

## **KIDS CLUB PROGRAM CONTACT INFORMATION**

### **PARENT COMMUNICATION CENTER**

Each Kids Club Site will have a parent communication center. The information center will offer the following resources:

- Bulletin Board – state required information (i.e. state license, insurance certificate, etc.)
- Due to YMCA Policy, please note that parents are not permitted to enter the building.

### **PROGRAM QUESTIONS OR CONCERNS**

If you need to get in touch with someone regarding the program, please contact the Program Director via email [shannonb@lhymca.com](mailto:shannonb@lhymca.com). Please note she will be out of the office and in the program during the afternoon hours.

### **EVALUATION PROCESS**

Participating Kids Club members and their families will be emailed a survey to complete together. Parents and child / children can sit down, discuss the program, evaluate it and come up with any ideas for improvement.

Periodically we will conduct participant evaluations or surveys to ensure that the children's social, emotional, and physical needs are being met. These evaluations are used to keep parents and Site Directors in close communication for the well-being of the children.

The New Jersey State Licensing Department requires that the Kids Club Program offer formal parent conferences. We, at Kids Club, feel that parent communication is an important component to any childcare program and will try to address program feedback whenever necessary. If you would like to set up a formal conference with your Site staff, please contact the Program Director to set up a conference.

### **BILLING QUESTIONS OR CONCERNS**

If you need to get in touch with someone regarding payments or paperwork, please email the bookkeeper, Gail Shelby: [Gails@Lhymca.com](mailto:Gails@Lhymca.com)