

Complaint Procedures

A complaint is an allegation that a child care provider is not following state regulations that govern a specific type of care.

Registered family child care providers in New Jersey are registered through sponsoring organizations. The Children's Home Society of NJ in Toms River is the sponsoring organization for Ocean County, and is responsible for registering and monitoring registered family child care providers to ensure compliance with state regulations. The Children's Home Society of NJ also investigates complaints against these registered family child care providers. A complaint against a registered family child care provider in Ocean County should be directed to the Family Child Care Coordinator
732-557-9633 x 131.

You may remain anonymous. If you wish to remain anonymous, but would like the results of an investigation, if applicable, you must call back for the results.

If the nature of the complaint indicated child abuse or neglect, you will be directed to the Office of Child Abuse Control at DYFS, **1-877-NJ ABUSE (1-877-652-2873)**. All information regarding child abuse and neglect remains confidential and is not open to the public for review.

State law specifies that anyone who has reason to believe that any child has been or is being subjected to any form of child abuse or neglect by any person is **REQUIRED** to report the concern to the DYFS Office of Child Abuse Control, **1-877-NJ ABUSE (1-877-652-2873)**.

Child Care- A Parent/Provider Relationship

Talk to your provider if there are any changes in your child's life that might affect your child's day.

Exchange information with your provider about guiding behavior and methods of discipline so that your child will not be confused by different styles at home and in family child care.

Let your provider know where you are during child care hours.



CHOOSING A FAMILY CHILD CARE PROVIDER



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The mission of The Children's Home Society of NJ is to provide at-risk children and their families a range of services that empower them to achieve their fullest potential. We are child centered, family focused, community based and outcome oriented. Our services are inclusive, nondiscriminatory culturally sensitive and are provided professionally with integrity and compassion. Our services are confidential and most are free.

Family child care is care provided in a private residence to five or fewer children for a fee. Many parents prefer that their children be cared for in a small home-like setting. Family child care providers voluntarily register with the State of New Jersey through our agency. Provider homes are inspected and providers are screened, trained and monitored to ensure compliance with state regulations. All providers must have a substitute. The Children's Home Society of NJ maintains records of this data, and it is available for parental review by appointment. Please call 732-557-9633 x 131.

Finding a family child care provider that makes both you and your child happy may require a careful search. Choosing the right provider for your child is one of the most important decisions you will make as a parent.

This brochure gives some guidelines which may be helpful in your decision-making process. CHS of NJ does not license, endorse or recommend any specific provider. It is the responsibility of the parent/guardian to select child care which best suits his/her needs. Know your rights as a parent. Be sure to receive an Information to Parents statement from your provider.

General Information Checklist

- Registration certificate is current and visible.
- The provider is certified in CPR and First Aid.
- The provider has discussed any other people that may come into contact with the children in his/her home during hours of care. (older children, relatives, etc.)
- There are first aid supplies and posted emergency plans and procedures.
- Parents are required to complete an emergency information form for each child including known allergies, medication information, contact phone numbers and parent's place of employment.
- The provider keeps signed authorization forms for emergency medical treatment for each child on file.
- The provider has described her/his professional development requirements and what trainings they have taken to stay current.

How many children does s/he care for and what are their ages? _____

How long has s/he been caring for children in her/his home? _____

Please note: A NAFCC accredited family child care home is an indicator that parents can use to help identify responsive, stimulating child care. These standards are set forth by the National Association for Family Child Care.



Programming Checklist

- What are the policies regarding discipline, toilet training and sick children?
- Are the activities age and developmentally appropriate?
- Does the program include active and quiet play?
- Do the children play indoors and outdoors?
- What accommodations are made for rest or sleep?
- Who provides meals and snacks?
- Is the food provided nutritious?
- What is the yearly schedule, including closing dates for holidays and vacations?
- What are the policies regarding the provider's substitute?
- What are the fees (tuition) and what does it include? What are the payment policies? What other fees are charged?

Overall Impression

- I would be happy here if I were a child.
- I feel comfortable about leaving my child here.
- I feel comfortable with the provider's policies.

Parents should:

- * Adhere to arrival and departure times agreed upon.
- * Provide the appropriate paperwork requested by the provider.
- * Make prompt payments.
- * Call the provider if you are going to be late or if you will not be using care that day.
- * Listen to what the children and provider tell you at the end of each day.
- * Calmly discuss any concerns with the provider.
- * Contact The Children's Home Society of NJ if you have any questions concerning a registered provider. (*See information on back of brochure)