



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #09-02-OPE

(This Policy Directive Replaces PD #08-38-OPE)

REVISIONS TO CENTER OPERATION OF THE CHILDREN’S CORNER

Date: January 7, 2009	Subtopic(s): Children’s Corner
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AUDIENCE

The instructions in this policy directive are for Model Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff operating Children’s Corners, and are informational for all others.

REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised to:

- inform Children’s Corner staff of the appropriate protocol to follow during a fire drill;
- inform Children’s Corner staff of the appropriate protocol to follow in the event of an actual fire or building evacuation; and
- instruct Children’s Corner staff to provide parents with the newly created Children’s Corner Fire Drill and Building Evacuation Gathering Sites (**FLY-273H**) flyer at registration.

POLICY

When a parent/guardian enters a Model Job Center or an NCA FS Center to apply for Cash Assistance (CA) and/or Food Stamps (FS), or to conduct business on an existing case, a service providing on-site, short-term supervision of children can be made available while the parent/guardian is in the Center.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

BACKGROUND

Children's Corners are supervised areas located in Model Job Centers and/or NCA FS Centers throughout the city (see **Attachment A**). They were created to provide short-term supervision of children for parents/guardians conducting business in Model Job Centers and NCA FS Centers.

The Model Job Center Director, NCA FS Center Manager, or the Director's/ Manager's Designee is responsible for ensuring that:

- the Children's Corner is adequately staffed;
- required forms are correctly utilized;
- evacuation protocols are understood;
- the facility is free of hazards; and
- the equipment and materials available in the Children's Corner are age-appropriate.

REQUIRED ACTION

Parents/guardians visiting a Model Job Center and/or NCA FS Center with their children should be informed by the Front Door Receptionist and/or JOS/Workers that their children can be taken to the Children's Corner while they complete business in the Center.

Children's Corner Passes

Children's Corner passes can only issued at the Front Door Reception (FDR) desk to applicants/participants with children two to nine years of age. Applicants/participants who will be conducting business at the Customer Service and Information Center (CSIC) or the Disbursement and Collection (D&C) sections of the Center should not be offered passes to the Children's Corner. FDR staff should offer passes to applicants/participants conducting business in all other areas of the Model Job Center or NCA FS Center.

Children's Corner Staff

Staff in the Children's Corner must either be Senior Aides or other appropriately selected staff or volunteers. Preference should be given to individuals who have a degree, a certificate, or training in child care, child development, early childhood education, social work, or a related field.

The Children's Corner must have two staff members or approved volunteers in attendance at all times. If, due to personnel constraints one staff member is unavailable, there must be an authorized back-up staff member on-call to work in the Children's Corner. The back-up staff member must also be available when the primary staff member escorts a child to the bathroom or is absent for any other reason.

The Office of the Assistant Deputy Commissioner for Operations is responsible for the staffing and training of Children's Corner personnel. Model Job Center Directors and/or NCA FS Center Managers should contact the Office of the Assistant Deputy Commissioner for Operations at (212) 331-5609, if they have any staffing needs or concerns.

Children's Corner Facility

The space where the Children's Corner is housed must be kept clean and free of objects that could be harmful to children. Electrical outlets not in use must be covered, sharp objects must be kept out of reach, and equipment and furniture must be checked periodically for splinters and sharp edges.

Each Children's Corner must have a cordless telephone mounted five feet high on the wall. This telephone is to be utilized by Children's Corner staff for business-related purposes only, including any emergencies associated with a child's health and well-being during his/her stay at the Children's Corner. The electrical outlets associated with these telephones should be mounted six feet high on the wall so that they are completely out of the children's reach.

Equipment in the Children's Corner must include child-size chairs and tables and toy chests or shelves that can be easily accessed by the children.

Toys and games in the Children's Corner must be in good condition with no broken or dangling parts, and must be geared toward toddlers, preschool-age, or school-age children.

When ordering furniture and equipment for Children's Corners, Center Directors/Regional Managers should complete the Human Resources Administration (HRA) Requisition form (**W-720**) and send it to General Support Services (GSS) as per current procedure.

For toys/supplies, Center Directors/Regional Managers should contact the Office of the Assistant Deputy Commissioner for Operations at (212) 331-5609.

New

Fire Drills and Emergency Evacuation of the Children's Corner

Fire drills are conducted periodically in Model Job Centers and NCA FS Centers. These drills have been designed to prepare staff to safely evacuate the building in the event of a fire.

During a fire drill, Center staff members are to assemble in a specific gathering place for further instruction. The staff members are then provided with details about how to safely evacuate the building and where to meet outside of the building in the event of an actual fire. Once a fire drill begins, all children within the Children's Corner must be escorted to the designated gathering place. Parents must be told that if they decide to leave their child(ren) in the Children's Corner they can either pick them up prior to a fire drill, after a fire drill, or in the designated gathering place during a fire drill.

In the event of an actual fire/building evacuation, Children's Corner staff are to escort the children out of the building as a group and wait at the designated gathering place for further instruction from the Fire Department.

Children's Corner Fire Drill and Building Evacuation Gathering Sites (**FLY-273H**) flyer

Note: Flyer **FLY-273H** must be given to parents/guardians registering their children in the Children's Corner. Flyer **FLY-273H** identifies the locations for gathering during fires, fire drills, and building evacuations.

Children's Corner Capacity

Depending on the individual size and staffing of a Children's Corner, staff members are instructed to maintain no more than 12 to 15 children in the room at any given time. This is due to the nature of the continuous and unscheduled flow of drop-offs and pick-ups of children throughout the day.

Children's Corner Age Requirements

Parents/guardians must be informed that the Children's Corner will only accept children between two (toilet trained) and nine years of age.

Registering at a Children's Corner

Children's Corner services are offered free of charge to all applicants/participants conducting business at Model Job Centers and/or NCA FS Centers. When a parent/guardian wishes to leave his/her child(ren) at the Children's Corner while he/she conducts business within the building, the staff in the Children's Corner must inform the parent/guardian that he/she will be required to sign documents, provide identification, and complete release forms in order to utilize the service.

Children's Corner Forms

The staff in the Children's Corner must ensure that the parent/guardian fully understands, completes, and signs the following forms.

HRA/FIA Children's
Corner Parent Letter
(**W-274J**) form

- HRA/FIA Children's Corner Parent Letter (**W-274J**) form informs the parent/guardian of the purpose of the Children's Corner, what the parent's/guardian's responsibilities are, and the staff's responsibilities.
- Parents/guardians must provide the following information on the Children's Corner Registration Form (**W-274H**):

Children's Corner
Registration
(**W-274H**) form

- Case number;
- Ticket number;
- Parent/guardian name and child(ren)'s name(s);
- Each child's date of birth;
- Home address and telephone number;
- JOS/Worker's name, location, and telephone number in the Model Job/NCA FS Center (if known); and
- An emergency telephone number of the nearest relative.

Parents/guardians must also complete questions regarding the child(ren)'s health and allergies.

If the parent/guardian is visiting the Center to apply for CA and/or FS, and does not have a case number as of yet, he/she may present a valid photo ID with a signature (example: driver's license or passport) for identification. All identification presented must be noted on form **W-274H**.

Children's Corner
Attendance Sheet
(**W-273H**) form

- Children's Corner Attendance Sheet (**W-273H**) form instructs the parent/guardian to write his/her name, the child(ren)'s name(s), and the time the child(ren) entered the Children's Corner. When the parent/guardian returns to pick-up the child(ren), staff must enter the time the child(ren) left the Children's Corner and initial the form in the designated space.

Note: Identification must be provided and verified when dropping off and picking up children from the Children's Corner.

Once all required forms are completed and signed by the parent/guardian, the Children’s Corner staff must inform the parent/guardian that if for any reason the parent/guardian leaves the building, the child(ren) cannot be left in the Children’s Corner.

Children who are ill or have behavioral problems

In order to ensure the health and safety of all children, any child who is seriously ill with an infectious disease (e.g., chicken pox or flu) and/or has a severe behavioral problem, will not be permitted in the Children’s Corner. Children’s Corner staff are not permitted to administer medication to children under any circumstance.

Administering medication

Batching Forms

See the Paperless Office System (POS) Scanning and Indexing User Guide for assistance

All forms and attendance sheets are to be batched at the end of each day and forwarded to the Center Director/Manager or Designee supervising the Children’s Corner. The Director/Manager or Designee must forward the batched forms to the Deputy Director of the Center, who must then scan and index the forms into a miscellaneous folder. Once scanned and indexed, the paper copies of the attendance sheets are to be forwarded to the Office of the Assistant Deputy Commissioner for Operations. All other forms are to be shredded once they have been scanned and indexed.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications

There are no Food Stamp implications.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS

For Limited English-Speaking Ability (LESA) and hearing-impaired participants, make sure to obtain appropriate interpreter services in accordance with [PD #08-18-OPE](#) and [PD #08-20-OPE](#).

FAIR HEARING IMPLICATIONS

There are no Fair Hearing implications.


REFERENCE

[18 NYCRR 442.5](#)

RELATED ITEM

[HRA Procedure #07-11](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

- Attachment A** List of Children’s Corners
- FLY-273H** Children’s Corner Fire Drill and Building Evacuation Gathering Sites
- W-273H** Children’s Corner Attendance Sheet (Rev. 10/2/08)
- W-273H (S)** Children’s Corner Attendance Sheet (Spanish) (Rev. 10/2/08)
- W-274H** Children’s Corner Registration Form (Rev. 10/2/08)
- W-274H (S)** Children’s Corner Registration Form (Spanish) (Rev. 10/2/08)
- W-274J** HRA/FIA Children’s Corner Parent Letter (Rev. 10/2/08)
- W-274J (S)** HRA/FIA Children’s Corner Parent Letter (Spanish) (Rev. 10/2/08)

ATTACHMENT A

LIST OF CHILDREN'S CORNERS

<u>CENTER</u>	<u>CONTACT PERSON</u>
Bushwick/CTR 66	Deputy Director Sharon Legree 718-963-1730
Concourse/CTR 45	Deputy Director Zorita Hayes (718) 590-7240
East End/CTR 23	Deputy Director Iris Wise (212) 860-5162
Fordham/CTR 44	Deputy Director William O'Neal (718) 220-5511
Jamaica/CTR 54	Deputy Director Mabel McLeod (718) 883-8282
Linden/CTR 67	Deputy Director Joann Bedford (718) 237-8351
Queens/CTR 53	Deputy Director Susan Rand (718) 392-8030
Riverview Annex/CTR 18	Director Adrian Williams (212) 666-5576

Children’s Corner Fire Drill and Building Evacuation Gathering Sites

Job Center	Fire Drill Gathering Site	Building Evacuation Gathering Site
Riverview Annex #18	Indoor Drills: Exit B stairwell. Outdoor Drills: Lenox Ave. and 125th St., in front of Burger King.	Exit down stairwell B and out of the front door. Gather in front of Burger King, on Lenox Ave. and 125th St.
East End #23	Public School #30 located at 144-176 East 128th St.	Public School #30 located at 144-176 East 128th St.
Fordham #44	Exit through the 1st floor participant entrance/exit and walk across the street next to the #34 bus stop on Bainbridge Ave.	Exit through the 1st floor participant entrance/exit and walk across the street next to the #34 bus stop on Bainbridge Ave.
Concourse #45	Walk through exit C and either turn left to 170th St. and Jerome Ave., or turn right on Macombs Rd. and Jerome Ave. The Fire Warden will provide directions as needed.	Walk through exit C and either turn left to 170th St. and Jerome Ave., or turn right on Macombs Rd. and Jerome Ave. The Fire Warden will provide directions as needed.
Queens #53	Exit E stairwell on the 4th floor.	West 35th St. and Northern Blvd. in front of A & S Moving & Deliveries.
Jamaica #54	Staircases L and M on the 4th floor.	Exit down staircases L and M to 165th St. and 88th Ave.
Bushwick #66	Exit 2B on the second floor.	Exit down stairwell B and go to the first floor lobby of Woodhull Hospital, located at Flushing Ave. and Broadway.
Linden #67	Exit C stairwell.	Exit down stairwell C, walk away from the building to Schermerhorn St. The Fire Warden will provide directions as needed.

Puntos de Concurrencia para Simulacros de Incendio del Rincón de los Niños y para Evacuación del Edificio

Centro de Trabajo	Punto de Concurrencia para los Simulacros de Incendio	Punto de Concurrencia para Evacuación del Edificio
Riverview Annex #18	Simulacros Interiores: Salida Escalera B. Simulacros Exteriores: Lenox Ave. y 125th St., en frente de Burger King.	Baje por la escalera B y por la puerta principal. Concurra al frente de Burger King, en Lenox Ave. y 125th St.
East End #23	Escuela Pública #30 ubicada en 144-176 East 128th St.	Escuela Pública #30 ubicada en 144-176 East 128th St.
Fordham #44	Salga por la entrada/salida del 1er piso para los participantes y cruce la calle al lado de la parada del autobús #34 en Bainbridge Ave.	Salga por la entrada/salida del 1er piso para los participantes y cruce la calle al lado de la parada del autobús #34 en Bainbridge Ave.
Concourse #45	Pase por la salida C y doble a la izquierda a 170th St. y Jerome Ave., o a la derecha en Macombs Rd. y Jerome Ave. El Director Antincendios dará instrucciones según necesario.	Pase por la salida C y doble a la izquierda a 170th St. y Jerome Ave., o a la derecha en Macombs Rd. y Jerome Ave. El Director Antincendios dará instrucciones según necesario.
Queens #53	Salga por la escalera E en el 4to piso.	West 35th St. y Northern Blvd. en frente de A & S Moving & Deliveries.
Jamaica #54	Escaleras L y M en el 4to piso.	Baje por las escaleras L y M a 165th St. y 88th Ave.
Bushwick #66	Salida 2B en el segundo piso.	Baje por la escalera B y baje al vestíbulo del primer piso de Woodhull Hospital, ubicado en Flushing Ave. y Broadway.
Linden #67	Salga por la escalera C.	Baje por la escalera C, aléjese del edificio hacia Schermerhorn St. El Director Antincendios dará instrucciones según necesario.

CHILDREN'S CORNER

Attendance Sheet for _____
(Today's Date)

Parents/guardians must provide identification when dropping off and picking up children.

Child's Name	Parent/Guardian/Relative's Name	Time In	Time Out	Staff Initials
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
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		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	
		___ AM ___ PM	___ AM ___ PM	

SAMPLE

Children's Corner Registration Form

Job/Food Stamp Center Name: _____

Note: In order to ensure the health and safety of all children, any child who is seriously ill with an infectious disease (e.g., chicken pox or flu), and/or with a severe behavioral problem, will not be permitted in the Children's Corner. Children's Corner staff are **not permitted** to administer medication to children under any circumstance.

Please complete this form before leaving your child(ren) at the Children's Corner.

Date: _____

Name of Parent/Guardian: _____

First Name
M.I.
Last Name
Relationship to Child

Case Name: _____ Case Number: _____

Ticket Number: _____

SAMPLE

Type of Photo Identification Shown Identification #

Address: _____
Address

City State Zip Code

Cell Phone Number: _____

JOS/Worker Name: _____ Unit/Floor: _____ Telephone Number: _____

Child(ren)'s Name	Date of Birth	Age	Sex
			<input type="checkbox"/> Male <input type="checkbox"/> Female
			<input type="checkbox"/> Male <input type="checkbox"/> Female
			<input type="checkbox"/> Male <input type="checkbox"/> Female
			<input type="checkbox"/> Male <input type="checkbox"/> Female
			<input type="checkbox"/> Male <input type="checkbox"/> Female

Name of Nearest Relative: _____

First Name
M.I.
Last Name

Telephone Number: _____ Relationship to Child: _____

Do(es) your child(ren) have any health problems we should be aware of (Please include any allergies)? Yes No
 If Yes, please list them below. If your child is required to take medications (asthma pump, etc.) on a regular basis,
 please list the medication and the name of the child below.

Child(ren)'s Name	Health Problem(s)

SAMPLE

PLEASE NOTE! The Center staff will supervise your child(ren) while in the Children's Corner. In the event your child becomes ill or there is an accident, you will be notified immediately. **Therefore, you are required to indicate where you will be at all times while in the building, and you agree to pick up your child at the completion of your business at the Center.**

_____ Signature of Parent/Guardian

_____ Date

DO NOT WRITE BELOW THIS LINE

Time In: _____ AM PM

_____ Name of Children's Corner Worker

Attending Worker's Initials: _____

Time out: _____ AM PM

_____ Name of Children's Corner Worker

Attending Worker's Initials: _____

Formulario de Inscripción para el Área de Niños

Nombre del Centro de Trabajo/Cupones para Alimentos: _____

Nota: Para garantizar la salud y seguridad de todos los niños, se prohibirá el acceso al Área de Niños (Children's Corner) a todo niño que padezca de una enfermedad contagiosa grave (p.ej., varicela o gripe) y/o con problemas severos de conducta. Al personal del Área de Niños **no se le permite** bajo ninguna circunstancia administrar medicamentos a los niños.

Favor de llenar este formulario antes de dejar a su(s) hijo(s) en el Área de Niños.

Fecha: _____

Nombre del Padre/Madre/Tutor: _____
Nombre I. Apellido Relación con el Niño

Nombre del Caso: _____ Número del Caso: _____

Número del Boleto: _____
Tipo de Identificación con Foto Mostrada # de Identificación

Dirección: _____
Dirección

Ciudad Estado Código Postal

Número de Teléfono Celular: _____

Nombre del Trabajador/JOS: _____ Unidad/Piso: _____ Número de Teléfono: _____

Nombre del Niño(s)	Fecha de Nacimiento	Edad	Sexo
			<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
			<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
			<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
			<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
			<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino

Nombre del Pariente más Cercano: _____
Nombre I. Apellido

Número de Teléfono: _____ Relación con el Niño: _____

¿Tiene su niño algún problema de salud del cual debemos estar informados (Favor de incluir alergias)? Sí No
 De ser así, favor de apuntarlos más abajo. Si su niño necesita tomar medicamentos (inhalador para el asma, etc.) con regularidad, favor de anotar a continuación el nombre del niño y del medicamento.

Nombre del Niño(s)	Problema(s) de Salud

¡FAVOR DE NOTAR! El personal del Centro supervisará a su(s) niño(s) mientras los niños estén en el Área de los Niños. En caso de que su niño se enferme o tenga un accidente, se le notificará a usted inmediatamente. **Por lo tanto se requiere que usted nos indique en que parte del edificio va estar en todo momento, y que acepte recoger a su niño cuando termine de hacer su diligencia en el Centro.**

SAMPLE

 Firma del Padre/Madre/Tutor

 Fecha

NO ESCRIBA DEBAJO DE ESTA LÍNEA

Time In: _____ AM PM

 Name of Children's Corner Worker

Attending Worker's Initials: _____

Time out: _____ AM PM

 Name of Children's Corner Worker

Attending Worker's Initials: _____

HRA/FIA Children's Corner Parent Letter

Dear Parent/Guardian:

Welcome to the Children's Corner!

The Children's Corner is a supervised area in the building where you can safely leave your child(ren) while you are conducting business at the Center.

You must present a photo ID when dropping off and picking up your child(ren).

Before you leave your child(ren) in the Children's Corner, you must agree to the following regulations.

Please read them carefully before completing the attached forms:

1. You must indicate which area in the building you will be in while conducting your business. If you move to another area of the building, you **must** alert the Children's Corner Supervisor so that he/she will know where you are at all times.
2. The Children's Corner staff will supervise your child(ren) while you are in the building. Therefore, you should not leave the building without picking up your child(ren).
3. If your child is disruptive in the Children's Corner, he/she will be returned to you.
4. You agree that the Human Resources Administration will not be held responsible for your child's illness or injury experienced at the Center. Children's Corner staff are not permitted to administer medication to children under any circumstance.

Note: Any child who is seriously ill with an infectious disease (e.g., chicken pox or flu) and/or has severe behavioral problems will not be permitted into the Children's Corner.

If you agree to the above, please print and sign your name.

Parent's/Guardian's Name (print)

Date

Parent's/Guardian's Signature

Date

Sincerely,

Children's Corner Staff Name

Date

Title

Carta de HRA/FIA a los Padres sobre el Área de los Niños (Children's Corner)

Estimado Padre, Madre o Tutor:

¡Bienvenido al Área de los Niños!

Mientras usted se encarga de sus diligencias en el Centro, puede dejar a sus niños en el mismo edificio en el Área de los Niños (Children's Corner), la cual es supervisada y segura.

Usted debe presentar una identificación con foto al dejar o recoger a su(s) niño(s).

Antes de dejar a su(s) niño(s) en el Área de los Niños, usted debe aceptar las siguientes reglas. **Favor de leerlas detenidamente antes de llenar los formularios adjuntos:**

1. Usted tiene que indicar en qué área del edificio va a llevar a cabo su diligencia, y si se traslada a otra área del edificio también **tiene que** avisarle al Supervisor del Área de Niños donde usted se va a encontrar en todo momento.
2. El personal del Área de los Niños supervisará a su(s) niño(s) mientras usted se encuentre en el edificio. Por lo tanto, usted no debe irse del edificio sin recoger a su(s) niño(s).
3. Si su niño se comporta de manera revoltosa en el Área de Niños, éste le será devuelto.
4. Usted reconoce que la Administración de Recursos Humanos no se hace responsable en el caso de que un niño suyo se enferme o sufra alguna lesión mientras se encuentre en el Centro. El personal del Área de Niños no está permitido bajo ninguna circunstancia a administrar medicamentos a los niños.

Nota: No se le permitirá en el Área de Niños a cualquier niño que se encuentre grave de una enfermedad contagiosa (p. ej., varicela o gripe) y/o tenga problemas graves de comportamiento.

Si está de acuerdo con lo mencionado más arriba, favor de escribir su nombre y apellido en letra de molde y de firmar.

Nombre del Padre/Madre/Tutor (en letra de molde)

Fecha

Firma del Padre/Madre/Tutor

Fecha

Atentamente,

Nombre y Apellido del Miembro del Personal del Área de Niños

Fecha

Título