

GOTTA LOVE ME CHILDCARE



Before and After School Summer Camp Parent Handbook

GOTTA LOVE ME CHILDCARE

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Who is Gotta Love Me Childcare?

Welcome to Gotta Love Me Childcare (GLMC). GLMC is owned and operated by Brenda G. Jones. We thank you for entrusting us as your childcare provider.

GLMC mission is to nurturing young minds with compassion and creativity in a safe and supportive environment.

Our mission is to provide exemplary before and after school care that supports the unique needs of each child while fostering independence, academic growth, and social skills.

We believe in partnering with parents and the community to enrich the lives of our children, encouraging them to explore and learn with confidence. Our commitment is to offer a fun, educational, and caring space where every child feels valued and loved.

Hours of operation:

Gotta Love Me Childcare normal operating hours are between 6:30AM am until the start of school and from the time of dismissal until 6:00pm. We have extended afternoon program hours on all scheduled half days too, from early dismissal (1:00pm) to 6:00pm. NOTE: Gotta Love Me Childcare programs do NOT operate if the school is closed for any reason or if the school is forced to close early for an emergency (i.e. weather, loss of power, or water)

The goals of the GOTTA LOVE ME program are as follows:

- To create quality extended care during before and after school hours for families.
- To provide a place for children to feel safe and wanted with qualified adult supervision.
- To provide a learning environment where a child can develop a feeling of self-worth, creativity, new skills, and new interests.
- To provide age-appropriate activities that meet the physical, emotional, mental, and social developmental needs of the children.
- To provide excellent customer service, making enrollment and payment as efficient and convenient as possible.

School-age childcare is not intended to replace or replicate the home or school, but compliments both. It is clearly not intended to be an extension of the academic school setting.

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What are My Enrollment Fees and Options?

Enrollment Options: (See website for details for your school district)

1. Morning only
2. Afternoon only
3. Morning and afternoon

Weekly Payment:

1. Payments are made electronically through Square Link. Your weekly bill will be emailed every Friday for the upcoming week and should be paid electronically by Mondays by 10AM. Any additional fees will be sent with additional Square link.
2. Subsidy: If only a portion of your bill is being paid by the state, you are responsible for the remaining balance. You will be able to see how the payments were broken down and your remaining balance through email via Square link. ALL payments due dates and requirements are the same as above.

Fees:

A \$30.00 late fee will be charged to your account due to the following:

- If your payment is received after Monday 10AM.
- If your account has a balance of \$50.00 or more for two weeks or more, we will be assessing an additional late fee of \$20.00 per week until your account is at a zero balance.

Cancelling Services:

1. If services are no longer needed, Gotta Love Me Childcare, an administrator, must receive a complete cancelation form at least two (2) weeks in advance prior to leaving. If a cancelation form is not completed, NO cancellation will be accepted without this form. The following weekly tuition will be given and will be the responsibility of the parents/guardian if this form is not completed prior to leaving. Informing staff of cancellation will NOT be accepted.
2. When terminating services, an enrollment fee will be due upon restarting services. Also, it is not guaranteed that your child's spot will be available.

Refunds:

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1. If services are stopped due to a child being suspended or terminated from the program, no refund for the current week will be issued.
2. No refund will be issued for services cancelled after the cutoff date.
3. All registration fees are non-refundable.

Subsidized Child Care

- If you are a family receiving childcare assistance through the New Jersey Department of Human Services and Division of Family Development, the Federal Law requires that all participants share in the cost of childcare.
- This fee is known as your co-pay payment or co-pay
- That funding is no longer available, and the Federal Law requires families receiving childcare assistance to share in the cost of childcare by making co-pays or co-payments to your childcare provider.
- Co-payments are based on individual finance agreements with the State and the providers of tuition and fees.
- All payments will be posted on your Brightwheel account weekly on Fridays before the due date.
- All payments will be due on Monday at 10AM every week.
- Any account not current by Monday 10AM will be charged a \$30 late fee.
- Any account that is not current by the end of the billing week by Monday 10AM will receive an additional \$20 late fee until the account is current.
- Any student receiving childcare assistance whose account is overdue by two weeks will be suspended from the childcare program. These students will also be reported to the New Jersey Department of Human Services and Division of Family Development.
- The State of New Jersey requires that all students receiving childcare assistance must attend the program. Any child that misses than more 10 days/month will be charged for the additional days absent. These students will also be subject to losing their childcare assistance with the State of New Jersey.
- Any student without a completed/approved childcare agreement will be responsible for paying full tuition at the private pay tuition rate.
- It is the responsibility of the parent/guardian to complete all documentation, inform **Gotta Love Me** Director of any changes, and renew their PAPA upon expiration.

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Requirements for Enrollment

- All required registration paperwork must be completed, returned, and approved by the **Gotta Love Me Childcare** Director. It is also the parents/guardians responsibility to update Director any changes occur during the school year.
- Action plans for severe allergies and/or asthma must be completed by physician and submitted to Gotta Love Me Childcare prior to a child attending. It is also the parents/guardians responsibility to update the Director if any changes occur during the school year.
- All students enrolled in **Gotta Love Me Childcare** must be fully potty trained. If an accident does occur, students must be able to clean/change themselves without assistance. Gotta Love Me Childcare staff cannot assist a child with toileting, cleaning, and changing.

What do I need to know about Attendance & Schedules?

Drop off- Pick up:

Children must be escorted into and out of the program and they must be electronically signed in/out in designated book with staff. Children must be escorted into the AM program and signed in by an authorized individual on the child sign in and out form. In the afternoon, an authorized individual listed on the child's in and out form with only individuals allowed to sign them out of the program. **Gotta Love Me Childcare** staff will not accept or release a child to anyone who is not listed as an authorized pick up. This is for your child's safety, and we strictly enforce this rule. Refusing to escort your child to and from the program site (inside the program/outdoor location if applicable) could result in suspension from the program. All approved drop off and pick up individuals on enrollment form.

If an additional authorized pick-up needs to be added, this must be done through writing to the **Gotta Love Me Childcare** staff.

- This can be done by contacting GLMC via phone, text or in the app for short term (single day emergency). Please remember messages are only received during program hours.
- Sending an email to the GLMC for long term addition.
- All authorized pickups must be prepared to present photo ID upon drop off/pick up.

*** An authorized pickup and an emergency contact are not the same. Please make sure all of your emergency contacts are listed as approved pickups.**

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If a child is not picked up by closing time, the staff members will contact individuals authorized as emergency contacts. Ten (10) minutes after closing time, provided that other arrangements for releasing a child to parents or authorized persons have failed, a staff member shall call the New Jersey Division of Youth and Family Services' 24-hour hotline as well as the local police department to seek assistance in caring for the child. This also includes any early program closures due to weather or other emergencies.

Late Pick-Up

Any parent picking their child up after 6:00PM will be charged a late fee, based upon the time on the program cell phone. The late fee is \$25 per child for anytime within the first five (5) minutes. An additional \$25 will be charged within each thirty-minute period afterward. These additional fees will be invoiced to the child's account by **Gotta Love Me Childcare** office. This fee is to cover the costs of keeping the program open late. Please be courteous to our staff and arrive prior to 5:30pm. If a parent/guardian is late on three (3) occasions, a meeting will be held to rectify the problem and if the lateness continues, then the child may be terminated from the program.

Absence Notification Procedure (if child does NOT attend school/leaves early)

Parents must notify **Gotta Love Me** staff if your child will be absent when scheduled for PM Sessions. This can be done via email: gottaloveme2024@outlook.com. This message can be sent at any time throughout the day before PM services begin. This notification does not need to be sent to the Gotta Love Me office, but it **MUST be made to the school before 12 PM on full day and by 10 AM on half days to ensure your child is sent to the correct location.**

If your child participates in after school activities such as clubs or sports, during **Gotta Love Me** hours, the parent is responsible for providing permission and notification in writing to the **Gotta Love Me** providers in advance. If your child is attending the afterschool program, you may need to consider adding the teacher/coach responsible for them as an authorized pick up. **No child will be released to a program after entering Gotta Love Me unless an approved pickup is there to sign them out to the school activity.**

Change in Personal Information

Each year **Gotta Love Me** requires our parents to fill out all the necessary enrollment forms and return them to the office prior to entering the program. These forms must be electronically signed, either by DocuSign or printed, signed, and scanned back to **Gotta Love Me** electronically. These forms are kept on file in a secure place at the **Gotta Love Me** office. All information is kept confidential and only available to the employees of

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Gotta Love Me that need to know. A new registration must be completed each school year.

To ensure the safety and security of your child, please notify us of any changes in writing to Gotta Love Me PO Box 126, Pennsauken, NJ 08110 or through email to our gottaloveme2024@outlook.com. Changes include any of the following:

- Change of home address, home phone number or cell phone numbers
- Change of employment or employment phone number
- Change in names of adults permitted to pick up your child
- Schedule changes and withdrawal of program (Schedule changes must be made 2 weeks prior to the new schedule).

Emergency Closings and Snow days

The program will not operate in the morning if the school calls a delayed opening....

Program will NOT operate on a delay like school does. In addition, the program will not operate on any day the school is closed. You must abide by your district's policy for emergency closings and arrangements should be made in advance for your child's care.

Gotta Love Me **WILL NOT** contact you. You must be prepared to have your child bussed or make arrangements with the school. This ensures the safety of your child and Gotta Love Me staff. In the event of an emergency that occurs after Gotta Love Me has opened, GLMC staff will contact you or your emergency contact to arrange early pick-up. No refunds will be issued for emergency closings.

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GOTTA LOVE ME TERMINATION FORM

Gotta Love Me Childcare Site(s) _____

Today's Date _____

Child/Children's Name: _____

Reason for termination:

Child's last date of attendance: _____

Please Note:

This form must be submitted to the GOTTA LOVE ME CHILDCARE.

- When terminating care from Gotta Love Me, at least 2 weeks' notice is required to reflect changes to your account and auto pay.
- If 2 weeks' notice is not provided, you are still responsible for the remaining balance on your account.
- All students with a childcare subsidy agreement are required to submit an email to the Gotta Love Me (gottaloveme2024@outlook.com), and DHS case manager upon termination of care from Gotta Love Me Childcare

Please make the following changes to my child's account:

Before and After School Child Care ____ Withdraw from the Program

Gotta Love Me Summer Camp ____ Withdraw from the Program

Your request will not be in effect until this form is received by the Gotta Love Me Administrators.

Please initial here if you would like to receive an email confirmation upon completion:

Parent/ Guardian Signature: _____

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How can I be involved and communicate?

The program is always interested in collecting miscellaneous items for arts and crafts, dress-up, group activities, etc. However, parents/guardians/authorized pickups are not allowed to mingle, stay extended periods, or interact with any other children during drop off and pick up.

Please talk with the **Gotta Love Me** staff when...

- Something is happening at home which may affect your child's feelings or behavior.
- You or your child are not pleased with an area of the program.
- You need clarification of a procedure, communication, occurrence, or request.

Food Allergies: Gotta Love Me Childcare posts a monthly menu of breakfast and snack foods provided where applicable. We try to work with parents regarding food allergies. However, if the menu does not meet your child's needs, please feel free to send a snack in with your child.

What will My Child Experience?

Gotta Love Me program provides a warm environment within Trinity United Methodist Church (36 W. Maple Ave, Merchantville, NJ) and Forest Hill Family School (1625 Wildwood Ave, Camden, NJ). Materials and supervision are provided for all activities. A nutritious light breakfast and snacks are offered to each child where applicable.

- The AM program consists of low-key activities to prepare children for their school day.
- The PM. program consists of child initiated, as well as adult-directed activities occurring indoors and outdoors.
- Quiet time is also provided for homework. While we aid and encourage them to complete homework, it is not mandated or checked.
- Activities Include
 - Circle Time/Sharing Time
 - Reading Activities
 - STEM Activities
 - Indoor/Outdoor Physical Activity
 - Music Activities
 - Homework Time
 - Group/Individual Time
 - YEA Academy (Young Entrepreneur Academy)
 - Crafts, and much more.

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What is the Sick Child Policy?

The health and safety of children attending **Gotta Love Me** is of primary concern to our staff. **Gotta Love Me** must abide by all state regulations summarized below:

Please note:

Medication: Administration of medication will only be made for children with special needs if failure to take the medication would jeopardize the child's health or prevent the child from attending childcare. Ex: Inhalers and Epi-pens. If your child fits into this category, there are additional procedures to be completed prior to enrollment. These procedures and forms can be obtained by calling Gotta Love Me. Children will not be allowed to have medication at the site without proper documentation on file with Gotta Love Me.

Epi-pen comes with 2 pens per pack, Gotta Love Me must have both pens onsite. It is the parent/guardian's responsibility to replenish the medication upon use and/or expiration date. It is also the parent/guardian's responsibility to collect the medication at the end of the school year or termination of care. Any medication not picked up will be discarded.

No child who has displayed illness during the school day will be admitted to the program. If a child becomes sick during the program, parents/guardians will be immediately contacted for pick up. If we are unable to reach the parents/guardians, the approved pickups will be contacted.

Gotta Love Me health practices include:

- Exclusion of children and staff with infectious diseases until the contagion is no longer present.
- Frequent hand washing by staff and children.
- Appropriate handling of food.

If a child exhibits any of the following; he/she should not attend program

1. Severe pain or discomfort
2. Acute diarrhea
3. Acute vomiting with a period of 24 hours
4. Elevated oral temperature of 100 degrees Fahrenheit
5. Lethargy that is more than expected tiredness
6. Yellow eyes or jaundiced skin
7. Red eyes with discharge
8. Infected/untreated skin patches
9. Difficult or rapid breathing or severe coughing
10. Skin rashes in conjunction with fever or behavioral changed
11. Weeping/bleeding skin lesions treated by a healthcare provider.
12. Mouth sores with drooling
13. Stiff neck.

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If such symptoms occur at the program:

- The child will be attended to by the provider and made comfortable away from others in the group.
- A parent or emergency contact person will be contacted to take the child home.

Gotta Love Me must have a physician's note stating that a child no longer poses a health risk to themselves or others for them to return to the program if they have a communicable disease. Gotta Love Me reserves the right to require a physician's note to have a child return in other cases of health risks as well.

In the event of an emergency, the following procedures will be put into effect:

1. Initial first aid administered.
2. Ambulance called
3. Parent called
4. Administrative office called
5. A staff member will accompany the child in an emergency vehicle if parent/guardian/approved or emergency pickup is not available.
6. Contact with the office will be on-going until the parent arrives at the hospital.
7. An accident report will be filed with Gotta Love Me office along with any other documentation required by the licensing office.

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Table of excludable communicable diseases

Respiratory Illness	Gastrointestinal Illnesses	Contact Illnesses
Chicken Pox	Campylobacter Impetigo	Whooping Cough
German Measles	Escherichia Coli Lice	Tuberculosis
Hemophilus	Influenza Giardia	Lambliia Scabies
Measles	Hepatitis A Shingles	Strep Throat
Meningococcus	Salmonella	Mumps
Shigella		

If your child is exposed to any communicable disease at the program site, you will be notified in writing.

GOTTA LOVE ME Discipline Policy

GOTTA LOVE ME promotes positive behavior in children through:

- Setting consistent and realistic limits.
- Structuring the environment to meet the needs of children.
- Structuring the schedule and activities to meet the developmental and special needs of children.
- Encouraging and reinforcing cooperation and other pro-social behaviors
- Teaching and modeling positive communication and interaction between staff and children.

However, as in schools, **Gotta Love Me has a zero-tolerance policy regarding physical aggression.** **Gotta Love Me** encourages the children to participate in establishing discipline rules for their group. These rules are implemented so that all children will be aware of their limits.

Behavioral issues are first dealt with proactively within the program. Behaviors that are developmentally appropriate for the child or children are dealt with in a teaching manner rather than in a disciplinary manner. When a child has difficulty participating within the program rules, the parent or guardian will be notified as outlined below. Staff will use a variety of interventions from the least intrusive and restrictive first to suspension and/or termination from the program, if warranted. These may include interventions such as

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using “think about it time”, re-directing the child to another activity, pointing out illogical or

logical consequences to the child’s behavior. Staff will utilize the parents as resources to help problem solve what interventions work best for a particular issue or problem. Gotta Love Me makes the final decision regarding all disciplinary action based upon the individual case using the framework below:

Verbal communication is warranted with a parent for the following:

- Behavior against the rules of the program which has been exhibited multiple days and staff interventions may have worked to change the behavior at the moment, however, the behavior is ongoing.
- This could take place in the form of a private short discussion at pick up time or a parent conference. All verbal communication is documented by the Gotta Love Me staff.

Written communication is warranted with a parent for the following using the Conduct Form:

- Behavior against the rules of the program that has been on-going and staff interventions have been ineffective. This includes on-going disrespect, disruptiveness, inappropriate language, and defiant behavior.
- Behavior which puts the child or other children in jeopardy such as running off school grounds or out of the program room without permission, hitting another child or staff member, destruction of property, and self-injurious behaviors.

A parent conference will be held for infractions that warrant written communication in order to problem solve the issue at this time. A parent may be called to immediately pick up a child from the program if his/her behavior is not manageable within the program.

Suspension must be approved by the Director and is warranted for the following:

- The same or similar severe behaviors which have been written up a minimum of three times for the child. This includes documented verbal and written communication.
- Child using inappropriate language or name calling directed at another which is seen as offensive to others.
- Behavior that puts the child or other children at imminent risk including serious verbally or physically threatening behavior, intimidating/bullying, physical fighting, hitting, biting, spitting upon or otherwise harming another.
- Physically assaulting a staff person.
- Child bringing an item that could be used as a weapon to program. (In this case the weapon is confiscated, and the parent immediately called to pick up the child.)
- Children with repeated toileting incidents.

A parent may be called to immediately pick up a child from the program if his/her behavior is not manageable within the program. There is no refund of tuition for days

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missed due to suspension. Typically, there is a day between the parent notification of a suspension and the suspension date to assist the parent in finding alternate care. The suspension is for the next day if the child is seriously threatening another child or assaulting a staff. The suspension length will be determined individually. A parent conference may be required for the child to return to the program.

Expulsion Policy: Gotta Love Me reserves the right to terminate care for a child at any time

Reasons for (but not limited to) Termination of Care:

- On-going behavior that a child has been suspended for previously.
- Behavior that places the child, other children, or program at risk.
- Failure to pay monthly tuition or fees due to Gotta Love Me.
- Parents' failure to follow Gotta Love Me procedures outlined in Parent Handbook.
- Parents acting in an abusive or harassing manner toward providers, staff, or other participants in the program. This includes verbal abuse to staff in front of enrolled children.
- A child is suspended from school indefinitely.

Parent Conference:

A parent conference to communicate and develop interventions or to develop an action plan takes place prior to the decision to terminate unless termination is due to an act or threat of violence (verbal or physical), failure to pay, and or parent's abusive/ harassing behavior.

A decision is made on a case-by-case basis with the health and safety of the children and staff as the primary priority.

Notice of termination: Notice of termination will be given both verbally and in writing and will generally follow a suspension. However, immediate termination without prior notice/suspension will be enacted if the child or parent is placing other children, themselves, or the program at immediate risk. This includes but is not limited to an act or threat of violence or parental actions causing the expulsion.

Please note that any threat or act of violence will not be tolerated and can result in immediate termination. Acts or threats of violence will require parents to come immediately to remove the child. If the act or threat is judged to place the children and staff in immediate danger or if the parents/emergency contacts cannot be reached, 911 will be called. A child removed from Gotta Love Me may not return to the program until the Director of Gotta Love Me completes an investigation.

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Our Disciplinary Progression:

- Two verbal warnings will be made to students when inappropriate behavior is noticed:
 - General Comment: A comment to the whole group of students regarding the noticed behavior.
 - Direct Comment: Comment to specific child, aloud and everyone can hear.
- Continuation of the behavior will lead to a loss of activities:
 - Taken to aside conversation: This is a private conversation with staff members to see what can be done to stop the behavior. Child will be removed from current activity and sent to a different activity.
 - Removal from all activities: At this point, the child will have “think about it” time with a planned solo activity.

***** Note: Gotta Love Me will attempt to follow the disciplinary pattern mentioned above when possible. However, with permission from the Director/Owner reserves the right to skip steps of the policy if necessary.**

Gotta Love Me has a ZERO TOLERANCE policy on physical aggression (verbal and/or physical), bullying in any form or racism.

What Do I Need to Know About GLMC Childcare Providers?

Gotta Love Me Staff:

- All childcare providers meet the licensing requirements for their assigned position.
- All staff members attend summer training prior to each school year and regular mandatory quarterly training, which is over 30 hours per year.
- The supervision ratio for licensure is one adult to fifteen children; GLMC staff is approximately one adult to every twelve or less children.
- Each program has staff trained in First Aid and CPR.
- Staff are fingerprinted and have completed criminal and child abuse background checks as required for licensure.

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How Do I Contact GOTTA LOVE ME CHILDCARE?

Visit our website for answers to frequently asked questions and other information:

www.gottaloveme.com

Mailing Address Office Address

P.O Box 126
Pennsauken, NJ 08110

36 W. Maple Ave
Merchantville, NJ 08109
(Physical)

1625 Wildwood Ave
Camden, NJ 08103
(Physical)

856-444-0751

E-mail: gottaloveme2024@outlook.com

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WELCOME TO OUR
GOTTA LOVE ME
FAMILY!