

**August 1, 2024**



**PARENT  
HANDBOOK**

**New Generation Learning Center**

60 River Rd,

East Hanover, NJ, 07936

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## **Welcome**

Welcome to the New Generation Learning Center! We are happy that you chose us to provide care for your children. Our dedicated and experienced staff ensure a safe, nurturing, and stimulating environment where children can learn, play, and grow. At the New Generation Learning Center, we focus on the development of each child, offering a variety of age-appropriate activities and programs designed to foster intellectual, social, emotional, and physical growth. Join us and give your child the foundation for a bright and successful future.

Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to supplement your parenting and support you in your role as a working parent. We encourage you to become an active participant in our school activities and programs we offer. If you have any questions, concerns, or problems, feel free to talk to your child's teacher or the center's director.

## **Our Goals:**

- **Provide a Safe and Nurturing Environment**
- **Foster Intellectual Growth**
- **Encourage Social and Emotional Development**
- **Support Physical Development**
- **Partner with Parents**
- **Create a Positive Learning Atmosphere**

## **Our Philosophy:**

At the New Generation Learning Center, we strive to foster the development of each child in a nurturing and caring environment. We believe that every child should feel safe, enjoy nutritious meals, have fun, and engage in daily learning activities. Our program exposes children to a diverse range of experiences including music, movement, art, science, reading, dramatic play, blocks, sensory activities, fine motor skills, and gross motor play. We maintain a daily schedule to help children stay organized and find a balance between active and quiet play. Our education curriculum is tailored to meet the unique developmental needs of each age group, ensuring that every child receives the appropriate level of challenge and support. We recognize that children learn best when the material is engaging and relevant to their stage of development. For infants, we focus on sensory experiences and motor skills. Toddlers enjoy exploratory play and foundational language skills, while preschoolers engage in more structured activities that introduce early literacy, math, and science concepts. For pre-K and kindergarten children, our curriculum supports their academic progress and provides enrichment activities to stimulate their interests. This age-specific approach is crucial for fostering a love of learning and helping each child reach their full potential.

# **Important Information For Parents**

## **Hours of Operation**

New Generation Learning Center is open all year round, Monday through Friday, from 6:30 AM to 6:30 PM. In addition to our regular daycare services, we also offer a summer camp program for children aged 5 to 13 years old. This ensures that we provide consistent and reliable care for your children, helping to meet the needs of busy families throughout the year.

Our office hours at the New Generation Learning Center are from 9:30 AM to 6:30 PM. In case of an emergency outside these hours, please email us at [info@newgenlc.com](mailto:info@newgenlc.com).

The New Generation Learning Center closes promptly at 6:30 PM every day. We kindly ask that if you anticipate being unable to arrive on time, you arrange for your child to be picked up by an authorized person. In the event of an unavoidable late pickup and if you are unable to reach your designated emergency contact, please notify us immediately. This allows us to make necessary arrangements to supervise your child after hours.

A late fee of \$15 will be charged for every 15 minutes that pass after closing time to compensate for the additional staffing and supervision required.

## **School Closings**

The New Generation Learning Center is closed only on major holidays. At the beginning of September, we will provide you with an exact list of dates when we will be closed for the upcoming school year, ensuring you can plan accordingly for your child's care needs.

## **Emergency and Inclement Weather Policy**

At the New Generation Learning Center, the safety of our children and staff is paramount. During inclement weather, snow day closings will be promptly posted on our social media channels. Parents will also receive notifications through Procure, email, and text messages to keep you informed about any closures. Please rest assured that the decision to close due to weather conditions is made by our Director and Owner, ensuring that we prioritize the well-being and safety of everyone in our center.

## **Tuition and Fees**

During your tour of the New Generation Learning Center, or upon request from our office, parents will be provided with a detailed tuition table outlining our fees and payment schedules. Please note that tuition rates are subject to an annual review, and there may be an increase effective January.

## **Payment and Attendance Policy**

- **Payment Schedule:** Tuition fees are due in full within the first 5 business days of each month. Late payments will incur a daily fee of \$20. A bounced check fee of \$25 will be charged for each bounced check.
- **No Deductions or Make-Up Days:** There are no deductions, rebates, or make-up days for illness, absences, inclement weather, or school closings. However, you are entitled to 5 business days of vacation each year. This credit will be applied towards your next payment. If your vacation week exceeds one week per year (September 1st to August 31st), we cannot guarantee to keep your spot unless payment is provided for that extended period.
- **Extended Absence Policy:** If your child is absent for more than 5 consecutive business days due to illness with a doctor's notice, we will credit you 50% of the tuition for that period, up to a maximum of 10 business days in a school year. This credit can be applied towards your next payment.
- **Subsidize Care Policy:** We accept subsidized payments. However, parents are responsible for covering the difference between the total tuition and the subsidized amount paid by the state.
- **Sibling Discount Policy:** We offer a 5% discount off the tuition for the 2nd or 3rd child enrolled. For families with 4 or more children attending our center, please discuss potential discounts directly with the director.



## **Termination Policy**

- **Notice Requirement:** If you decide to withdraw your child from our daycare, we require 2 weeks' written notice.
- **Final Payments:** The last two weeks' payment must be paid in full regardless of whether or not the child attends.
- **Immediate Termination:** The provider reserves the right to give immediate written notice of termination in extreme circumstances affecting the well-being of the provider or other children.
- **Refunds and Collections:** No refunds will be issued for terminated enrollment. Any outstanding balances must be settled within 30 days. Accounts not settled within this timeframe will be turned over to a collections agency, and a \$20 per week late fee plus collections fee will be added to the amount due.

## **Confidentiality Policy**

**Internal Information Sharing:** Confidential and sensitive information will only be shared with the New Generation Learning Center employees who have a legitimate "need to know" to appropriately and safely care for your child.

**Privacy Protection:** Confidential information about faculty, parents, or children, including names, addresses, phone numbers, disability information, and health-related details, will not be shared with parents or external parties without written consent, except where required by law.

**Behavior and Privacy:** In the event of any accidents, our confidentiality policy mandates that employees refrain from discussing another child's behavior or personal information with parents. This policy is in place to protect the privacy of every child under our care.

**Policy on Requesting Personal Information:** Parents are not permitted to request personal information such as salaries, phone numbers, addresses, and health-related details from teachers and office staff. This policy ensures the privacy and confidentiality of our employees at the New Generation Learning Center.

**Policy on Video Recordings, Camera Access, and Password Protection:** Parents are not allowed to share any video recordings or screenshots with other parents or individuals due to the safety of all children. Parents must never post snapshot pictures or videos taken through the cameras on social media. Camera access is for personal use only. If you have any concerns regarding activities in the classroom, please discuss them directly at our office. Parents and guardians have the responsibility of protecting their usernames and passwords. Login information serves as the first line of defense against unauthorized access and should never be shared with anyone.

**Consequences of Violation:** Any parent who violates the confidentiality policy will not be permitted on the center's property thereafter.

## **Parent Code of Conduct**

At the New Generation Learning Center, parents are required to behave in a manner consistent with decency, courtesy, and respect. Violations of the Parent Code of Conduct, including swearing, threatening behavior, physical/verbal punishment of children and/or staff, smoking on daycare property, safety policy violations, confrontational interactions, yelling and screaming at children or staff, may result in immediate restriction from accessing daycare property. Parents are expected to uphold these standards to ensure a safe and positive environment for all.

## **Policy on the Release of Children**

Only parents or individuals listed on emergency and registration forms may pick up a child. If someone else is picking up, a written note or email authorization is required.

At the New Generation Learning Center, we prioritize the safety and security of all children entrusted to our center. Therefore, even if someone is listed as a contact for a child, but our staff have not previously encountered them, we reserve the right to request identification to verify their identity.

Upon pickup, parents are solely responsible for their child and must not allow them to wander unsupervised through hallways, playgrounds, or parking lots. All administrative matters should be addressed before signing out the child, and parents must promptly exit the building afterward.

When picking up your child, please check for any bruises or marks on their body immediately. If you notice any injuries later at home, it is difficult for us to determine if they occurred while under our care. We are not responsible for anything that happens after the teacher has handed your child back to you.

Parents or their designated representatives must sign any incident or accident reports at pickup.

If a parent or authorized adult has restricted access by court order, the center maintains a copy of the documentation and complies with the court's terms.

If parents or authorized individuals fail to pick up a child by closing time:

1. The child will be supervised at all times.
2. Staff will attempt to contact parents or authorized individuals.
3. If an hour passes after closing and other arrangements fail, staff will call the 24-hour Child Abuse Hotline (1-877-NJ-ABUSE) for assistance in caring for the child until a responsible adult arrives.

If parents or authorized individuals appear physically or emotionally impaired, the following steps will be taken:

1. The child will not be released to the impaired individual.
2. Staff will attempt to contact the other parent or an alternative authorized person.
3. If alternative arrangements cannot be made, staff will contact the 24-hour Child Abuse Hotline (1-877-NJ-ABUSE) for guidance on caring for the child.

## **Sick Policy**

If a child exhibits any of the following symptoms, the child should not attend the center. If such symptoms occur at the center, the child will be removed from the group, and parents will be called to take the child home.

- Severe pain or discomfort
- Acute diarrhea
- Episodes of acute vomiting
- Elevated oral temperature of 100.4 degrees Fahrenheit
- Lethargy
- Severe coughing
- Yellow eyes or jaundiced skin
- Red eyes with discharge
- Infected, untreated skin patches
- Difficult or rapid breathing
- Skin rashes in conjunction with fever or behavior changes
- Skin lesions that are weeping or bleeding
- Mouth sores with drooling
- Stiff neck

To ensure the health and safety of all children and staff at the New Generation Learning Center, we have strict guidelines regarding illness:

1. **Fever:** A child must be fever-free (without the aid of Children's Tylenol/Motrin) for 24 hours with a temperature below 100.4°F / 38.0°C before returning to childcare.
2. **Vomiting:** If your child vomits, you will be contacted immediately to pick them up. Your child must stay home for 24 hours after the last episode of vomiting.
3. **Sore Throat/Strep Throat:** Children with strep throat must be on antibiotics for 48 hours and be fever-free before returning.
4. **Coughs, Colds, and Runny Nose:** Children should stay home with a persistent, hacking cough or green/yellow mucus/phlegm.
5. **Rashes/Pink Eye:** Children with conditions like lice, ringworm, or pink eye should remain home until treated and no longer contagious.

If your child becomes ill at the center, we will promptly notify you to arrange for pickup. For the well-being of everyone, sick children cannot return to daycare until they are fully recovered, typically 24-48 hours depending on the illness. Please provide a doctor's note upon return to ensure clearance for your child to rejoin us.

### **Table of Excludable Communicable Diseases**

A child who contracts any of the following diseases may not return to the center without a health care provider's note stating that the child presents no risk to himself/herself or others:

<u>Respiratory Illnesses</u>	<u>Gastrointestinal Illnesses</u>	<u>Contact Illness</u>
Chicken Pox*	Campylobacter*	Impetigo
German Measles*	Escherichia coli*	Lice
Haemophilus Influenzae*	Giardia Lamblia*	Scabies
Measles*	Hepatitis A*	Shingles
Meningococcus*	Salmonella*	
Mumps*	Shigella*	
Strep Throat		
Tuberculosis*		
Whooping Cough*		

\*Reportable diseases that must be reported to the health department by the center.

If a child is exposed to any excludable disease at the center, parents will be notified.

**Medical Records**

Medical examination and immunization records must be provided upon enrollment and kept current at the New Generation Learning Center. We strictly adhere to state licensing regulations regarding these records for the health and safety of all children in our care.

## **Medication Policy**

If your child requires medication to be administered during daycare hours, please ensure it is in the original container labeled with the child's name, doctor's name, medication name, and dosage instructions. You will also need to sign a permission form authorizing us to administer the medication. Medications will be given at the specified time or with the designated meal, and we maintain detailed written records of each administration.

## **Expulsion Policy**

Regrettably, there are rare instances where we may need to expel a child from our program, either temporarily or permanently. We strive to work closely with the child's family to avoid enforcing this policy whenever possible. If you have questions regarding the terms under which a child may be expelled, please refer to the following guidelines:

### **Proactive Actions That Can Be Taken In Order To Prevent Expulsion:**

- Staff will endeavor to redirect the child from negative behaviors.
- Positive methods and language will always be used by staff when disciplining children.
- Appropriate behaviors will be praised by staff.
- Consequences for breaking rules will be consistently applied by staff.
- Verbal warnings will be given to the child.
- The child will be given time to regain control.



- Documentation of the child's disruptive behavior will be kept confidential.
- Parents or guardians will be verbally notified.
- Written copies of behaviors that could lead to expulsion will be provided to parents or guardians.
- The director, classroom staff, and parents or guardians will hold conference(s) to discuss promoting positive behaviors.
- Recommendation for professional evaluation on-site by consultation.
- Recommendation for evaluation by the local school district's child study team.

### **Causes for Expulsion:**

- The child poses a risk of causing serious injury to other children or himself/herself.
- Failure of the child to adjust.
- Uncontrollable tantrums or angry outbursts.
- Ongoing physical or verbal abuse toward staff or other children.
- Excessive biting incidents.
- A parent threatens physical or intimidating actions toward staff members.
- A parent displays verbal abuse toward staff or children.
- Parents engaging in gossip, inappropriate conversations, or defamatory comments about staff, other parents, or the center on social media platforms.
- Parents engaging in gossip or making inappropriate, defamatory remarks about our center, staff, or families at events, gatherings, birthday parties, or in any setting, which disrupts the harmony and community of the center.
- Failure to pay or habitual lateness in payments.

- Failure to complete required forms, including the child's immunization records.
- Habitual tardiness in picking up your child.

### **Schedule of Expulsion:**

- If the remedial actions mentioned above fail to resolve the issues, the child's parent or guardian will be notified verbally and in writing about the behaviors leading to the possibility of expulsion. Expulsion is intended to provide a period for the parent or guardian to address the child's behavior or reach an agreement with the center.
- The parent or guardian will be informed of the duration of the expulsion period.
- Clear expectations regarding the required behavioral improvements for the child or parent to re-enroll will be communicated.
- A specific expulsion date will be provided to the parent or guardian, allowing adequate time to arrange alternative child care (typically one to two weeks' notice, depending on the risk to the welfare or safety of other children).

Each case is highly individual, and NGLC management will carefully assess the specific circumstances before determining the appropriate course of action. Depending on the severity of the causes, the decision may result in immediate expulsion or a scheduled expulsion at a later time. Factors such as the nature of the infraction, its impact, and any mitigating or aggravating circumstances will be considered. This case-by-case approach ensures that the response is proportionate and tailored to the unique aspects of each situation.

**If we are unable to resolve issues and make clients happy, and this leads to further disruption of the center's harmony and community, it may result in the child's immediate expulsion.**

### **Food and Nutrition**

We provide nutritious, organic, and fresh farm food, along with fruits and snacks, in appropriate quantities to meet your child's dietary needs. Menus are prepared and displayed monthly so you can stay informed about what your child is being served. Please notify us of any allergies or special dietary restrictions.

### **Birthday Policy**

We are thrilled to celebrate your child's birthday at the New Generation Learning Center. However, the timing and format must be agreed upon with the teacher and director in advance. We allow cupcakes, pizza, fruits, and party favors, but homemade treats are not permitted. Please note that we are a nut-free facility. If you plan to have guest entertainment, please inform us at least 7 days in advance.

## **Clothing**

The best clothing for our students is simple and easy for your child and us to put on and take off. Please dress your child appropriately for the weather and provide an extra set of clothes in case of accidents or spills. Additionally, please ensure your child has indoor shoes for safety and cleanliness reasons. Children will not be permitted to wear any jewelry or items tied around the neck or waist. Please label all items with your child's name, as we are not responsible for damaged or lost clothing.

## **Toys From Home**

We provide plenty of engaging toys for children to use each day, so we kindly ask that you leave all personal toys at home. Conflicts over toys brought from home can disrupt the peaceful atmosphere we strive to maintain, and we are not liable for any damages or lost toys. It is strictly against our policy to allow children to play with guns or any kind of violent toys.

## **Social Media Usage Policy**

This social media policy applies to parents and staff of the New Generation Learning Center. It encompasses various technologies including (but not limited to):

- Social networking sites (e.g., Facebook, Instagram, Snapchat)
- Blogs

- Discussion forums
- Collaborative online spaces
- Media sharing services (e.g., YouTube)
- Micro-blogging platforms (e.g., Twitter)

In our commitment to safeguard children and respect privacy, we require the following:

- **Photographs:** No photographs taken within the daycare setting or at daycare's special events and outings with children should be posted for public viewing, except those of your own child. Parents are advised not to photograph anyone else's child or upload photos of others' children, unless authorized by parents and staff for use on the New Generation Learning Center official platforms.
- **Public Discussions:** Refrain from public discussions or comments on social media sites regarding the center's children or any content that may offend staff or parents associated with the center.
- **Personal Security Settings:** Staff should manage personal security settings to ensure information is only shared with chosen contacts.
- **Parent-Staff Relations:** Parents should not add staff as "Facebook Friends" unless they were friends prior to their relationship at the New Generation Learning Center.
- **Reporting Concerns:** Staff and parents should promptly report any concerns or breaches of this policy to the New Generation Learning Center director.
- **Security of Information:** Recognize that information shared online may not be entirely secure; avoid sharing sensitive information via social media.

- **Professionalism:** Maintain professionalism, honesty, and respect in all social media interactions.
- **Exercise Good Judgment:** Apply a "good judgment" test before posting anything on social media platforms.

### **Staff Employment by Parents (at home babysitting) Policy**

We ask that you refrain from having any relationship with the New Generation Learning Center employees outside of daycare services. Such relationships include, but are not limited to, babysitting, house-sitting, mother's helper, nanny services, and carpooling, regardless of whether those services are voluntary or paid. We ask that you do not hire our employees to ensure they maintain a healthy work-life balance. Please note that the New Generation Learning Center has no liability for services provided by employees when they are not on school premises.

If you have any questions about this policy, please contact the director.

### **Parental Notifications Methods Policy**

If you have any questions about your child's academic progress, curriculum, daily activities, or specific needs, please contact the teachers via the Procare App. For inquiries related to invoices, camera access, or other management issues, please call (732) 851-6427 or email us at [info@newgenlc.com](mailto:info@newgenlc.com).

## **Current Information**

Please help us keep your child's information current. Notify us promptly of any changes in your work or home phone numbers or if there are any updates to immunizations.

## **Department of Children and Families Office of Licensing**

Under provisions of the Manual of Requirements for Child Care Centers (N.J.A.C. 3A:52), every licensed child care center in New Jersey must provide to parents of enrolled children written information on parent visitation rights, State licensing requirements, child abuse/neglect reporting requirements and other child care matters. The center must comply with this requirement by reproducing and distributing to parents and staff this written statement, prepared by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families. In keeping with this requirement, the center must secure every parent and staff member's signature attesting to his/her receipt of the information.

Our center is required by the State Child Care Center Licensing law to be licensed by the Office of Licensing (OOL), Child Care & Youth Residential Licensing, in the Department of Children and Families (DCF). A copy of our current license must be posted in a prominent location at our center. Look for it when you're in the center.

To be licensed, our center must comply with the Manual of Requirements for Child Care Centers (the official licensing regulations). The regulations cover such areas as: physical environment/life-safety; staff qualifications, supervision, and staff/child ratios;

program activities and equipment; health, food and nutrition; rest and sleep requirements; parent/community participation; administrative and record keeping requirements; and others.

Our center must have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review. If you would like to review our copy, just ask any staff member. Parents may view a copy of the Manual of Requirements on the DCF website at

<http://www.nj.gov/dcf/providers/licensing/laws/CCCmanual.pdf> or obtain a copy by sending a check or money order for \$5 made payable to the "Treasurer, State of New Jersey", and mailing it to: NJDCF, Office of Licensing, Publication Fees, PO Box 657, Trenton, NJ 08646-0657.

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of the Manual of Requirements for Child Care Centers. We will be happy to arrange a convenient opportunity for you to review and discuss these matters with us. If you suspect our center may be in violation of licensing requirements, you are entitled to report them to the Office of Licensing toll free at 1 (877) 667-9845. Of course, we would appreciate your bringing these concerns to our attention, too.

Our center must have a policy concerning the release of children to parents or people authorized by parents to be responsible for the child. Please discuss with us your plans for your child's departure from the center.



Our center must have a policy about administering medicine and health care procedures and the management of communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.

Our center must have a policy concerning the expulsion of children from enrollment at the center. Please review this policy so we can work together to keep your child in our center.

Parents are entitled to review the center's copy of the OOL's Inspection/Violation Reports on the center, which are available soon after every State licensing inspection of our center. If there is a licensing complaint investigation, you are also entitled to review the OOL's Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review or you can view them on line at <https://data.nj.gov/childcare-explorer>.

Our center must cooperate with all DCF inspections/investigations. DCF staff may interview both staff members and children.

Our center must post its written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents upon request. We encourage you to review it and to discuss with us any questions you may have about it.

Our center must post a listing or diagram of those rooms and areas approved by the OOL for the children's use. Please talk to us if you have any questions about the center's space.

Our center is required to provide reasonable accommodations for children and/or parents with disabilities and to comply with the New Jersey Law Against Discrimination (LAD), P.L. 1945, c. 169 (N.J.S.A. 10:5-1 et seq.), and the Americans with Disabilities Act (ADA), P.L. 101-336 (42 U.S.C. 12101 et seq.). Anyone who believes the center is not in compliance with these laws may contact the Division on Civil Rights in the New Jersey Department of Law and Public Safety for information about filing an LAD claim at (609) 292-4605 (TTY users may dial 711 to reach the New Jersey Relay Operator and ask for (609) 292-7701), or may contact the United States Department of Justice for information about filing an ADA claim at (800) 514-0301 (voice) or (800) 514- 0383 (TTY).

Our center is required, at least annually, to review the Consumer Product Safety Commission (CPSC), unsafe children's products list, ensure that items on the list are not at the center, and make the list accessible to staff and parents and/or provide parents with the CPSC website at <https://www.cpsc.gov/Recalls>. Internet access may be available at your local library. For more information call the CPSC at (800)638-2772.

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is required by State law to report the concern immediately to the State Central Registry Hotline, toll free at (877) NJ ABUSE/(877) 652-2873. Such reports may be made anonymously. Parents may secure information about child abuse and neglect by contacting: DCF, Office of Communications and Legislation at (609) 292-0422 or go to [www.state.nj.us/dcf/](http://www.state.nj.us/dcf/).

## **Center's Contact Information**

### **Address:**

60 River Rd,

East Hanover, NJ, 07936

Email: [info@newgenlc.com](mailto:info@newgenlc.com)