

Child Care Assistance Program (CCAP)

PARENT HANDBOOK

October 2016

Do not lose your subsidy. Please read the important information in this handbook!

* It will help you to stay in compliance with program regulations and maintain your child care subsidy. At the same time, it will help you avoid recovery of payments made on your behalf for periods of time when you do not meet program eligibility.

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PARENT HANDBOOK

Your family has been determined eligible to receive a subsidy from the Child Care Assistance Program (CCAP). This handbook contains information to help you maintain your subsidy.

PLEASE READ CAREFULLY

The child care subsidy through the NJCK Program will assist you to pay for child care for infants, toddlers, preschool-age children, school-age children up to age thirteen (13) and for children with special needs (physically or mentally incapable of self care) up to age nineteen (19).

Child care can be in Licensed Child Care Centers, Registered Family Day Care Homes, Summer Camps, School Age Programs and Approved Homes, care by family, friends or neighbors.

The maximum subsidy amount for which you are eligible will vary according to the following:

- Household Income and family size;
- Age of your child(ren) in care;
- Type of care you select; and
- Hours of care needed.

A. CO-PAYMENT

Under the CCAP, you must pay part of the cost of your child care. For complete details, see Section F, “Payment of Fees”, of this book.

B. SUBSIDY DETERMINATION

A preliminary Parent/Applicant/Provider Agreement with directions for completion is provided to you. If you have more than one provider, **copy** the enclosed preliminary agreement and have each provider complete a separate form. Once your provider has returned the preliminary agreement to you, it is your responsibility to check that all the information is accurate before signing it and returning it with the rest of the documents.

You must submit your documents to Programs for Parents at 570 Broad St, 8th Fl Newark, NJ 07102 on or before the due date shown on your Application and Preliminary Agreement. In case you have not been able to locate a provider that meets your needs, you may request an extension to up to ten (10) days from the original due date. You must do this **before the ten (10) calendar day period** to respond.

C. HELP WITH FINDING A CHILD CARE PROVIDER

Programs for Parents will give you the names of Licensed Child Care Centers and Registered Family Day Care Providers who provide child care services in your area by calling 973- 744-4677. However, you are responsible for interviewing each provider. **When choosing a child care provider, remember to plan now for a full year of subsidy, including after care if it will be different from the summer care.**

Once a final agreement has been issued between you, your provider and PfP, the subsidy amount may not be changed during the length of this final agreement as funding may not be available.

Regardless of the provider you choose, it is important for you to:

- Be familiar with all of the provider's policies, including those for co-payments, collection of fees, late pick-up of your child(ren), termination of services and substitute care arrangements.
- Monitor the care your child receives, whether it is a Licensed Center, Registered Home or a Family, Friend or Neighbor Home.
- Know that you can choose another provider at any time; however, **you must give PfP ten(10) calendar days advance notice for the change.** Agreements will not be made to two providers for the same period of time.
- **Payments will be made to your new provider** based on the approval of Programs for Parents indicated on the final agreement issued for your new provider.
- If your provider requires a home inspection, payment will be effective when the provider and the home meet all the requirements of approval. **PfP must be able to inspect your provider's home within ten (10) days** from the date when the first contact is made with your provider. This contact may be in a form of voice mail message. If unable to inspect your provider within this time frame, you will be required to select a **different provider.**
- If your **provider's home is not approved** by PfP, you will be required to select a different provider and no payments will be authorized for child care services rendered in that home.
- Check the cost of care. If your provider's cost of care exceeds the maximum allowable rate, you will have to pay more than just the co-payment shown on your final agreement. **The CCAP program is not responsible for any additional fees charged by providers.**
- Pay co-payment fee directly to your provider.
- Be sure to get a schedule of the days that your provider will be closed, since **you will need to make your own alternate arrangements and pay for the alternate care.**
- Be aware of the State staff/child ratio requirements for the child care provider you selected.

D. ELIGIBLE CHILD CARE PROVIDERS

The following child care providers are eligible to receive payments from the CCAP:

a) Licensed Child Care Centers

Any facility licensed by the Division of Child Protection and Permanency (DCP&P) , Office of Licensing (OOL) which is maintained for the care, development or supervision of six (6) or more children under thirteen (13) years of age who attend for less than twenty four (24) hours a day.

b) Life/Safety Approved Child Care Centers

Any facility approved by the DCP&P; OOL that either operates on a seasonal or short-term basis for eight weeks or less and does not offer a continuous program that extends across the three-year period of licensure; or was operating on or before May 16, 1984 and was EXEMPT from the licensing provisions because it was operated by an aid society of a properly organized and accredited church. These centers must comply with the life safety provisions of the DYFS Manual of Requirements for Child Care Centers.

c) Registered Family Day Care Providers

A person who cares for up to five (5) children in his/her own home. This type of provider has complied with the requirements of the Family Day Care Provider Registration Act administered by OOL.

If you selected this type of provider you should know the following:

- A landline telephone is required at the actual location where the child will be in care.
- Payments to your provider are electronically deposited into your provider's bank account.
- You **MUST** use the Interactive Voice Response (IVR) system as the primary method to record daily attendance data by following a series of voice prompts and using a telephone keypad.

d) School-Age Child Care Programs

A supervised group program serving six (6) or more children less than thirteen (13) years of age, when their classes are not in session. School-age child care programs must be licensed by the DCP&P, OOL unless they are **operated by** a public school district or by a private school offering elementary education in Kindergarten through at least sixth grade. These programs must comply with the life safety provisions of the DYFS Manual of Requirements for Child Care Centers.

e) Family, Friend or Neighbor (FFN) Home Care (Relative and Non-Relative)

Child care services of a relative or friend in your home or in their home. A natural parent cannot receive payments for caring for his/her own child(ren).

If you selected this type of provider you should know the following:

- Prospective Approved Home Providers will be required to attend an orientation session where they will receive information regarding health and safety for children under their care.
- Prospective providers must be certified in Cardiopulmonary Resuscitation (CPR) and First Aid prior to be considered for a home inspection in order to qualify to receive payments for child care services.
- A landline telephone is required at the actual location where the child will be in care.
- Child care services **MUST** be provided in the home **APPROVED** by PfP to care for children.
- Payments to your provider are electronically deposited into your provider's bank account.
- You **MUST** use the Interactive Voice Response (IVR) system as the primary method to record attendance data by following a series of voice prompts and using a telephone keypad.
- If you selected a Family, Friend or Neighbor provider, the potential provider and all residents (over 14 years of age) living in the location where the child care will take place, must consent to a Child Abuse Record Information (CARI) check.
- **It is your responsibility to ensure** that all residents (over 14 years of age) where the child care will take place submit a CARI form. **It is your responsibility to submit** the CARI forms in a timely manner to Programs for Parents to continue your provider's approval process. If the person you select as a prospective provider **is not approved to receive payments** under the NJCK program, you are responsible for payments for the child care services provided to you.
- **If there are substantiated findings** regarding a CARI background check, the potential provider **will not be approved and you will be responsible for all child care payments.**
- **If there are no substantiated findings**, your provider will be scheduled for a home/safety site visit (home inspection) to complete the approval process. **Payment can only start after your provider and the home have satisfied all the requirements.**

- **You are responsible for payments** to your provider until a CARI check is conducted for the prospective provider and all **household members over 14 years of age** , a valid CPR and First Aid certificate is presented , an interview and home inspection where the child care will take place, are **successfully completed**.
 - **Payments will not be retroactive to the date of your application.**
 - In addition to their own children, Family, Friend and Neighbor providers may only provide child care services for a maximum of two (2) non-sibling children, or up to five (5) sibling children of one family.
- f) **Summer Day Camps** Summer day camps are programs certified by the Department of Health that provide services to children **only during the summer months** for a portion of a day. Over night/residential facilities may not be utilized. Day camps may be operated privately, by public or government agencies.

E. ELECTRONIC CHILD CARE SYSTEM (ECC)

ECC is the automated system that records your child's attendance and then generates payments from that information to your child care provider.

The ECC system will check the registered telephone number which is linked to the home or center where the child is in care. If any other telephone number is used, the transaction cannot be completed resulting in your provider not receiving payment.

If you do not have an EBT card, PfP will issue an ECC card that will be linked to your child care provider. You and your designees (up to two additional people) will receive a Family First Card to access the automated system which confirms that the child care was provided.

The additional cards will be mailed to your address and then your designees must call the 1800 997 3333 to select a 4- digit PIN to have access to ECC.

If you change your address, it is very important that you contact PfP within ten (10) days from the day you move to update your information, and avoid termination from the program.

If you already have an Electronic Benefits Transfer (EBT) card Programs for Parents needs to link the 16-digit number to your child care provider so that you can record daily attendance. You still must call the 1800 997 3333 to select a 4-digit PIN to have access to ECC.

As a parent/guardian accepting a child care subsidy under the NJCK program, **you are required** to record attendance by utilizing a Point of service Device (POS) or the Interactive Voice Response (IVR) system, using a telephone. (Depending on the type of provider you select.)

The automated system requires that you record arrival/ departure and absences, such as sick days daily.

You can report a **sick day from ANY PHONE**, even if your provider uses a POS, or you can do it when your child returns to care as long as it is within the back swipe period.

If you missed recording attendance, you can catch up on missing days by using the “back swipe” feature, which allows for “Previous Check-In” and “Previous Check =Out” transactions.

You can do back-swipes for a period of the current day of service plus the previous 13 calendar days. This is the period when all missing transactions **MUST** be recorded for payments to be made.

If you do not record the missing attendance during this “Back Swipe Period”, you will be responsible to pay your provider for this period of time.

It is very important that you record attendance every day!

You will find that if you check in and out daily, the process is much quicker and easier.

If you lose your card, or it gets stolen or damaged, call PfP immediately!

You must report any change in your family circumstances that prevents you from recording the daily attendance, within ten (10) days from the last attendance date recorded.

If you fail to request a replacement card, an alternate card, report a new phone number, etc., within the 10 days allowed, **you may be responsible to pay your provider for the period of services when you failed to properly utilized the ECC system.**

In accordance with the program regulations you are required to comply with all of the ECC requirements. Failure to do so could result in immediate suspension of up to six months of your child care subsidy, or termination from the program.

If you are having difficulty recording attendance through the ECC system, please contact PfP immediately so that we can address the situation preventing you from complying with this requirement.

Recording attendance should only be done by you or an alternate person who you may select to drop-off and pick up your child(ren).

You cannot give your card to your child care provider to let them check your child in or out of care. If your provider instructs you to leave your card, you should report this to PfP. This is considered misuse of the card and will result in you losing your child care subsidy.

Allowing your provider to keep your EBT/ECC card on site; recording attendance for you; or failure to properly utilize the ECC will result in termination of your child care subsidy.

F.- PROGRAM VIOLATIONS

All parents/applicants receiving a child care subsidy are required, at all times, to comply with New Jersey's subsidized child care program regulations and policies. Any type of program violation including but not limited to, falsification of records, non-use and misuse of the E-Child Care (ECC) system, fraud, and intentional program violation will be subject to penalties and sanctions that may include suspension, termination, criminal investigation and/or recoupment of funds paid for child care services.

There are two categorical types of program violations:

PROGRAM VIOLATION TYPE 1- FAILURE TO PROPERLY UTILIZE ECC

Not swiping consistently, or swiping intermittently, not reporting a lost ECC card within the swipe period, allowing the provider to keep an ECC card, etc

- 1.- Warning Notice: Parent/applicant will be required to attend a mandatory training in order to continue to receive a child care subsidy.**
- 2.- First Violation: One month suspension of child care services.**
- 3.- Second Violation: Three months suspension of child care services.**
- 4.- Third Violation: Up to 12 months termination of child care services and/or permanent disqualification.**

PROGRAM VIOLATION TYPE 2- INTENTIONAL PROGRAM VIOLATION (IPV)

An Intentional Program Violation occurs when a parent/applicant intentionally makes a false or misleading statement or misrepresents, conceals or withholds information related to his/her eligibility.

Termination for up to 12 months and/or permanent disqualification and recoupment of funds.

G.- PARENT/APPLICANT/PROVIDER AGREEMENT (PAPA)

If you will have one child but more than one provider, copy the two sided PAPA and have each provider fill one out with the proper information.

In order for your provider to receive accurate and timely payments, it is very important that you **verify that the address noted on the PAPA is the same address where the child will receive care**. The address on this document will be linked to your EBT/ECC card so that you can properly utilize the ECC system as method of payment for your provider.

If your child changes to another center's location, even if the center's name is the same, **you MUST report this to PFP ten (10) days prior to the change** to ensure a new PAPA form is issued so that your card is linked to the right site and you continue to properly use the ECC system.

Failure to report this change will result in you **having to pay your provider** for the time that you could not properly use the ECC system to record the daily attendance of your child.

If you have more than one child but have just one provider, you only need one agreement with the information for each child.

If you have more than one child and have different providers for your children, you will then need to have each provider fill out an agreement for each child.

After you have selected a child care provider(s) **it is your responsibility to check the information on the agreement and return all your documents to Programs for Parents** for authorization for payment on or before the due date at the top of this agreement.

If you pass this date without requesting an extension, you will be terminated from the program and lose your subsidy.

When your child care subsidy amount is determined and authorized by Programs for Parents you and your provider will receive a **final agreement**. This form will identify your co-payment fee, the daily subsidy payable to your child care provider, the period of service that you will be eligible to receive a child care subsidy, and the address approved for child care services to be rendered.

You have **five (5) calendar** days to contact customer service at: (973) 297-1114 or customerservice@programsforparents.org to make any changes. If we do not hear from you within five days, we must assume **you are accepting the final agreement** until your next redetermination takes place .

H. PAYMENTS AND FEES

As indicated earlier, under the CCAP, you will be required to pay a fee toward the cost of child care services. This fee or co-payment, based on your family's gross annual income and family size, is assessed for a maximum of two (2) children in one family. This fee is payable directly to one provider, if there is more than one provider caring for your child(ren), Programs for Parents will let you know (when you receive your final agreements) which provider is to receive your co-payment.

The amount of your co-payment is deducted from the maximum total amount of the subsidy for which you are eligible. **If this co-payment is not made to the child care provider as required, it will jeopardize your continued eligibility in this program.**

If you choose a child care provider whose rates are higher than the maximum subsidy, you will be responsible to pay your provider for this excess amount in addition to your co-payment.

I. PAYMENTS TO PROVIDERS

Payments for children receiving services through the CCAP will be issued on a bi-weekly basis. All payments issued to your provider will be directly deposited into their bank account, and will be based upon your child's attendance. In order for your child care provider to receive full payment, your child must be in attendance for eighty percent (80%) of the bi-weekly period or be excused as sick.

- In order to ensure prompt and accurate payment to your provider you are required to do the following:
- Make sure that you call 1-800-997-3333 to activate your Family First card or your Electronic Child Care card once you get it in the mail.
- Record missing attendance during the back swipe period by using the "Previous Check-in" and "Previous Check-out" process on the IVR or the POS device at a Day Care Center. The back swipe period is the time period that includes the current day of service plus the previous 13 days.
- Let your provider know when your child will be absent due to illness. Payment for absences due to illness of five consecutive days or more cannot be made unless a physician's note is submitted.
- The CCAP is not responsible for payment to your provider during family vacation periods or periods when you are not eligible to receive benefits from this program.
- When making arrangements for school-age children, you need to know that any rate increase associated with school holidays, sick days, snow days, etc. will be your responsibility.

J. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

As a parent/applicant eligible to participate in the CCAP, **you are required to report any changes in family circumstances**, including but not limited to:

- Income (increase in salary, second job, seasonal job, etc)
- family size (marital status, birth of a child)
- residency (move to another street, town, city, state, etc)
- Employment (different job, unemployment, business ownership, etc)
- Physically not reporting to your place of employment/ school for more than 30 days
- Hours of employment/schooling per week (less than eligibility requirement)

Failing to report these changes within ten (10) days, **will result in termination from the program**, and you will be required to pay PfP all funds paid in your behalf for any period of ineligibility. You need to know that failure to make these payments will result in loss of state income taxes refunds, rebates and lottery winnings, as the amount owed will be sent to the Set Off Individual Liability (SOIL) system.

REMEMBER!

All changes must be reported to PfP in writing, via telephone or via e-mail at customerservice@programsforparents.org within ten (10) calendar days to avoid recovery of funds. PfP will respond to your change in family circumstances with a letter informing you of the required documents to move forward with your case. Additionally, once a year Programs for Parents will require you to provide current eligibility information.

Once you report a change in your family circumstances PfP will re-assess your eligibility ensuring continuation of a subsidy if you continue to meet program eligibility.

K. CHANGING PROVIDERS

You may, at any time, change your child care provider. If you decide to change provider, **you must first notify Programs for Parents in writing or by calling within ten (10) calendar days prior to the change** to ensure enough time for an uninterrupted transition of payment to the new provider.

Programs for Parents will mail you a new PAPA for the new provider within two (2) business days.

You must submit this agreement to PfP by the date indicated on the form. Your new child care provider will not receive payment if this form is not completed and returned by the validity date and **you will be terminated from the program.**

If you decide to change providers, you will have to inform PfP ten (10) days prior to the date you need to change.

If when changing providers you select a provider whose rate is higher than your current provider, you will be responsible for the difference between your current subsidy and your new provider's rate.

L. WAITING LIST

The initial and continued receipt of a subsidy is based on the availability of State and Federal funds.

If at any time during your eligibility period Programs for Parents has determined that program funds are not available, your subsidy will be cease and your family will be placed on the waiting list.

M. REDETERMINATION OF ELIGIBILITY

Each family will be re-determined once every twelve (12) months. At that time, you will have to supply current information concerning your income and employment.

Prior to the end of an eligible period, the family must complete an Application for Redetermination of Eligibility.

The appropriate documents must be attached and submitted within twenty (20) calendar days. The return by date will be indicated on your application.

It is a program requirement to determine your eligibility based on the documents that you submit to us.

However, due to the large number of participants going through the re-determination process we regret having to inform you that it is **no longer possible to make copies of your documents at the front desk** in our Customer Service Area. If you request your original documents sent back to you, this will be done at a later time, when your documents are being reviewed.

We will be happy to mail back your originals upon request.

Upon receipt of this information, Programs for Parents will review the application and notify your family via mail, within twenty (20) calendar days if the program eligibility criteria was satisfied.

We realize that you would like to know as soon as possible if your family will continue to receive a child care subsidy from the NJCK program. Our goal is to meet your needs and at the same time meet State requirements. Therefore, we must allow ourselves enough time to carefully review your documents in order to provide you with the undivided attention your family deserves.

Failure to provide the required information will result in termination of the subsidy.

A ten (10) calendar day notice will be provided in all cases of termination. Please know that payments will only be authorized for existing agreements that cover a period of eligibility. If no final agreement has been issued to your provider during the time your continued eligibility is being determined, you are responsible for payments to your provider for child care services rendered during this time.

N. TERMINATION OF SERVICES

Your family and/or a specific child can be terminated from the NJCK Program for any of the following types of circumstances:

- **Parent/applicant and/or co-applicant not employed.**
- **Parent/applicant and/or co-applicant not participating in an education/training activity for more than thirty (30) days.**
- **Family fails to notify Programs for Parents in writing of any change regardless of the reason, in the family circumstances (work/school/family size, income, residency, etc), within ten (10) calendar days.**
- Family no longer meets the eligibility criteria for income, age of child or participation in employment/training/education;
- Family no longer needs child care services;
- Family no longer resides in Essex County;
- Failure to submit co-payment fee to child care provider;
- Failure to utilize the ECC system to record daily attendance;
- Misuse of EBT/E-child care card
- Failure to select a different provider when given the option because the selected prospective provider was not approved to receive payments;
- Children have not been in attendance due to unexcused reasons for more than ten (10) consecutive days.

O. PARENT COMPLAINT PROCESS

All complaints regarding possible child abuse or neglect should be reported immediately to the State Central Registry 1-877 NJ ABUSE (1-877- 652-2873)

All parents/applicants whose child care services may be negatively affected by an action of Programs for Parents may request a case and/or an administrative review of the decision with Programs for Parents or directly with the Division of family Development. Adverse actions may include: denial of child care services, reduction or termination of services.

You must submit a written request for a case review by Programs for Parents within ten (10) calendar days of issuance of any adverse action.

Request should be addressed to: Programs for Parents, Inc.
570 Broad St. 8th Fl.
Newark, N.J. 07102

You will be notified of the date and time of the review within ten (10) calendar days upon receipt of your request. Only those persons directly involved with the issue will be permitted to attend any review proceedings. You will also be given an opportunity to view all pertinent documents prior to the review date. Copies of documents in your case record can be made available, if requested.

If requesting an administrative review from the Division of family Development, you must do so in writing within ninety (90) days of issuance of any adverse action by Programs for Parents. Submit your request to:

Office of Administrative Review and Appeals
Division of Family Development
PO Box 716
Trenton, NJ 08625

You may also request to have a review by the Division of Family Development (DFD) in place of, or in addition to the case review conducted by Programs for Parents by calling the Bureau of Administrative Review and Appeals (BARA) at 1-800-792-9774.

If it has been determined that child care services to your family are denied or terminated, payments to your child care providers will not begin or will cease on the effective date of termination. Programs for Parents will not initiate or continue child care service payment during the review process. However, if it has been determined that your subsidy has been reduced, services will continue at the reduced payment amount pending the outcome of the case review.

If the outcome of the case review is ruled in your favor, services will be initiated, reinstated or increased to the appropriate level as State and Federal funds permit.

Lead your child to good health!

Shots are safe.

It is much more dangerous if your child does not get shots!

It is OK if your child feels a little sick.

After a shot, it is normal for your child to:

- Be red or sore where the shot was given
- Have a slight fever
- Be cranky
- Your child will start to feel better in a day or two.

It is very rare for a child to get very sick after a shot

Call your health-care provider right away if your child:

- Has a very high fever
- Is very sleepy and hard to wake up
- Is very pale or limp
- Cries for 3 or more hours
- Jerks or cannot control how he or she moves.

Keep a record of your child's shots

Bring it with you every time your child sees a health-care provider.

Talk to your health-care provider.

It is up to you to make sure your child gets every shot he or she needs.

See if you can combine shots.

Sometimes, 2 or more shots can be combined. This means less pain for your child---and less hassle for you!

Never skip shots!

Never miss a chance.

It usually is safe for your child to get shots if he or she is a little sick. If you go to your health-care provider because your child is not feeling well, see if your child needs any shots.

Make up missed shots.

If your child misses a shot, talk to your health-care provider the next time you go. Missed shots can be made up.

It is easier than you think to protect your child.

Try to find a clinic or health-care provider that:

- Is close to your home or work
- Ask if you need to make an appointment to bring your child for his or her shots
- Offers free or low-cost shots for children.

Call the National Immunization Information Hotline at 1-800-232-4636 to find out about low-cost shots.

The hotline can also answer some questions about shots.

Guard your child's health with shots!

GET SHOTS ON TIME:

This chart shows when your child should get shots

CHILD'S AGE	SHOT
Birth – 2 months	Hep B (hepatitis B)
2 months	DPT (diphtheria, tetanus and pertussis) OPV (polio) Hib (haemophilus influenza type b)
2-4 months	Hep B
4 months	DTP,OPV,Hib
6 months	DTP,Hib
6-18 months	Hep B, OPV
12-15 months	Hib, MMR (measles, mumps and rubella)
12-18 months	DTP(or DtaP at 15-18 months) Var (chickenpox)
Before starting school (4-6 years)	MMR (may also be given at 11-12 years) DTP or DtaP OPV
11-12 years	Var (if your child has not had the chickenpox shot and has never had chickenpox). Hep B (if your child has not had the Hep B shot).
11-12 years	Td (tetanus, diphteria)

Not getting shots is dangerous!

If your child does not get shots, he or she could get very sick.

Your child could get a disease that causes:

- Breathing problems and lung damage
- Brain damage
- Heart problems
- Blindness
- Death