

How to Contact Us

(732) 557-9633

HOURS • 8:30am to 4:30pm,

Monday, Wednesday, Thursday and Friday

8:30 am to 6pm on Tuesday

LOCATION • 1433 Hooper Ave, Suite 340

Toms River, NJ 08753

Complaint Procedures

Child Care Centers

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

The Office of Licensing in the Department of Children and Families, inspects and licenses child care centers. A complaint against a child care center should be reported directly to the Office of Licensing at **1-609-777-5945**.

You may remain anonymous if you prefer. However, if you remain anonymous, you will not be able to be called with the results of an investigation, if necessary.

If the nature of the complaint indicates child abuse and neglect, you will be directed to the Office of Child Abuse Control at DCP, **1-877-NJ ABUSE (1-877-652-2873)**.

All information regarding child abuse and neglect is confidential and 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 DCP&P Office of Child Abuse Control, **1-877-NJ ABUSE (1-877-652-2873)**.



The Children's Home Society

O F N E W J E R S E Y ®

Founded in 1894, The Children's Home Society of New Jersey is a nonsectarian, non-for-profit private agency that promotes the welfare of infants, children, adolescents and parents throughout New Jersey and Bucks County, Pennsylvania. As a comprehensive counseling, placement, parenting education and child care agency, CHS of NJ touches the lives of 41,000 children and families each year.

We save children's lives and build healthy families.

Values

We value services that work, that are all evaluated, and that help children and parents to help themselves. Our services are delivered with dignity, cultural sensitivity and respect for our clients.

Vision

Every child is in a safe, caring, and permanent family. All children and parents have the skills and knowledge they need to help themselves long after our active case involvement has ended.

Major Service Areas

- ♥ Child Welfare/Permanency
- ♥ Clinical/Mental Health
- ♥ Early Childhood and Parenting Education
- ♥ Maternal/Child Health
- ♥ Family & Community
- ♥ School Based
- ♥ Child Care
- ♥ Kinship



Licensed Adoption Agency in New Jersey and Pennsylvania
The provision of services and referrals of clients are made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age and sex.

The Children's Home Society of New Jersey
635 South Clinton Avenue, Trenton, NJ 08611
(609) 695-6274 ♥ Fax (609) 394-5769

www.chsofnj.org

www.facebook.com/CHSofNJ

Ocean County Child Care Resource and Referral

CHOOSING A CHILD CARE CENTER



The Children's Home Society

O F N E W J E R S E Y ®

Saving Children's Lives and Building Healthy Families Since 1894

The mission of The Children's Home Society of NJ is to provide 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 confidential, inclusive, nondiscriminatory, culturally sensitive and are provided professionally with integrity and compassion. Most of our services are free.

Most child care centers in New Jersey, either public or privately owned, serving six or more children, must be licensed by the Office of Licensing. (For information call 1-609-777-5945)

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

General Information Check List

Yes No

- Is the center well maintained, both indoors and outdoors?
- Are there posted emergency plans & procedures, first aid supplies and fire extinguishers?
- Are the children engaged in developmentally appropriate activities?
- Do the children interact with other children and adults in a way that allows them to build healthy relationships?

Staffing

- Are the director and staff responsive to the children's needs?
- Is the staff well trained and experienced to promote your child's learning and development?
- Do they treat children as individuals?
- Have the teachers and staff been with the program for a long time? Teachers that stay in the program longer are more able to establish bonds with the children.
- Does the director maintain up-to-date records on each child, including health information?

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 the child care center.

Programming Checklist

- ♥ What are the hours of operation?
- ♥ What is the yearly schedule, including closing dates for holidays?
- ♥ Is there a balanced daily schedule and routine? What would a typical day be like for my child?
- ♥ Are the children grouped by age and how many will be in my child's group?
- ♥ Is there a supervised rest time for the children?
- ♥ Is there a variety of age and developmentally appropriate equipment and activities?
- ♥ Is a parent handbook available with written discipline, sick, and child release policies?
- ♥ What are the fees (tuition) and what does it include? What are the payment policies? What other fees are charged?

Overall Impression

Yes No

- People who have used the school speak well of it.
- I would be happy here if I were a child.
- I feel comfortable about leaving my child here.

Parents should:

- ♥ Adhere to arrival and departure times agreed upon.
- ♥ Provide the appropriate paperwork requested by the center.
- ♥ Make prompt payments.
- ♥ Call the center if you are going to be late or if you will not be using care that day.
- ♥ Listen to what the children and the appropriate staff tell you at the end of each day.

Child Care—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