

PARENT HANDBOOK

Revised February 2018

Friendship Children's Center, Inc.

WELCOME

Welcome to Friendship Children's Center! We hope that your child will enjoy his/her stay time with us. We are justifiably proud of our fine group of children and staff. We are also proud to be one of the first centers in our area to have been accredited by the National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children. We also have a *****Star rating with Quality Stars NY.

We hope that the information contained in this handbook will help to familiarize yourself with the policies of the center to which you have entrusted your child. If you have any questions, comments, or concerns, please bring them to my immediate attention. Working together we will bring a satisfactory conclusion to any situation.

We are glad you have chosen Friendship Children's Center. Your child is our #1 priority!!

Welcome,

Joi DiGennaro-McMurtry
Executive Director

History

Friendship Children's Center was founded in 1926 and has been in the business of providing care for children for over 80 years and is an NAEYC accredited, non-denominational, not-for-profit organization.

Mission Statement

The Mission of Friendship Children's center is to abide by the highest standards of care and to support the family as a whole by providing quality, dependable care and educational learning experiences within a safe and nurturing environment.

Philosophy

Our philosophy is to provide education to young children about themselves and the world around them while kindling their curiosity and strengthening their desire to learn. This is done in a nurturing environment that recognizes both the value and uniqueness of each child and how they learn.

Friendships Curriculum:

All classrooms at Friendship follow a developmentally appropriate curriculum based on our philosophy. The curriculum we use is called High Scope. During your tour we will discuss our curriculum and answer any educational questions you might have.

All of our Teachers here at Friendship have a minimum of a Child Development Associate in either infant/toddler care or pre-school. To teach Early or Universal Pre-Kindergarten (EPK or UPK), the lead teacher must have a NYS Teaching Certificate. Many of our teachers hold Associate, Bachelors and Masters Degrees.

Friendship Children's Center does not allow TV for children Birth-2yrs. We do not allow TV/Video during nap, lunch for any age. Friendship does not allow any TV/Video unless it is high quality educational in nature or utilizing our movement game the wii or Smart Board. When we do utilize TV or video, it is never used more that 30 minutes in one week. (TV or video is always commercial free)

Transportation

Friendship Children's center often takes children who are 4yrs and older on field-trips. We utilize a bus company to bring them to and from the destination safely. We utilize companies that ensure that the drivers and vehicles meet all Department of Motor Vehicles and Department of Transportation requirements.

We also offer transportation services, when available to our children who live within a 2.5 mile radius and who do not have transportation to get their child to school. (If your child is in a RCSD program, we can secure a bus pass for your family.) See a template of a transportation form in your intake file; we will fill in the details as needed for transportation.

Special Needs Philosophy

If at any time your child requires special services that Friendship's staff cannot provide we are able to assist with resources and referrals to services that your child may need. We make every attempt to work with specialists who come into the classrooms to help your child learn to his/her best ability. We are also a satellite location for Rochester Hearing and Speech. If you feel your child has a need for speech or hearing assistance, they can be tested here at the center and trained specialists will work with your child on site as needed.

Goals

Friendship Children's Center's chief goal is to strengthen and supplement family life, not substitute for it. While your child is enrolled at Friendship we will work with you to encourage him/her in the development of:

Self-Confidence	Self-Control
Self-Esteem	Acceptance of Limits
Language Development	Coping Skills
A Sense of Belonging	Social Skills
Creative Expression	Physical Development
Respect for Cultural Diversity	
Experimenting, Reasoning, and Questioning Skills	

BEHAVIOR MANAGEMENT AND NON-VIOLENCE

Behavior Management

Use of positive reinforcement, modeling and redirection rather than punitive or negative words or actions are always encouraged. The staff is encouraged to use their voices as a tool by talking in a quiet, warm but firm voice at the child's eye level. Children need consistency and routine. They need to know what can be expected. For this reason we follow a regular daily routine with a balance of quiet and active play, indoors and outdoors, large and small muscle activities and individual and small group activities.

Behavior Management-Parent Responsibilities

We encourage parents to communicate with their child's teacher regarding their child's classroom behavior. Understanding that we have a partnership with you in caring for your child, we will always make every effort to work with you to correct any potentially inappropriate behavior your child may exhibit. It is the parent's responsibility to help support the center staff when dealing with a particular behavioral situation. We carefully teach and review all school rules and make certain that each child understands which types of behavior are acceptable and which are not.

We are also available to help find a referral or support-parenting network as well. The center director will investigate all possible avenues to remedy a child's inappropriate behavior and will document conferences with the child's parents. If it is deemed that Friendship Children's Center cannot meet the needs of the child and/or parent, the parents will be asked to remove the child from the program.

Non-Violence Policy: (Toddler teachers will use redirection and positive reinforcement when guiding toddlers. They do not follow these steps of corrective measures)

Friendship Children's Center's policy regarding violence is zero tolerance for any form of violence. No child is allowed to hurt anyone else. Any forms of violent behavior such as hitting, kicking, or hurting another child or adult is not allowed. Please help us to curb violent behavior by teaching your child to TELL someone that they don't like the behavior or TELL the teacher.

Consequences for the violent behavior vary. A plan will be set in place with the director, teacher and parents to prevent the behavior. Friendship has the right to discharge a child who is a danger to him/herself

or others. If a child continues to deliberately hurt him/herself, his/her classmates, or property, the following steps will be taken:

- 1) The child will be removed from the group for a short (no more than 1 minute per year of age) break period. The child and the teacher will discuss the undesirable behavior before the child returns to the group. (i.e. your body is hurting my friends; I cannot allow you to play with them right now. If you throw our toys I cannot allow you to play with them right now.)
- 2) If this is not effective in modifying the undesirable behavior, the child will be brought to the office to spend some quiet time away from the group.
- 3) If the negative behavior continues, parents will be notified and a conference will be arranged to discuss the problem. At this time, we will try to determine the cause of the behavior. A mutual plan of corrective action will be agreed upon, which may possibly involve an outside evaluation.

Every effort is made to help the child function in the classroom. If it is determined however, that a child's best interest is not being served in our group program; we reserve the right to terminate the child's stay by giving two weeks notice. The director also reserves the right to terminate the child's stay effective immediately depending on the severity of the child's behavior.

We need your cooperation and welcome your advice. We are confident that in most instances, we can work together to help your child develop the self-control and positive attitude so important to future school success. ****Parents are asked to abide by these regulations. No form of corporal punishment or verbal abuse is allowed at any time at Friendship by parents.**

SOCIAL EMOTIONAL EDUCATION

To help aid in behavior management Friendship has a social emotional curriculum. We call it problem solving.

- We always address the emotions of your child (we often say, "I see you're feeling...")
- We help your child calm down (We often say, " stop and take a deep breath")
- We state, " I see we have a problem"
- We help by offering solutions
- The children work it out

Parent sharing: We have a variety of times when parents meet to discuss many topics concerning their child. We also have many activities that you can be involved in. Some activities happen here at daycare, others you can take home.

Behavioral Consultation: If we have a concern with your child's behavior, we have a consultant who will come and observe your child in the classroom setting. Based on the observation, the consultant will follow up with us and together we will set goals to help your child.

Child Abuse

Section 413 of the Social Services Law requires day care workers to report cases of suspected child abuse or maltreatment to the local or New York State Child Abuse and Maltreatment Register. Friendship Children's Center will comply with this law by using the following procedures:

1. Any Friendship Children's Center employee who suspects or witnesses abuse or maltreatment of a child must give a verbal report to the Director.
2. The teacher, in the director's presence, will notify the proper authorities.
3. A written report will be filed within 48 hours.
4. Parents who suspect or witness abuse or maltreatment of a child by a caregiver or another parent should notify the Director and/or the authorities

The following are NYS regulations concerning behavior management.

Valuable information is available from your local child care center resource and referral agency and other resources. Information is also available on the agency website: ocfs.org The program is responsible for education all staff on this plan upon employment and as needed. The program must supply copies of this plan to all staff and parents of children enrolled in the program.

- A child may only be disciplined by the director, group teacher, assistant teacher, provider, substitute and/or assistant.
- The program must apply all rule consistently and appropriately to the ages of the children and their developmental level and abilities.
- Any discipline used will relate to the child's actions and be handled without prolonged delay.
- A child may be separated briefly from the group, but, only long enough to gain self-control and must be in view of , supervised and supported by a director, group teacher, assistant teacher, provider, substitute, and/or assistant.
- Corporal punishment is prohibited.
- No child can be isolated in an adjacent room, hallway, closet, darkened area, play area of any other area where a child cannot be seen, or supervised.
- Withholding or using food, rest or sleep as punishment is prohibited
- Methods of interaction that punish, demean or humiliate a child are prohibited.
- Any abuse or maltreatment of a child, either as an incident to discipline or otherwise, is absolutely prohibited. Any child care program must not tolerate or in any manner condone an act of abuse or neglect of a child by an employee, volunteer, any person under the programs control.
- Physical restraint is prohibited.

The following acceptable child guidance techniques will be used:

- Redirect. In a conflict, give an alternative toy or activity to one of the children competinf for the toy. Have multiple of popular toys.
- Focus on "Do" rather than "Don't". For example, "We walk inside," instead of "Stop Running inside!"
- Offer choices: "You can either sit on the rug or at the table for story time."
- Encourage children to use friendly words rather than physical acts. For example, suggest using phrases like, "I was playing with that toy."
- Praise positive behavior: "Thank you for usinf your words."
- Model desired behaviors in order for the children to learn by example.
- Arrange the program space to positively impact children's behavior. For example, avoid large open spaces that might encourage children to run indoors.

- Listen to the children and respond to their needs proactively to achieve their goals. Keeping the children engaged with activities helps prevent conflict.
- For preschool and school age children, involve the children in the development of the classroom rules and consequences.

HEALTH & SAFETY

Open Door Policy

Friendship Children's Center, Inc. has an "Open Door Policy". This means that **custodial parents** are welcome to visit our program at any time announced or unannounced.

Children in the Building

Friendship Children's Center will not be responsible for any accidents or injuries sustained by children walking into the building by themselves. Parents are responsible for walking the child to the classroom, alerting the teachers that s/he is there and signing him/her in. At the end of the day, please make sure you speak directly with your child's teacher to let him/her know that you are picking up your child.

Once a child is released to the parent or person authorized to pick up the child, that person becomes legally responsible for the child while they remain on the school's property

Safety and Security

Every effort is made to make the center as safe as possible. The center is equipped with fire alarms, smoke detectors, and emergency lighting. We hold fire drills monthly and Shelter in Place drills 2x a year. In the case of an emergency where we need to evacuate the building, we have 2 evacuation sites; Bausch and Lomb on the corner of Goodman and Fernwood Ave. is our Primary site and School #45 on the corner of Ferncliff and Clifford Ave. is our secondary site. When leaving the building we will take your child's emergency cards and call you when we safely reach the site. For additional safety there are cameras on the front doors and in the hallways. The Nichols Street entrance is a security door, which you must have the code to enter, and the front doors are always locked from the outside. **PLEASE...do not open the doors for anyone that you do not know.** This includes other parents.

Visitors are required to check in at the office. The staff will approach any strangers found in the building and request identification. Persons who do not have legitimate business at the facility will be escorted to the Director's office.

New York State Law

New York State law mandates that we can refuse to send a child home with an adult who is impaired by drugs or alcohol. Therefore, in the event that a parent or designated substitute displays signs of being unable to function normally, another adult will be notified to escort the child to their home.

Emergency Contacts

Parents must coordinate their schedules so that someone can always be reached in case of an emergency. We will not call unnecessarily - only if your child needs you. **Please be sure that all emergency release phone numbers and addresses are always up-to-date.**

Parent Conferences

Progress Reports are sent home twice a year: January and June

Parent Conferences are held in February and every parent is encouraged to either attend or set up a phone conference with the teachers.

Teachers are available to talk to you about your child's progress every afternoon during our rest time: 12:30 - 2:30 PM

Home and School Communication

Lockers are available for each child. They may contain messages, children's work, important notices and other items. Parents are encouraged to check them daily.

It is very important for your child's safety that the center is informed of any change in address, emergency phone number, a different person picking up the child, medication or any other pertinent information.

Healthy Eating

Friendship Children's Center provides all food needed for the children. We provide a healthy breakfast, lunch and an afternoon snack. Friendship participates in the CACFP Eat well, play hard, in childcare settings program to prevent obesity.. It is preferred that the children not bring any food from home unless the child has a documented allergy or for religious reasons. (If food is approved for this reason it must be approved for CACFP nutrition and in a labeled container with your child's name. Staff will keep it refrigerated until needed) Weekly menus are posted at the main entrance and in each classroom for your review.

Breakfast is served from 8:00 to 8:30 AM at no charge to parents. Breakfast ends at 8:30; if your child has not had breakfast, please tell the teacher so that we can provide him/her a small snack. (Please do not send a replacement meal, as it is unfair to the other children eating here at Friendship. If you need to have breakfast "On-the-run" please make sure it is healthy and not colorful. (i.e. Cheerios, granola bars, graham crackers, not colored cereal, pop-tarts or fast food).

Shared food for a special occasion must be store bought and in factory sealed containers.

Outdoors and Appropriate Clothing

As part of our curriculum, children will be encouraged to participate in neighborhood discovery walks and outdoor playground activities. Children are taken outside on a daily basis except during sub zero temperatures or wind chill factors or inclement weather. The New York State Office of Child and Family Services requires daily outside time for all children. Children may be excused from outdoor play only under written order from the child's physician. Generally, if a child is too ill to go outside, then he/she is too ill to be in attendance.

We need to partner with parents to protect your child from the extreme elements of heat/sun and cold. It is the parent's responsibility to ensure that his/her child has appropriate outdoor clothing for the current season. With your signature indicating that we can do so, we will apply sunscreen to your child. In times of high ozone warnings, your child will be kept inside except for brief periods of time as needed. Walks in the surrounding neighborhood are part of our regular routine. A walk procedure and policy are in effect for all staff to follow to ensure the safety of all children.

Clothing

The following guidelines should be followed in regards to your child and clothing:

- All outdoor clothing should be labeled with your child's name.
- Your child should have at least one complete change of clothes available here at all times. Please label.
- If you need to borrow Friendship's clothes, please return them so others may use them.
- Appropriate outer clothing should be brought to school for outdoor play.
- Open toed shoes/sandals and flip flops are prohibited. Sneakers are best for safe outdoor play. Children are not allowed to use climbing equipment or bikes without sneakers.
- A blanket for naptime for children up to age 4. Friendship provides sheets, which are laundered.
Pillows are not allowed!!
- Toddlers - parents are required to bring diapers and wipes for the child
- Children are encouraged to dress in layers. This way they are always warm and can cool down as needed by removing clothing.

Toys & Personal Belongings

Please do not allow your child to bring in toys or other items from home except on special Show and Tell days as designated by your child's teacher. We have a right to refuse any toys that in our judgment may present a hazard. We have toys at the center for all of the children. We cannot be responsible for any lost, stolen or misplaced toys or items from home. This includes portable electronics and cell phones that school age children may bring in.

Immunizations and Medical Forms

No child may be accepted into Friendship Children's Center unless we have been provided the following:

- 1) Evidence that the child has had a health examination within a year prior to admission for children ages 5 and under and within the last two years for children ages six and over by a health care provider who has completed the examination form.
- 2) A written statement from a health care provider stating that the child is free of contagious or communicable diseases, and is receiving health care, including regular exams and immunizations in accordance with the American Academy of Pediatrics schedule of care.
- 3) A certificate of immunization prepared by a health care provider that specifies the products administered and dates of administration.

Lead Testing

It is a state regulation the children under the age of six obtain a copy of a lead-screening certificate. The completion of the "Medical Report of a Child in Day Care" or a written note from the healthcare provider may serve as proof of the lead testing. It is strongly advised that parents request this important test from their child's pediatrician.

Medication

In accordance with the New York State Department of Social Services regulations, medications such as drops, sprays, oral medications, inhaled medication and epi-pens may be administered by a Medical Administration Trained (MAT) administrator.

- 1) No medication, prescription or non-prescription, can be administered by a MAT certified administrator without a doctor's written order. (MAT certified administrators would follow MAT guidelines in the case of emergency 1-day medication administration.)
- 2) Please give all medication and appropriate paperwork directly to the **office staff**. **Medicine cannot be kept in children's bags or in classrooms.**
- 3) All medication must be in its original container, appropriately labeled with the child's name, name of medication, date prescription was filled, prescription number, physician's name, dosage and frequency, name of pharmacy, and other information as needed.
- 4) Non-prescription diaper cream or sunscreen will be applied w/permission from parent.

Accidents/Emergencies

Children sometimes receive bumps and bruises as part of their daily routine. You'll be notified of these through an Accident Report Form. These will be kept on file with your child's records.

Accidents consist of bumps, bruises, cuts, scratches, etc.

If your child becomes seriously injured or ill, you will be notified promptly. If an accident warrants professional medical treatment the following procedure will be followed:

- 1) An ambulance will be called through 911.
- 2) Parents will be notified.
- 3) A staff member and/or the director who will accompany the child in the ambulance will take the medical release form signed by the parents to the hospital or doctor.
- 4) You will be expected to go to the hospital to receive your child. Please note that your signature on the registration form gives permission for all hospital staff to do necessary treatment to ensure the child's safety until you or your physician arrives.

Health Regulations:

Each child is required to have a physical prior to admission and on an annual basis thereafter. School-age children must have a complete physical every two years. Our medical files should be updated as children receive immunizations.

To ensure that our school is a healthful place for children and staff, please adhere to the following procedures:

- 1) If you suspect that your child may be ill, make other arrangements for his/her care. Please keep him/her at home until s/he is well enough to resume full activities including outdoor play!
- 2) Children should not be brought to school with a severe cold, fever, rash, diarrhea, vomiting, or the first sign of communicable disease.
- 3) Please notify the school if your child is ill!

*****Special Notice to Before/After School Parents*****

Please notify us if your child is sick and not coming here before or after school. If your child goes home from his/her school, please notify us that s/he will not be coming to Friendship.

HEALTH SYMPTOMS

The following are a few of the more common illnesses associated with children. If your child has any of the following illnesses, he/she should stay home until the symptoms have completely disappeared.

- **FEVER:** A temperature greater than 101 degrees is considered a fever. **A child with a fever should not be attending school even if medication brings the temperature down. Your child should be free of fever and free of symptoms for 24 hours before returning.** Exception: A fever induced by DPT immunization within the past 36 hours.
- **VIRUS-COLD, FLU, ETC.:** A child is contagious for the first 2-3 days while a fever persists and should be kept at home when he/she has a virus.
- **STOMACH VIRUS:** This is usually accompanied by vomiting and/or diarrhea. These infections are contagious for the first 2-3 days. Your child should **not** be brought to school during this time. Exceptions: Excessive fluid in the diet may result in diarrhea. With some 24-hour viruses, your child can resume normal activity more quickly.
- **BACTERIAL ILLNESS - STREP THROAT, BRONCHITIS:** These types of illnesses are treatable with antibiotics. Ask your doctor when your child can return to school. A rule of thumb is that the child will not be contagious after 24 hours on an antibiotic.
- **RASHES:** Some rashes are infectious and some are not. If your child develops an unusual rash, check with your doctor before bringing him/her to school.
- **PINK EYE:** This eye infection consists of severe redness in the whites of the eye and a yellowish discharge and crusting of the eyelashes. It is also highly contagious to direct touch. Good hand washing is essential for infection control. A child with pink eye should stay out of school until antibiotics have been given for at least 24 hours.
- **LICE:** Evidence includes small brown insects or white eggs attached to the hair. Lice are highly contagious with direct contact - sharing clothing, close play. Over the counter medication is available for treatment. Contact your doctor for advice and notify the school if your child has lice. **Children cannot be brought to school unless treatment is complete and there are no longer any eggs found in the hair. The administrative staff reserves the right to check a child who has had lice before allowing them to return to the classroom.**
- **CHRONIC HEALTH CONDITIONS:** Parents are required to provide the office with a health update at least every six months, if your child has a chronic health condition (asthma, eczema, allergies, etc.)
- **RINGWORM:** This is a very common fungus. It appears in a circular dry spot, usually the circle is 1/2 inch to 2 inches. Your child should see his/her doctor but can return to daycare after medication is prescribed. Ringworm must be covered.

Friendship Children's Center may require a doctor's note before a child may be brought back to school! We also reserve the right to not accept a child who appears ill.

Ill Child Pick-Up:

A child who becomes ill while at Friendship should be picked up within 1 to 1.5 hours of parent notification. If you are unable to pick up your child, you must have a back-up person who can do this within the required time. During your child's wait they will lie on a cot in the office or if not contagious, play quietly in the classroom.

Nurse Consultant/Staff and First Aid Training

Friendship Children's Center receives weekly visits from the Visiting Nurse Service.

A goal of 100% trained staff in CPR and First Aid assures that there is always someone on staff in each classroom who is trained to administer first aid and CPR if needed.

PARENT RESPONSIBILITIES

Drug, Tobacco and Alcohol Free Workplace

Friendship Children's Center is a drug and alcohol free workplace and a non-smoking building. We request that parent's dispose of any cigarette butts within their own vehicle or before entering the property.

Disposal of cigarette butts on or near school property is unsightly and poses a threat to little ones who like to pick up whatever they find.

Parent Conduct

Parents are expected to refrain from foul language and refrain from any act of violence or aggression either verbal or physical towards any child, staff member or other parent. Non-classroom areas (kitchen, bathrooms, and storage areas) are off limits to parents without permission from the director.

Parking Protocol

Since Friendship has limited parking space in front of the building it can be a very dangerous place for children. We expect parents to use all necessary safety precautions both inside and outside your vehicles while parked and arriving at Friendship Children's Center.

- The recessed parking area on Fernwood Ave is a **15minute loading/unloading zone only**
- Always pull up as far as possible to allow other cars to park behind you.
- Always turn your car off upon arrival. Idling cars have been known to slip out of gear and are a pollutant and a hazard to everyone.
- Children should NEVER be left alone and unattended in a vehicle.
- Please use caution and slow down when approaching or leaving the area around the building.

Parent Involvement

Parents are encouraged to participate in activities of the program. Some include:

- Going on field trips.
- Volunteering in the classrooms.
- Contribution of games, equipment, or healthy snacks.
- Serving on the Board of Directors as a Parent Representative.
- Special Family Events: Family Breakfasts, Holiday Concert, Summer Talent Show, Open House
- Parent Education Meetings/Suppers

Bulletin Boards and Mail

Each classroom has an area where parents can find important information about fieldtrips, menus and events requiring special equipment or clothing. Each child has a cubby for their belongings and mail.

Hours

The Day Care Program is open Monday through Friday from **6:30 am - 5:30 pm.**

Arrival and Departure

As many of our learning activities begin before 10:00 AM, so it is requested that your child arrive by this time. If your child will be arriving later than 9:30 AM, please call us at 342-7250 so that s/he can be included in our lunch count.

- Please bring your child to his/her locker and see that outer clothing is hung up
- Be sure that you personally walk your child to the classroom. Do not allow him/her to walk to the room alone as this may result in an unfortunate accident. In the classroom you must initial the sign-in sheet.

At the end of the day please let the teachers know that you are picking up your child your child.

- Remind your child to say good-bye to the teachers so they will know that s/he is leaving.
- You must also initial the sign-out sheet.
- If your child is outside on the playground you must still go to the child's classroom to retrieve any notices or papers from his/her locker.

Only parents, legal guardians, or those persons designated by parents may pick up children. All persons picking up children who are unfamiliar to the teachers will be required to provide identification! If you wish anyone not listed as an emergency designee to pick up your child, we must have this request in writing ahead of time.

LEGAL STATEMENTS

Statement of Confidentiality

All information on the child's registration forms as well as any other information added to the child's folder during his/her stay shall be considered privileged and confidential information and will only be accessible to the center staff. Personnel from the Department of Health or New York State Office of Child and Family Services may need to have access to files for licensing purposes and shall maintain the confidentiality of individual records. Or in the case of an emergency, medical information shall be released to appropriate medical personnel.

Photographs

The staff of Friendship Children's Center reserves the right to take photographs of the children for educational/curriculum purposes as well as for potential materials or newspaper articles pertaining to a particular event or activity. Your signature on the registration form indicates your consent for use of photos for promotional purposes only. A parent not willing to consent to photos of their child must notify the center director in writing.

Parent Custody Policy

Friendship Children's Center's policy on parent custody is that without a court order on file, either parent may pick up the child regardless of one parent's request for exclusion of the other. Friendship Children's Center will not take sides on questions relating to custody. Any questions in the event of a custody dispute shall be submitted in writing and answers to these questions will be provided to both parents. The center director and staff will not voluntarily appear at hearings but will respond to subpoenas.

Grievance Procedure

If you have a concern with something that happened in the classroom, your first action would be to talk to your child's teacher. If a remedy to the concern is not reached, please see the Director, Joi DiGennaro or the Asst. Director, Jessie Chandler

We are licensed by The Office of Children and Family Services. There web site is ocfs.ny.gov. The Child Care Complaint number is 1-800-732-5207