



The Salvation Army Camden Kroc Center's Afterschool Program Parent/Guardian Manual 2025-2026

Introduction

The Salvation Army's Mission Statement: The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Program Goals

1. Students will be in a safe place.
2. Students will know more about God.
3. Students will develop life skills.
4. Students will have an opportunity to enhance their academic skills.
5. Students will have enriched their school experiences through a variety of activities.

Contact & Communication Information

1865 Harrison Ave.
Camden, NJ 08105

Contact Us at:

NJKrocKids@use.salvationarmy.org

856.379.6908

For Mobile Updates Text NJKrocKids to 51555

Contacts:

Brenda Roldan, Family and Youth Development Supervisor
Stephanie Marshall, Family and Youth Development Assistant Manager
Kaprena Morris, Family and Youth Development Manager

Important information is communicated to parents using our monthly calendar, notes home and phone calls. The calendar is available on or before the first Monday of the month and will have holidays as well as special events listed. The calendar will be sent via email, and hard copies will be available for pick-up by request. We encourage you to sign up for text alerts by texting NJKrocKids to 51555.

Exchange of information between parents and staff provides insight for both parties. It is vital that you inform us of changes in your child's life so the staff may provide the best care possible. We will treat this information with the utmost concern. There are several methods in which you may contact the staff about your child. Parents are encouraged to indicate any circumstances that may affect the child's experience at the Kroc Center on their registration forms. Written notification is an excellent way to communicate information about your child, as well as specific questions or concerns you may have. The supervisor or other staff are typically available to discuss your students' needs or any questions or concerns you may have.

We understand that urgent situations arise. If you need to reach your child while s/he is at the Kroc Center, please call the Welcome Desk at 856-379-6900. A Kroc Center staff member will be able to reach the child or contact the child's afterschool counselor.

Program Office Hours

Monday-Friday 10am - 2pm

Program Application & Fees: Once a program application is submitted, the program staff will review it for completeness. Once all required documentation is complete and a payment plan is in place, the application will be approved if space is available. Upon approval, the parent/guardian will be contacted with the enrollment start date.

Vouchers: We can accept any childcare vouchers, but there may be additional paperwork you need to complete. Additionally, you need to understand the following policies for families utilizing vouchers for payment:

1. The Kroc Center accepts co-payments at our Welcome Desk or online (must have an account).
2. Children will not be permitted to attend the program if the child has an outstanding balance.
3. Payments are due on the 15th of every month.

Scholarships: Limited, partial scholarships may be available. You must complete the scholarship application at the time of registration and provide proof of income for everyone in your household.

Rates & Self-pay: The program rate is \$137.50 per week.

Payments can be made at the Kroc Center at our Welcome Desk or online (you must set up an account).

Students will not be permitted to attend the program on the 1st of the month if the fees for the month have not been paid. This includes the late pickup fee of \$1 per minute that will be applied when children are picked up after the 15-minute grace period. See the section on “Policy on the Release of Children” for more information.

Reimbursements will not be issued for partial attendance or canceled days. Short weeks due to holidays will not be prorated.

Special Needs Services: The Kroc Center’s commitment to programming “without discrimination” means we attempt to include children that present a diverse level of abilities and skills in our programs. Parents/guardians of children with special needs should contact the Family & Youth Development Manager at least two weeks prior to the desired start date to schedule an interview to determine whether the Kroc Center can provide appropriate accommodation for your child and which programs will be best suited for the child. There may be additional information required for the inclusion program.

Walking Bus: The Kroc Center will offer a walking bus from 1 location (Mastery School-Cramer Hill). Students will be met by Kroc Center staff and walk to the Kroc Center. Availability of the walking bus is limited and based on staffing. If your child is participating in the walking bus, it is the parent/guardian’s responsibility to notify the school of this. If your child is registered to participate in a walking bus and does not attend school for any reason that day, please contact the Kroc Center as soon as possible to let us know. Additionally, children who cannot walk in an orderly fashion and follow the directions of Kroc Center staff while walking may not be permitted to participate in the walking bus for their safety. If a child needs 1-on-1 support to walk safely from their school or bus stop to the Kroc Center, it will be the responsibility of the parent/guardian to provide this care. It is the parent/guardian’s responsibility to send their child(ren) with appropriate outerwear based on the weather. The Kroc Center does not provide rain gear or warm clothing. In case of severe weather (i.e. lightning, heavy rain or snow), The Kroc Center may cancel the walking bus, but the program may still be open. The Salvation Army Kroc Center uses text and email as a means of official communication to parents/guardians. We will use the Kroc Center’s Facebook, website banner and text to communicate any Kroc Center closings due to inclement weather or other emergencies.

Policy on Discipline

Our desire is to provide an environment for students to learn, be healthy, safe, experience God, and get a taste of the beauty of God and the blessings that come from following his ways. To do this, we will

be intentional in how we talk to students and how we expect them to behave. Being consistent while modeling good behavior is key to our success.

Program Rules:

1. Use kind words.
2. Raise your hand before you speak.
3. Keep your hands, feet, and objects to yourself.
4. Follow leaders and what they say.
5. Personal electronic devices are strictly prohibited.

When a student first misbehaves, they will receive up to 3 verbal warnings from staff. After the student has received warnings and there has been no change in behavior, the student will be removed from the activity, given a chance to cool down or be given a time-out of no more than 5 minutes and have a conversation with a staff member. After the conversation, if the student commits to changing his/her behavior, the student will be able to rejoin their group.

If the student is unable to 1.) calm down and commit to changing his/her behavior or if the student 2.) repeats the behavior upon returning to the group or 3.) is a significant danger to him/herself, others or the facility he/she will be referred to a program supervisor. The supervisor will try to help the student return to the group. Hitting, even play hitting, is considered a significant danger and will result in immediate referral to the supervisor.

If the student does not correct the behavior once returned to the group, the supervisor will send the student home. The second time the child is sent home, they cannot return for the remainder of the week. After sending the student home 2 times, the supervisor will request a parent meeting. The child will not be permitted to return until the meeting is held. The meeting will result in a final opportunity for the family with specific requirements which, if violated, will result in the suspension or permanent dismissal of the student from the program. It is the parent's responsibility to contact the program supervisor to schedule this meeting. No refunds will be given in case of suspension or dismissal. All permanent dismissals will be communicated to the parent/guardian in writing.

In the case we need to contact a parent/guardian with a non-emergency issue, we will call the listed parent/guardian numbers that we have on file. If we are unable to reach a parent/guardian, we will place the child in the care of a staff member apart from the group until the parent/guardian arrives. Emergency contacts will only be contacted in case of an emergency.

Deprivation of food, physical activity, isolation, or corporal punishment will never be permitted forms of discipline. All discipline will be kept in compliance with The Salvation Army's KeepSAfe Policies.

Policy on the Expulsion of Children

Unfortunately, there are sometimes reasons we must expel a child from our program either on a short term or permanent basis. We want you to know we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from the Kroc Center:

Parental Actions for Child's Expulsion

1. Failure to pay/habitual lateness in payments.
2. Failure to complete required forms including the child's immunization records.
3. Habitual tardiness when picking up your child.
4. Verbal abuse toward staff.

Child's Actions for Expulsion

1. Failure of child to adjust after a reasonable amount of time.
2. Uncontrollable tantrums/angry outbursts.
3. Ongoing physical or verbal abuse to staff or other children.
4. Spitting or biting.
5. Consistent failure to follow rules.

Schedule of Expulsion

If after the remedial actions described in our discipline policy above have not been successful, the child's parent/guardian will be advised verbally and in writing at the parent/guardian meeting about the child's or parent's behavior warranting an expulsion. An expulsion action is meant to be for a period of time so that the parent/guardian may work on the child's behavior or to come to an agreement with the Kroc Center.

1. The parent/guardian will be informed about the expected behavioral changes required for the child or parent to return to the center.
2. The parent/guardian will be given a specific expulsion date that allows the parent sufficient time to seek alternate childcare (depending on risk to other children's welfare or safety).
3. Failure of the child/parent to satisfy the terms of the plan may result in immediate expulsion from the Kroc Center.

A Child will not be Expelled

If a child's parent(s):

1. Made a complaint to the Office of Licensing regarding the Kroc Center's alleged violations of the licensing requirements, reported abuse or neglect occurring at the Kroc Center.
2. Questioned the center regarding policies and procedures.
3. Without giving the parent sufficient time to make other childcare arrangements.

Proactive Actions that can be Taken in Order to Prevent Expulsion

1. Staff will try to redirect children from negative behavior.
2. Staff will always use positive methods and language while disciplining children.
3. Staff will praise appropriate behaviors.
4. Staff will consistently apply consequences for rules.
5. Child will be given verbal warnings.
6. Child will be given time to regain control.
7. Child's disruptive behavior will be documented and maintained in confidentiality.
8. Parent/guardian will be notified verbally.
9. Parent/guardian will be given written copies of the disruptive behaviors that might lead to expulsion. The manager, coordinator, appropriate staff and parent/guardian will have a conference(s) to discuss how to promote positive behaviors.

Policy on the Release of Children

Please look for communication regarding pick-up and drop-off locations. Parents/guardians who do not pick up their child on time will be charged a late pick-up fee of \$1 per minute after the 15-minute grace period.

Adults and youth over 16 must present a current photo I.D. when signing students out. Only those listed on the enrollment forms will be allowed to sign students out. Only the parents/guardians listed are approved to make changes to the list of individuals authorized or not authorized to sign out a student. I.D. is required. Signing out is not a guessing game for us. Please do not take it personally if you are asked for I.D. by a staff member who may not recognize you. A staff member may require an I.D. at any time.

If parents are in the process of separation or divorce while the child is enrolled in the program, every attempt should be made to keep staff members updated on issues affecting a child's custody or emotional well-being. Custody agreements must be kept on file at the site. If a legal guardian rather than a parent enrolls a child, a copy of all appropriate legal paperwork must be on file at the site. This

is especially critical if natural parents have no custodial or visitation rights.

We will not release a child to a parent/guardian or a person authorized by the parent that appears to be physically and/or emotionally impaired to the extent that, in judgment of the staff member, the child would be placed at risk of harm if released to such an individual. In this case, a staff member will attempt to contact the child's other parent or an alternative person authorized by the parent. If the Kroc Center is unable to make alternative arrangements, a staff member will call the Department of Children and Families' State Central Registry Hotline (1-877 NJ ABUSE).

If you have not arrived to pick up your child 5 minutes after the program ends, we will begin calling numbers listed on the enrollment form. If the student has not been picked up by 15 minutes after the program is scheduled to end, the Kroc Center will charge \$1 per minute until the child is picked up.

An hour after closing time, provided that other arrangements for releasing the student to his/her parents/guardians have failed, we must contact the New Jersey Child Abuse/Neglect Hotline (1-877-NJ ABUSE).

Policy on Food, Nutrition & Serving Meals

Meals and snacks will be provided by the Kroc Center. If your child has severe food allergies or dietary needs, please provide documentation from a medical professional and we will provide an appropriate substitute. If we do not have medical documentation, it may be best for you to pack your child a meal or snacks as we cannot control what food will be available to your child. Water is always available, although we encourage students to bring water bottles in order to avoid having to leave activities to get water. The menu can be found on the calendar for each month.

We discourage sending sugar sweetened or artificially sweetened beverages and request that they are not sent to the program. We serve 1% milk, and water available for every meal. We serve a grain, fruit or vegetable as well as a protein with each meal.

Policy on the Use of Technology & Social Media

We believe that all students should have access to technology when they act in a responsible, efficient, courteous, and legal manner. Internet access and other technologies available to students and teachers offer a multitude of global resources. Our goal in providing these services is to enhance the educational development of our students. Responsible uses of technology are devoted to activities that support teaching and learning. Students will not be allowed to use cell phones during program hours.

Good digital citizenship is good citizenship. The following rules of citizenship should guide all use of technology and connectivity at the Kroc Center and good behavior is expected of all students and staff.

Students who use technology are expected to adhere to the following code of use:

1. I will not share my password with anyone at any time, reveal home addresses, phone numbers, the name of my school or any other information that could help someone determine my actual identity.
2. I will not attempt to gain access or "hack" into computers, servers, networks, or other systems that I am not authorized to use.
3. I recognize that any transmission or downloading of illegal information is not allowed.
4. I will respect copyright laws. When writing papers, I will make sure that online sources of information are credible, and I will always cite my sources.
5. I recognize that the use of the computer is a privilege, not a right.

Use of the internet in a way that is not consistent with the educational objectives of the Kroc Center, vandalism or changing system settings will result in school disciplinary action. The Kroc Center reserves the right to seek financial restitution for any damage I cause. Staff will deem what is inappropriate use, and their decision is final.

Because we value the social development of our students, students will not spend more than 35% of their time daily using the technology provided unless they are using the technology for academic work or programmed and interactive (or group based) activities. We do not allow students to use personal

electronics during the program except to complete academic work. Students can have their electronic devices (i.e. cell phones) held by administration. Social development is one of our top values; use of electronics, especially cell phones, creates a distraction and disconnect between students and the activities being led, as well as their overall involvement with peers and the program. We understand that you may want to check in on your student periodically throughout the program; however, please call the Kroc Center directly to contact your child. Parents/guardians who would like to visit their child at the program are generally invited to do so at any time. When permitted, they must sign-in at the desk and be escorted to the area where their child is.

If staff sees or hears any other electronic device the staff member will confiscate it and return it to the person who picks up the child. If the child walks, a parent or guardian must come pick up the device.

The Salvation Army Kroc Center uses text and email as a means of official communication to parents/guardians. We will use the Kroc Center's Facebook, website banners and text to communicate any closings due to inclement weather or other emergencies. If the Kroc Center is closed, the program will be closed. The Kroc Center uses Facebook and Instagram to promote programs, share activities at the Kroc Center and communicate important information. Images of children who have photo releases on file may be used in these posts.

In case the Kroc Center is evacuated due to an emergency, you will receive communication via one of these means and can pick up your child(ren) at Mastery School of Cramer Hill located on State Street.

Policy on Health Care Procedures

Policy on Medication Administration

We are happy to assist your child with their medical needs. Medications must be in their original prescription container with the student's name printed on the label and dispensing instructions. Please check in the medication with the supervisor on or before the first day of attendance. You will be required to sign medication in and out. All medication must be picked up within three days of the end of enrollment. Any medications that are not picked up will be destroyed.

Policy on Injury

Every time there is an accident in which a child is injured at the program or at any program-sponsored event, a written Incident Report will be completed and given to the person picking up the child on the day of the incident.

In the case that a child is bitten and the skin is broken, a head or facial injury, a fall from a height greater than the height of the child or an injury requiring professional medical care, the parent/guardian will be contacted immediately. In case we cannot reach the parent/guardian we will contact the listed, approved pick-up people.

For a very serious injury requiring immediate medical care, staff will contact EMS (911) and then the parent/guardian. Additionally, all serious injuries will be reported to the Department of Children & Families.

All Incident Reports are reviewed by our Family and Youth Development Manager.

We require that you provide at least one parent/guardian and one additional person (either a second parent/guardian or an approved pick-up person contact) on your child's enrollment form. Any emergency contacts will only be contacted in case we cannot reach a parent/guardian and 1.) the child has an illness or injury that requires immediate attention or 2.) the child must be removed from the site immediately due to the child's behavior. All other concerns (i.e. minor injuries, behavior or account concerns) will be communicated to parents/guardians.

Policy on Illness & Management of Communicable Diseases

If your child becomes ill during the program, we will contact the people listed on the enrollment form to pick up the child. We are not able to care well for a child who is sick.

Credit will not be given for sick days. If your child has an illness which will keep him or her out of the

Kroc Center programs for an extensive period (longer than one week), please submit a doctor's note and we will gladly refund the cost of upcoming weeks of the program.

If a child is sick, he/she should not participate in Kroc Center programs. If a child gets sick while he or she is at the Kroc Center, he or she must be sent home if:

1. The student is unable to participate in the program activities.
2. The program staff are unable to properly care for the student.

OR

The student has:

1. Severe pain or discomfort.
2. Acute diarrhea, characterized as twice the child's frequency of bowel movements with a change to a looser consistency within a period of 24 hours, or bloody diarrhea.
3. 2 or more episodes of acute vomiting in a 24-hour period.
4. Elevated oral temperature of 101.5 degrees Fahrenheit or over axillary temperature of 100.5 degrees Fahrenheit in conjunction with behavior changes.
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 rapid breathing or severe coughing.
10. Skin rashes in conjunction with fever or behavior changes.
11. Weeping or bleeding skin lesions that have not been treated by a health care provider.
12. Mouth sores with drooling.
13. Stiff neck.

If your child is diagnosed with any of numbers 1-13 above, he/she will not be permitted back at the program unless accompanied by a statement from the child's health care provider indicates that the child poses no serious health risk to himself or herself, or to other children.

If a child in the program is diagnosed with a communicable disease, we are required to report this to the State of New Jersey Office of Licensing and/or Department of Health and Senior Services.

Additional Information

The Kroc Center reserves the right to amend this manual at any time.

Preparing for Illness

When students are absent for an entire week, a phone call will be made to ascertain the reason for the absence. If a child becomes sick during the program, they will be removed from their class to await someone to pick them up. In case of an emergency, 911 will be called. In case of an outbreak, the center may be closed for 2-5 days to limit additional spread and cleaning.