from **1:00 PM - 2:00 PM**. This is nap time, and the children are resting. Interruptions would wake up children. Admissions will resume after **2:00 PM**.

Child Drop-Off and Pick-up Policy

Parents must register their child's attendance in and out using the computer portal at the center's entrance. This is a state and center mandatory requirement.

If you are enrolled in the NJCK or Work First program, you must also swipe your ECC card to register attendance in and out. Remember that swiping the card is also how the payment pays for the service.

All parents **must wait** for their child to exit at the entrance lobby of the Daycare. Entry is permitted inside the premises if an office staff member is previously authorized.

Parent Physical Report of the Child at Check-in. (Health Check)

Parents must fill out an Accident at Home report form (located at the office window or you can download on our website at <https://www.shinedaycare.com/forms>), to inform and disclose any traumas, bruises, scratches, burns, symptoms of illnesses, or any other peculiar event that occurred outside the facility.

Children Release Policy

Each child may be released only to the parent(s) or the listed authorized person(s) in this contract.

Authorizations over the phone are not valid. **No exceptions. Again, be sure to keep all your information updated.**

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:

- a) The child is always supervised.
- b) Staff members attempt to contact all the authorized persons by the parents.
- c) An hour or more after closing time, provided that other arrangements and efforts for releasing the child to his/her parent(s) or person(s) authorized by the parent(s) have failed. The staff member(s) cannot continue to supervise the child at the center; the staff member will call the 24-hour Child Abuse Hotline 1-877-NJ-ABUSE (1-877-652-2873) and DFYS to seek assistance in caring for the child until the parent(s) person(s) authorized by the child's parent(s) can pick up the child.

If the parent(s) or person(s) authorized by the parent(s) appears to be physically and/or emotionally impaired at the time of drop off or pick up, 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 individual, then the center will make sure that:

- a) The child may not be released with such said impaired individual.
- b) Staff member attempts to contact the child's other parent or alternative person(s) authorized by the parent(s).
- c) If the center is unable to make alternative arrangements for pickup, a staff member shall call the 24-hour Child Abuse Hotline 1-877-NJ-ABUSE (1-877-652-2873) DFYS to seek assistance in caring for the child until the parent(s) person(s) authorized by the child's parent(s) can pick up the child.

For Children in School-Age Program Release Authorization to Walk Home from School or Daycare Alone

No child will be released to leave independently from the daycare or school unsupervised except upon written instruction and authorization from the child's parent or legal guardian.

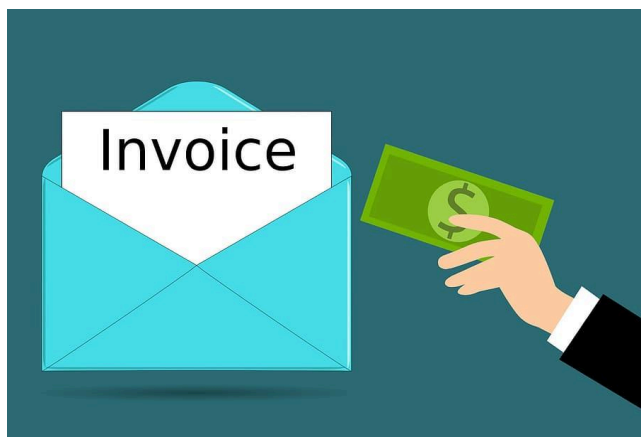
Non-Custodial Parent Not Allowed to Pick-Up Policy

You must submit a copy of the pertinent court order prohibiting a non-custodial parent from picking up the child. **With a copy of the order, we can allow the parent to pick up the child/children.**

Authorized Persons Pick-Up Policy

Any other person entitled to pick up the child must be previously authorized in writing by the parent or legal guardian in this contract as an authorized person. We will not accept pick-up authorizations for a person over the phone. The authorized individual must appear capable, able, and in total capacity and

must be 18 years or older. If these requirements are not met, the child will not be allowed to leave the center until the parent(s) and/or legal guardian(s) or previously authorized person comes and picks up the child. Late pickup will generate a late pickup fee due in full, as stated in this contract. If the center cannot make alternative arrangements, a staff member shall call the 24-hour Child Abuse Hotline at 1-877-NJ-ABUSE (1-877-652-2873) DFYS.



Forms of Payment

You may pay privately with cash, credit, or debit. We do not accept checks or money orders, and credit card transactions are subject to a transaction fee, Or you may be eligible for the NJCK childcare assistance program. You will find more information and the application at <http://www.ulohc.org/programs/nj-cares-for-kids/>.

Refund and discount policy (When school or Daycare is closed)

We do not offer any service discounts or refunds should the child miss a day(s) during the week for any reason, including sickness, holidays, weather, or any event that causes the Daycare to be closed.

NJCK Childcare Assistance Program

NJCK provides childcare assistance for working families and full-time students who live in Hudson County and meet the guidelines mandated by the state of New Jersey. This subsidy will help you pay for childcare for infants, toddlers, preschool-age children, school-age children up to age thirteen (13), and children with special needs up to age nineteen (19). We accept the NJCK childcare assistance program.

Copy of Urban League Contract (NJCK or WF)

A photocopy of the contract must be provided as proof of benefits being disbursed by Urban League or any other accepted program by our center. Service will be provided once we have a copy of the active contract with a service start date.

Urban League Contract Renewal

Parents are advised to renew their contract with their local advisor **10 business days** before it expires to avoid service cancellation. All service days provided outside your contract's active date will be due out of pocket at the regular rate.

ECC Card Payment and Urban League and the Daycare copays.

All parent (s) or legal guardian (s) enrolled with a state program are aware that in addition to making the payment to the Daycare by swiping their benefit ECC card correctly daily to check in and check out every time the child attends the center, they may also be charged an additional co-payments.

Copay # 1-Urban League Copay. Assigned by your state program in the Urban League contract.

Copay# 2- DaycareCopay. This copay is charged to match Shine Day Care's contracted service rate.

All co-payments must be paid in full and on time by the **10th of the month**. Failure to comply with this regulation will reflect your payment default by the end of the month, and a \$10 fee will be charged to the account.

If your contract has an Urban League assigned copay (**Copay # 1**), in addition to termination of service, your default payment case will be reported to the Urban League office requesting cancellation of your contract benefits due to lack of payment to Shine Daycare LLC. You will receive a notification from Urban League on **How to proceed if you default on a payment to the Daycare and your case is reported to Urban League requesting cancellation of benefits.**

#1 To avoid cancellation of program benefits, you must pay all pending balances due to Shine Daycare in full as soon as possible.

#2 You will receive a letter from Shine DaycareLLC as proof of payment which you must immediately submit to Urban League to avoid cancellation of benefits.

Parent's ECC card activation and mandatory use to check in and out

Parents with NJCK and WF programs are responsible for obtaining and activating their ECC program cards within 7 calendar days after their start date at Shine DaycareLLC.

The parents enrolled in NJCK, or WK state programs must request, activate, and swipe their ECC card daily to check in and out as required by the state regulations. Proper swiping of the ECC card is how you pay the daycare for your child's attendance with the program funds. If you or the authorized person do not swipe, you did not pay.

Discipline Philosophy and Disciplinary Policy

At Shine Daycare, we consider Discipline a tool to positively and constructively educate children. Discipline is a valuable strategy to organize and guide our children while teaching and supporting them with knowledge, care, and guidance for their behaviors. Children need to develop self-control; where we use the concept of Discipline as an educational tool and never as a punishment. Our goal and training of our staff are structured to provide a caring, respectful, and safe environment for the children. Our philosophy on Discipline is implemented and conceived around positive reinforcement and redirecting negative behaviors. When properly guided, children learn how to love and respect each other and to better understand and control their emotions.

As professional caregivers, we aim to teach all these behavioral qualities in a manner understandable to the child. We want our children to learn but to do so within an environment where they feel safe and loved.

Discipline Policy

Our philosophy also relies on implementing the concept of Positive Discipline, which focuses on the positive points of behavior. We strongly believe that good behavior can be taught and reinforced while weaning poor behaviors without hurting the child verbally or physically. Positive Discipline is very 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. Positive Discipline takes time, patience, repetition, and the willingness to change how you deal with children. But it is worth it because positive Discipline works!

Under any circumstance, the staff may not abuse in physical, sexual, or emotional harm or risk of injury to a child. When faced with a problem or damaging behavior, we want to present the child with alternatives and solutions to correct said problem and behavior.

The staff may not:

- Force the child to eat or sleep.
- Embarrass the child for not using the restroom.
- Force the child to participate in the activities.
- Bribe the child in any way.

Positive Discipline is NOT:

- Embarrassing a child in front of others. For example, suppose something specific needs to be said to the child. In that case, the staff should communicate it by speaking directly to the child and not in a manner that will embarrass the child in front of other peers.
- Disciplining a child for failing to eat, sleep, or soiling themselves.
- Hitting, shaking, or any other form of corporal punishment.
- Using abusive language, ridicule, harsh, humiliating, frightening treatment, or any other form of emotional punishment of children.
- Engaging in or inflicting any form of child abuse and neglect.
- Withholding food, emotional responses, stimulation, or opportunities for rest or sleep.
- Requiring a child to remain silent or inactive for an inappropriately long period.



Fees

One of the most challenging decisions businesses must make is approaching past-due invoices. Freelancers and small business owners are particularly vulnerable to the adverse effects of overdue payments. Why? Because when you're running a business, multiple late invoices can negatively impact your cash flow and the ability to run your operations. Regarding fees for other reasons unrelated to funds, accuracy in information and procedures is vital in providing the best service and keeping your child safe. We thank you for understanding and look forward to your cooperation and compliance to avoid these fees.

Payments and Fee Policy

(Please note that all payments and fees are non-refundable).

1) **Saturday Service payment**

Saturday service payments are due in full by the parent or legal guardian of the child at the time of drop off at the daycare. The parent or legal guardian can only check in the child if the full payment has been completed before check-in. All Saturday late pick-up fees are due on the same service day.

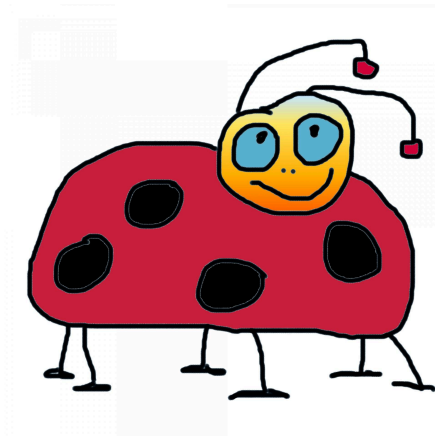
2) **Saturday Late pickup fee is \$1 per minute (After 5 PM).** There is a \$1.00 late fee per minute per child Saturday after 5 PM for late pickup.

- 3) **Credit or Debit Card transaction fee of \$4.00.** All debit or credit card payments are subject to a \$4.00 fee per transaction. If enrolled in automatic payment Tuition Express, the transaction fee is 2.75% of the transaction amount.
- 4) **First Weekly or Monthly payment.** Your first payment is due on the first day of attendance at the daycare.
- 5) **Monthly Urban League and Daycare co-payments (due by the 10th of the month).** All co-payments for the parents or legal guardians with the state-subsidized childcare programs must be completed by the **10th of the month**. All payments made after the 10th will be charged a late fee of **\$10.00**. If the 10th of the month falls on a Saturday or Sunday, then payment must be made on the Friday before the weekend.
- 6) **All copayment pending balances are due in full before the end of the month.** All cases where their outstanding balances for copayments are not settled on time before the end of the month will be reported to the Urban League program requesting contract cancellation. The daycare service is suspended until the balance is paid in full. See *ECC Card Payment and Urban League and Daycare* copay on page 13 of this contract.
- 7) **Failure to check-in or out fee using Daycare Login Computer (\$2.00 or an additional \$10 fee).** The person dropping off or picking up the child must register the child's attendance by checking in and checking out the child in the computer panel at the center entrance. Writing the child's attendance is a mandatory daycare requirement. Failure to do so will result in a **\$2.00 fee** per incident. All fees are due by the following Monday. An additional \$10.00 fee will be charged to the account if the payment is not made on time. All pending and unpaid balances on said Monday might result in suspension or termination of service effective the following Tuesday.

- 8) **Half-day Fee \$15.** There will be a charge of **\$15.00** if we pick up your child from school and bring him/her to the daycare center. To avoid this fee, you must notify by calling and speaking directly to the office staff at the center before **noon** (no voicemail) to inform them that pick-up is unnecessary for your child on that day.
- 9) **Full-day After-School Fee (\$20).** This fee is charged when parents with children enrolled in the after-school program need to have their child/children additional time at the Daycare during the morning due to unforeseen circumstances or when the school is closed.
- 10) **Registration Fee.** Upon registration, we charge a **\$ 50.00** one-time fee (non-refundable) to start the registration process. The registration fee must be paid on the day of enrollment and is not refundable even if the child does not attend the Daycare for any reason or circumstance. A paid registration will be active for one year from enrollment if your child does not start immediately. After one year, if your child never attends the program, a new registration fee will have to be paid in case the parent would like to enroll the child again.
- 11) **Yearly renewal fee (\$25).** There is a **\$25.00** fee that applies to all program and private pay clients and Urban League members every year. The fee is charged during the first week of September.
- 12) **Wipes and Diaper fee \$10 (Missing Item fee).** There is a **\$10.00 fee** for failing to bring necessary diapers, wipes, or other necessary items for the child (applicable when the child is not potty trained). Parents must bring **25 diapers** and **one package of wet wipes** per week every Monday or the first weekday of the child's attendance. *See (Weekly Items Needed from Parents) on page 20 of this contract.*
- 13) **Field trip charges fee.** The field trip charges during the year or Summer Program are issued separately. **They are non-refundable and must be paid in advance** for the scheduled activities.

The schedule and cost will be announced to all parents via text and on our website at <https://www.shinedaycare.com/calendar>.

- 14) **Late pick up fee after 6 PM fee. (\$1 per minute. Weekdays, Monday–Friday).** A \$1.00 late fee per minute is applicable from Monday through Friday (non-refundable).
- 15) **Please update the contact information (\$10.00) fee.** If we find that your contact information on file needs to be updated pick-up will charge you this fee automatically. No exceptions.
- 16) **Credit card fee (\$4.00)** All credit or debit card charges will be added to a **\$4.00 charge fee per transaction**. When enrolled in Tuition Express, the transaction fee is 2.75% of the transaction amount.
- 17) Refundable **\$20.00** fee until you submit the filled and signed Universal Health Record Form.



Service Programs Offered

<u>Full-Time Program</u>	<u>Hours</u>	<u>Child's Age</u>
<u>Pre-school</u>	7 AM-6 PM	(2 ½ - 5 years old)
<u>After-school</u>	3 PM-6 PM	(5-13 years old)
<u>Extended After School</u>	7 AM-6 PM	(5-13 years old)
<u>Drop off Service</u>		(5-13 years old)

Extended Hours, and Saturday Program Offered

Extended hours	6 PM-7 PM	(2 ½ - 13 years old)
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This is an excellent choice for parents that work late to avoid the late pickup fees of \$1.00 per minute.

Saturday Service	7 AM-5 PM	(2 ½ - 13 years old)
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About our Saturday Service: As far as our knowledge goes, we are the only Daycare providing this service in Union City.

(Payment for Saturday Service is due in full at drop-off).



Summer Program

Our summer program is full of activities and field trips to ensure the children are in a loved, fun and nurturing environment during their summer vacation. We have picnics, trips to the Zoo, restaurants, and bowling. Registration for the program begins July 1 and through the end of August. Our summer program registration dates start in June.



Field Trips

Notification of a field trip will be posted in the classroom, with all pertinent trip information, including destination, date, time, the reason for the trip, cost, and mode of transportation. Parents must give their child written permission to attend each field trip as it appears in your service contract.

If a parent opts out of a scheduled field trip and chooses not to have their child participate, the child must remain at the Daycare or home until the classroom returns. Shine Daycare cannot accommodate additional children in other classrooms as we must maintain teacher-child ratio regulations set by the state licensing requirements.



Water Activities

During summer, water activities will be allowed, including sprinklers, splash tables, spray bottles, and other creative ways to stay calm. We no longer allow wading pools that the children would be immersed in. At the beginning of each summer, teachers will announce their class water day schedules on our website calendar.



Parent Participation / Volunteers

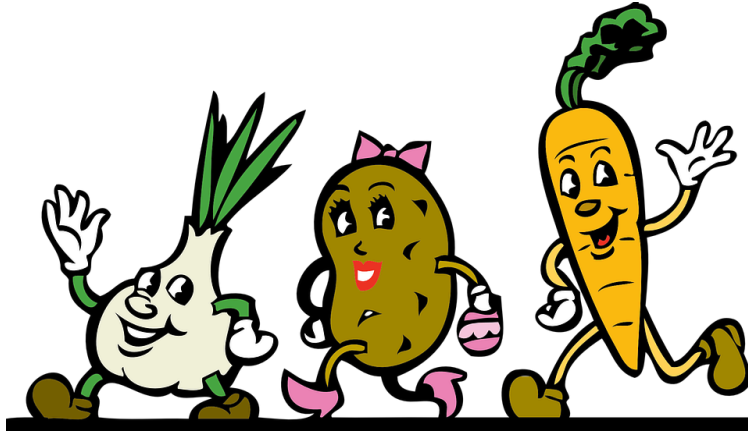
Parents are invited and encouraged to be involved in their child's school activities. Parents can participate and volunteer at the center in many different ways. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Teachers will have a volunteer opportunity form at the Open House.

Another important way to contribute is to be a room parent. Room parents play a huge role in coordinating classroom events. Room parents typically coordinate teacher appreciation efforts for birthdays, holidays, and end-of-year celebrations. Many rooms also plan lunch for the teachers once a month. Parent and our

Volunteers completing their CDA help teachers coordinate pizza day sides, holiday celebrations, and special projects. Room parents can also encourage other parents to get involved by recruiting help or helping the teacher plan for parent story reading, helping plan for pet care, and ensuring the teacher has helped with special projects the children are working on.

Any parent who volunteers in the classroom regularly must pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions, and/or open investigations into criminal activities will not be permitted to volunteer in the classroom or on field trips.

Parents with court orders detailing custodial arrangements will only be allowed to volunteer on days they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements) will only be permitted to volunteer with the express written permission of the custodial parent.



Meal Schedule

Breakfast

Breakfast from 8:30 AM - 9:30 AM

Lunch

Regular Lunch 11:30-12:30 PM

Summer Program Lunch 1:00 PM-2:00 PM (After-School Program)

Snack

Regular snack 2:00-2:30 PM | After School snack 3:30 PM-4:00 PM | Summer Program snack 3:30 PM-4:00 PM

Extended Hour Meal

6:15-6:45 PM

If you are dropping off your child after the lunch schedule (from noon to 1 PM), make sure he/she has something to eat before arriving at the Daycare.

Shine Daycare is a proud member of the Food Program in New Jersey.

Our children's meals follow the highest nutrition standards oriented by the state entities. We actively incorporate organic and natural products in parts of our menu.

Food or Personal Items from Home Policy

No foods or personal items from outside the daycare are allowed except in cases where the children are allergic to dairy products. This condition must be confirmed with a doctor's note. All the food served and prepared at the Daycare have in mind any food product the child is allergic to as declared by the parents at the time of registration.

Child's Personal Items Policy

We do not allow personal belongings inside the daycare due to health and safety regulations. Shine Daycare and its staff members are not responsible for the loss or damage of any personal item of the child.



Child Daily Report

Children in Preschool A and B are issued a daily report to parents throughout the year except during the summer sessions. You are always welcome to talk to the teachers if you have any questions regarding how your child's day progressed.

Blanket authorization for walking, field trips, and other activities outside the Daycare

Shine Daycare must be authorized to take your child/children to attend and participate in field trips or walk on any given day to libraries, parks, and other activities outside the daycare. The same goes for authorizations required to allow the child to walk from the Daycare Center to their home or from school to the Daycare. You will find language addressing this matter in your contract.

Health Requirements

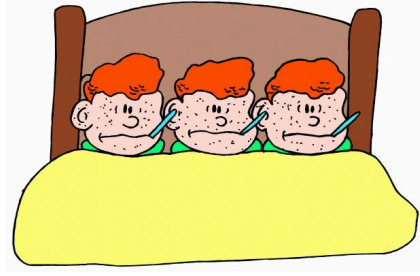
Under no circumstances will we admit any child with any illness, a symptom of illness or disease that a health care provider has determined requires the child to be confined to home under a health care provider's immediate care or admitted to a hospital for medical care and treatment. We will implement measuring the child's temperature before checking in during different periods. Children or parents with temperatures over 100.4 degrees will not be allowed to check in or enter the center. Parents and/or legal guardians dropping off the child/child must complete a COVID-19 questionnaire. If your child/children are experiencing COVID-19-like symptoms, you should seek medical attention and not come to the center. You must provide the doctor's documentation and COVID-19 test results after the mandatory 14-day quarantine to resume your attendance at the center.



Parents will be notified to pick up a child presenting the following symptoms:

- Severe pain and discomfort
- Acute diarrhea (characterized as twice the child's usual bowel movement frequency with a change to a looser consistency within 24 hours or bloody diarrhea).
- Two or more episodes of acute vomiting within 24 hours.
- Episodes of acute vomiting
- Elevated oral temperature of 100.4 degrees Fahrenheit with behavior changes (lethargy that is more than expected tiredness)
- 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
- Skin rashes in conjunction with fever or behavior changes.
- Swollen joints
- A mouth sore with drooling
- Stiff neck
- Blood urine
- The apparent loss of senses

Parents should not bring their child to the center if the child has any contagious illness. After the healing cycle, a medical approval and doctor's note must be presented for child readmission.



A child cannot attend Daycare if the following Illnesses are present.

Respiratory Illnesses

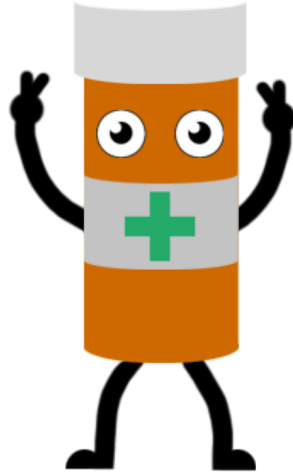
Meningococcus – Mumps- Throat -Tuberculosis -Whooping Cough-Chicken Pox-German measles
Hemophilus Influenzae-Covid 19.

Gastrointestinal Illnesses

Giardia Lamblia-Hepatitis A - Salmonella

Contact Illnesses

Impetigo-Lice-Scabies-Shigella



Medication Policy

We do not administer the child any medication unless the following regulations are complied with.

- Medications must be prescribed by the doctor (no over-the-counter medications)
- The date on the prescription and the written date must be current.
- Medicine must be in its original container and label.
- The name of the child must appear on the bottle.
- The name of the drug and administration schedule must appear on the container.

No over-the-counter medication or nebulizer without a prescription will be given to any child by our staff. Suppose your child must take any over-the-counter medication or must use a nebulizer. In that case, we encourage the parent or legal guardian to administer the medication themselves during the center's operational hours or before or after the child arrives at the daycare.

Note: Each time the parent brings in medication for their child, a new medication consent form must be filled out and signed.



Health and Immunization Requirements

If immunizations are contraindicated for medical reasons, our center may choose to admit the child provided the parent submits a written statement from a healthcare provider attesting to the following:

- i. The reason the immunization is medically contraindicated.
- ii. The specific time that the immunization is medically contraindicated.



Lice Policy

Upon detection of live lice and/or nits on a child, Shine Daycare will contact the child's parent/guardian. Children with live lice and/or nits who have NOT been treated may not attend school. The child may return to school after treatment with an over-the-counter or prescription medication, and thorough combing has been completed. The class will be notified, and parents will receive information on the following steps.

Once a child has been treated for lice and/or nits and returns to school, frequent re-checks will be done to ensure effective treatment. Head lice can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school does not involve getting head lice. Head lice are a common occurrence among young children. Head lice spread from person to person by direct contact with hair or by sharing items such as hats, brushes, etc.



The following steps will be followed in a Medical Emergency.

- We will call 911 for emergency first aid assistance/transportation.
- The parent or legal guardian will be contacted immediately.
- If we cannot contact the parent or legal guardian, we will attempt to contact you through all the emergency persons listed on the child contract form.
- If deemed necessary, the child will be transported to an emergency hospital accompanied by a staff member in case no family member shows up to accompany the child to the hospital.

Note: Our staff is certified in CPR and first aid assistance.



Inappropriate Child Behavior

Suppose any child becomes violent or disturbed to the point where the Daycare staff believes that the child is in danger to himself or his or her peers and/or our staff. In that case, we will immediately notify and discuss the case with the parents/guardian and try to find a solution that resolves the situation together.

If the problem persists after this meeting with the parents, it will be at the sole discretion of the center how to handle the situation further.

Parent Code of Conduct

Shine Daycare always requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is the responsibility of Shine Daycare employees and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on Shine Day Care property afterward.

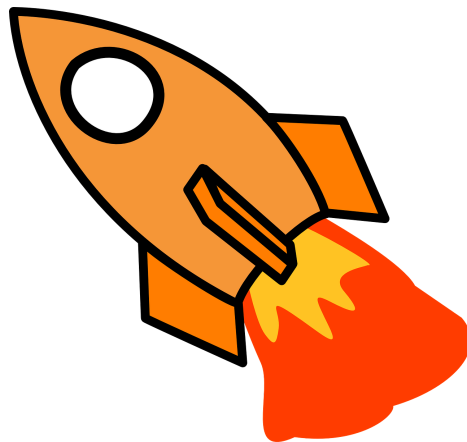
Swearing/Cursing

No parent or guardian is allowed to curse or use inappropriate language on school property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or guardian feels frustrated or angry, it is more appropriate to express the frustration or anger using non-offensive language verbally. At NO time shall inappropriate language be directed toward members of the staff.

Threatening

of Employees, Children of Other Parents, or Adults Associated with Shine Day Care and its representatives. Threats of any kind will not be tolerated. We cannot afford to sit idly while threats are made in today's society. In addition, all threats will be reported to the appropriate authorities and prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, Shine Day Care will not assume the risk of a second chance.

PARENTS MUST BE RESPONSIBLE FOR AND CONTROL OF THEIR BEHAVIOR AT ALL TIMES.



Expulsion Policy

Unfortunately, there are sometimes reasons we must expel a child from our program on a short-term and/or permanent basis. We want you to know we will do everything possible to work with the child's family to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from the center:

Confrontational Interactions with Employees, other Parents or Associates of The Shine Daycare

While it is understood that parents will not always agree with the employees or other children's parents, all disagreements are expected to be handled calmly and respectfully. Confrontational interactions are not an appropriate means to communicate a point and are strictly prohibited.

Policy for Handling Parent Concerns

If a parent has a concern, he/she should first discuss it with the lead teacher of the child's class. If the lead teacher and parent cannot resolve the concern together and to the satisfaction of both, the matter should be brought to the attention of the Director. A three-way conference may be arranged at this time. If a resolution is not reached, the matter will be brought to the attention of the Director for their consideration.

Immediate Cause for Expulsion

- The child is at risk of causing severe injury to other children or himself or herself.
- The parent threatens physical or intimidating actions toward the daycare's staff member.
- The parent commits verbal abuse to staff in front of enrolled children.

Parent's Actions that would cause the Suspension or Expulsion

- Failure to complete required forms on time, including the child's immunization records.
- Habitual tardiness when picking up the child.
- Verbal abuse towards the staff.
- Other. This may be a situation that arises. Shine Daycare LLC's management staff will have sole discretion in handling the situation that might end in the suspension or expulsion of the child.

Child's Actions that would cause Suspension or Expulsion

- Failure of the child to adjust after a reasonable amount of time
- Uncontrollable tantrums / angry outbursts
- The child uses ongoing physical or verbal abuse to staff or other children
- Excessive biting of the staff or other children
- Other. In this situation, the center will have sole discretion in handling the situation that might result in expulsion.

The Suspension and Expulsion Process

Suppose the remedial actions above have yet to work. In that case, the child's parent or legal guardian will be advised verbally and in writing about the child's or parent's behavior, warranting suspension or expulsion from the daycare. The parent or legal guardian will be informed regarding the length of the case suspension. The suspension action is meant to be a period so that the parent or legal guardian may work on improving the child's behavior. The parent or guardian will be informed about the expected behavioral changes required for the child or parent to return to the daycare. The expulsion action removes the child from the center until the child improves or acquires the required behavioral changes.

The parent or legal guardian will be given a specific expulsion date that allows the parent sufficient time to seek alternative childcare of approximately 7 to 10 calendar day notice depending on the nature of the situation and the level of risk to the children's welfare or safety by allowing the child to continue at the center).

In some cases, we will require immediate expulsion with no time to find alternative childcare due to the severity of the situation. All pending balances and fees are due and must be paid off in full, even in the event of expulsion.



Health and Sanitation Standards

Items that are regularly cleaned and disinfected are done so with solutions that are commercially prepared disinfectants that indicate that they kill bacteria, viruses, and parasites or a self-made solution consisting of one-quarter cup of household bleach to each gallon of water (one tablespoon per quart), which is prepared daily and placed in labeled containers and sprayers. During health outbreaks, we implement additional precautions and health and sanitation guidelines to operate and keep the children in a safe and healthy environment. You will receive a copy of our Health and Safety Plan. All guidelines in the Health and Safety plan must be observed and followed. Failure to do so may be grounds to terminate service.

Items washed and disinfected after each use:

- Washcloths made of fabric for cleaning children.
- Thermometers.
- Items used by a child who becomes ill at the center.
- Sleeping mats.

Washed and disinfected daily:

- Toilets and toilet seats.
- Sink and sink faucets.
- Drinking Fountains.
- T-Shirt center uniforms for the children.
- Play and classroom tables.
- Smooth-surfaced non-porous floors in areas used by children.
- Children's eating tables are cleaned and disinfected daily after each use.
- Floors.
- Doorknobs.
- Electronic equipment used by parent use to swipe cards and register attendance.

Washed and disinfected weekly:

- Cribs.
- Cots.
- Toys.
- Mats.
- Playpens or other sleeping equipment.
- Sheets.
- Blankets or other coverings.



Social Media Policy

This social media policy applies to parents. This policy includes (but is not limited to) the following technologies:

- Social networking sites (e.g., Facebook, Snap Chat, Instagram).
- Blogs
- Discussion forums
- Collaborative online spaces
- Media Sharing services (i.e., YouTube)
- Micro-blogging (i.e., Twitter)

As part of our duty to safeguard children, we must maintain the privacy and security of all our families and employees.

We, therefore, require that:

- No photographs taken within Shine Day Care settings or at Shine Daycare special events and outings with the children are to be posted for public viewing, except those of your child.
- Parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children. (This excludes those photographs taken by designated staff for use on Shine Daycare's website and other advertising material if parental permission is given.
- No public discussions are to be held or comments made on social media sites regarding Shine Daycare or the children, staff, or Administrators (except for appropriate use for marketing fundraising events) or that could be construed to have any impact on Shine Daycare's reputation or that would offend any member of staff or parent using the school.
- If a parent names Shine Day Care on any social media platform, they must do so in a way that is not detrimental or derogatory to the school.

Parents are only permitted to set up private or public social media (i.e., Facebook, Instagram, Twitter) accounts/groups related to Shine Daycare with written consent from the Director.

Violation of Social Media Policy

Any parent found to violate the above or by comments that breach confidentiality, bring Shine Daycare into disrepute, or are deemed detrimental to Shine Daycare and its employees could result in immediate dismissal from the school.



Parents' right to immediate access.

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Shine Daycare, as provided by law. In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), Shine Daycare admin staff must be provided with a Certified Copy of the most recent order and all amendments to it. The court's orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. Any parents wishing to visit the school on non-court appointed days are asked to schedule appointments with the Center Director and are allowed in the school only at the discretion of the Center Director.

An employee of Shine Daycare will always accompany the parent throughout the school. Without a court order on file with Shine Daycare, both parents shall be afforded equal access to their child as stipulated by law.

Shine Daycare cannot, without a court order, limit one parent's access by request of the other parent, regardless of the reason. Suppose a situation presents itself where one parent does not want the other parent to have access to their child. In that case, we suggest that the parent keep the child with them until a court order is issued since our rights to retain your child are secondary to the other parent's right to immediate access. Shine Daycare staff will contact the local police should a conflict arise.

Shine Daycare will dismiss any child whose parent is prohibited from entering Shine Daycare property. Due to the parents' right to immediate access policy and state and federal regulations, Shine Daycare cannot have a child at the parent is prohibited access.

Court Orders Affecting Enrolled Children

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order), Shine Daycare must be provided with a Certified Copy of the most recent order and all amendments to it. The court's orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. If both parents are afforded shared/joint custody by order of the court, both parents must sign the request for a more liberal interpretation of the order. Without a court order on file with Shine Daycare administration, both parents shall be afforded equal access to their child as stipulated by law. Without a court order, Shine Daycare cannot limit one parent's access 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, Shine Daycare suggests that the parent keep the child with them until a court order is issued. The most recently dated court order will be followed if conflicting court orders are presented. Once presented with a Protection from Abuse Order or a Restraining Order, Shine Daycare must follow the order for the entire period it is in effect. Employees of The Shine Daycare cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Shine Daycare will report any violations of these orders to the court.



Center's Right to Refuse Admission

Shine Daycare reserves the right to refuse admission to any child at any time, with or without cause.

Possible reasons for refusing admission include but are not limited to:

- Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
- The need to maintain compliance with Licensing Regulations.
- Staff deems the child too ill to attend.
- In the event of a policy change, families will be notified. Any such action shall apply to existing as well as to future families.
- Domestic Situations that present a safety risk to the child, staff, or other children enrolled at Shine Daycare if the child were to be present at the center.
- Parent's failure to maintain accurate, up-to-date records.
- Parents' failure to complete and return required documentation promptly.
- Parents fail to follow the tuition policy.
- Parents will not be reimbursed for tuition for days when their child is refused admission to the program.



Emergency Closing, Pandemic, and Inclement Weather Information

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by the inclement weather message on the Shine Daycare's website, by text message, and by email. Should the school need to close in the middle of the day, the staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick-up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call; of the pickup location should the children need to be evacuated from the school. Parents or emergency contacts should report directly to the alternate location if one is indicated. Should the school need to close for any reason, tuition will not be refunded or reduced for closures of less than 15 school days. If the closure extends beyond 15 school days, parents will have their tuition reduced by 50%. All decisions are at the discretion of the administration.

Emergency and/or Lockdown Situations

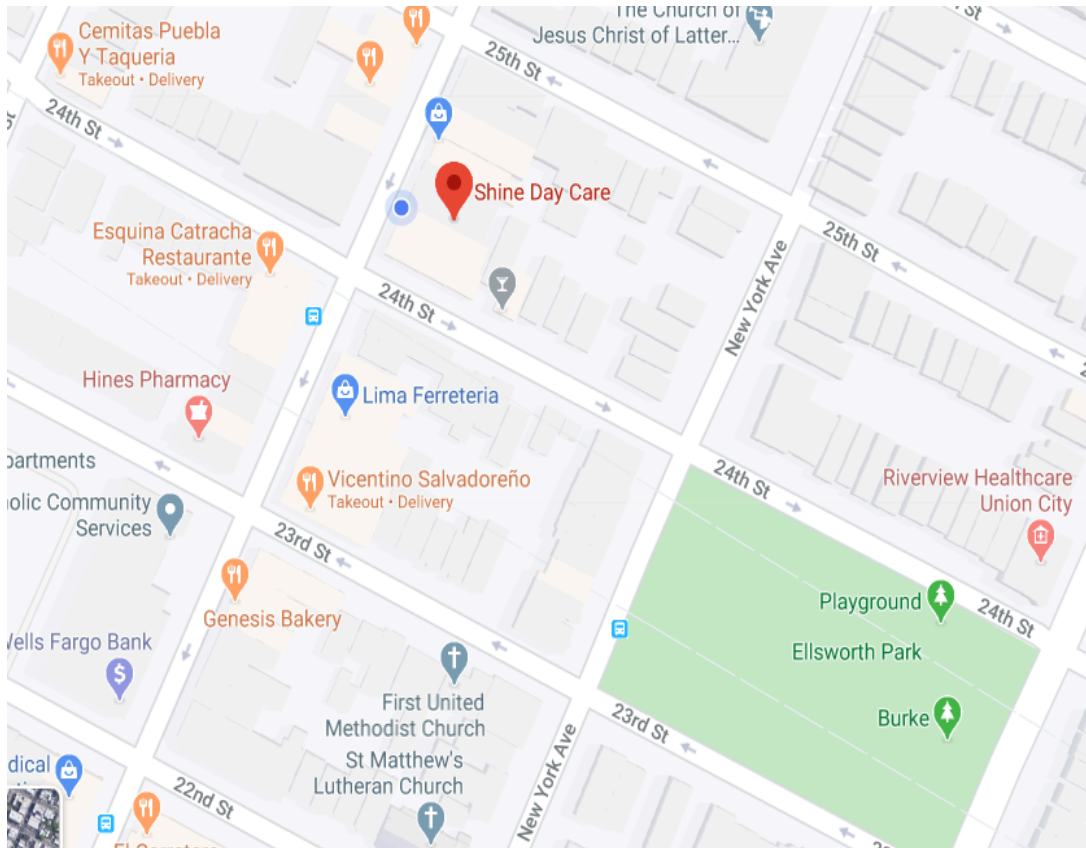
In the event of a Fire, Emergency, or Disaster Situation, we have procedures in place. You must be familiar with our designated Safe Haven outdoor and indoor locations. Unless it is a lockdown, we will evacuate the children and staff to one of the following locations. As soon as possible, we will contact the parents to update them and coordinate their pick-up at the location if we can't return to the Daycare.

Safe Haven Locations

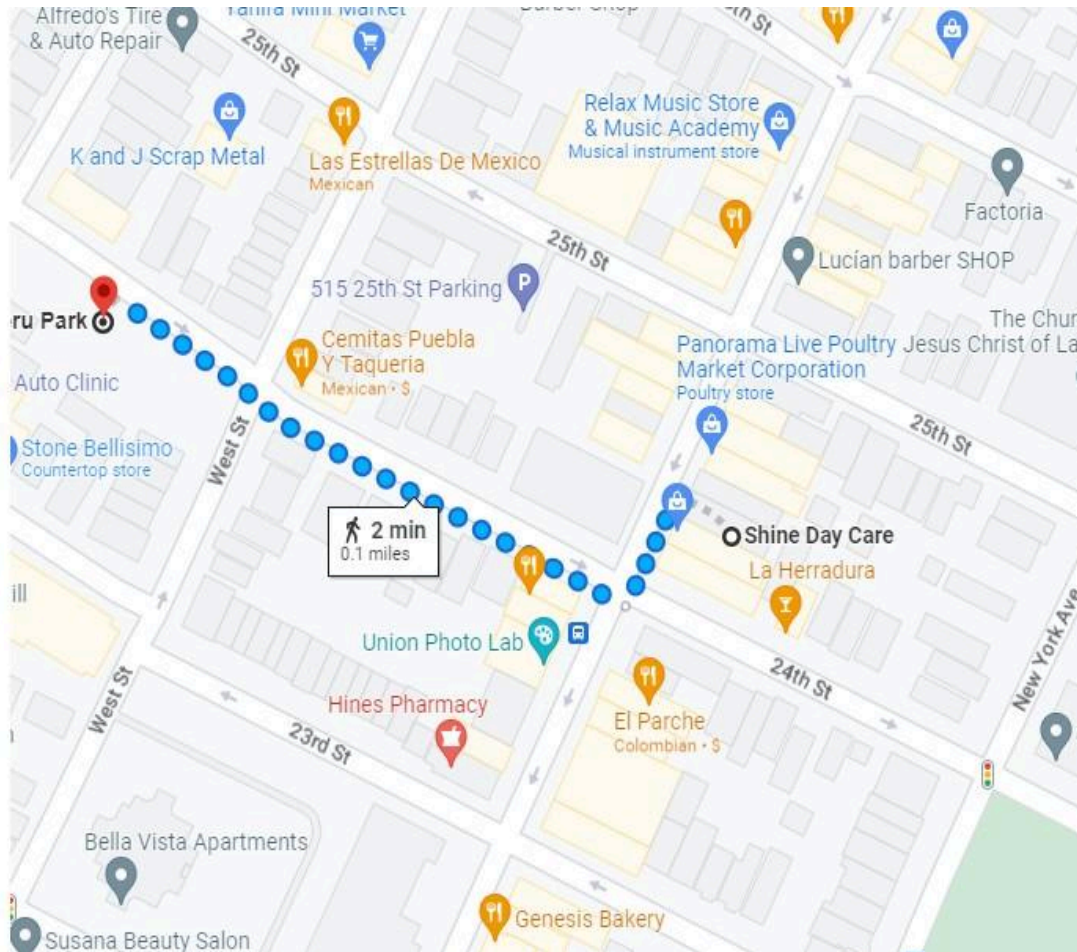
1. **Primary Safe Haven (outdoor): Ellsworth Park is located on 24th Street** between New York Avenue and Palisade Avenue (One block from the Daycare center).
 2. **Secondary Safe Haven (outdoor): 24th Street Playground area** between West and Central Avenue (One block from the Daycare center).
 3. **Tertiary Safe Haven (Indoor): Jose Marti Freshman Academy**, at 1800 Summit Avenue.
- Upon reaching the Safe Haven location, the Director, in consultation with the Emergency Personnel, will determine if parents should be asked to pick up the children. The decision to have parents pick up their children will be made based on the expected time out of the Center or the nature of the emergency. The Director will contact the off-site emergency number to notify parents.
 - In case of emergencies that do not warrant evacuation outside the building (natural disasters [tornadoes, for example], chemical spills, bombings, etc.), we proceed to designated shelter-in-place.

Safe Havens Location Maps

Primary Safe Haven (outdoor): Ellsworth Park, located at 24 St. between New York Avenue and Palisade Avenue (One block from Shine Daycare). Click [here](#) to see the map.



Secondary Safe Haven (outdoor): 24 St. Peru Park's playground is between West Street and Central Avenue (one block from the Shine Daycare).



Tertiary Safe Heaven Location: Jose Marti Freshman Academy, at 1800 Summit Ave. Click [here](#) to see the map.



Note: Parents will not be allowed to remove a child from the custody of the center during the evacuation. Once all children are accounted for at the haven, parents may sign out their children.

Emergency Plan

Please download and go over the Emergency Plan on our website at shinedacare.com in the Parent Section. This is vital information that you need to know in case of an emergency event.