



Before & After School Adventure Club 2019 – 2020 Family Handbook

Nashua Adult Learning Center
www.nashuaalc.org





Dear Parents:

Welcome to the Adventure Club! Our programs are part of the Nashua Adult Learning Center. Our morning and afternoon programs are held at public elementary schools throughout Nashua, Merrimack, Hollis, Litchfield, Mont Vernon and Wilton/Lyndeborough. We also offer a program for Grades 5 and 6 at the Masticola Upper Elementary School in Merrimack.

The Adventure Club offers a relaxed, safe and fun environment to children as an alternative to being home alone. Children participate in a variety of activities, including arts and crafts, indoor and outdoor play, and games. We support both children and parents by providing homework help and reading time. We offer an exciting "Xploration" STEM Traveling Enrichment program teaching children hands-on Science, Technology, Engineering and Mathematical experiments!

Parent feedback is always welcome. We encourage you to talk with our Site Directors and staff at anytime. I am available for questions and parent comments at the School Age Care office, 882-9080 x 2242. Appointments may also be made for on-site conference.

This *Family Handbook* outlines what you may expect from us, as well as what our program expects from you in return. We hope your family's experience with us will be an enriching and positive one.

Please visit our website at www.nashuaalc.org for updates, Adventure Club and Adventure Camp enrollment information, program extensions, cancellations and delays and more! Click on "Children" at the top of the page and scroll to your selection.

I look forward to working with each family in the year to come.

Sincerely,
Lois Parsons
Lois Parsons
Adventure Club Coordinator

ADVENTURE CLUB PHILOSOPHY

To provide a safe and fun place for children in a stable, trusting, and relaxed environment. A place where children are encouraged to pursue interests, develop friendships, grow in confidence and independence, and where respect for themselves, as well as others is fostered.

THE ADVENTURE CLUB IS AN INDEPENDENT PROGRAM SPONSORED BY THE NASHUA ADULT LEARNING CENTER. WE ARE LICENSED BY THE NEW HAMPSHIRE BUREAU OF CHILD CARE LICENSING. WE ARE NOT AFFILIATED WITH THE PUBLIC SCHOOLS. WE RENT SCHOOL SPACE FROM THE SCHOOL DISTRICT.

ADVENTURE CLUB PROGRAM

Morning Program Start Time: 6:40 AM Nashua schools

6:30 AM Hollis, Merrimack, Litchfield and Mont Vernon schools

Our morning program provides a calm transition into the school day. Our staff offers a variety of activities to the children, including arts and crafts, reading and quiet activities, board games, gym activities and outdoor play. Breakfast is served to all program participants. Please check with your Site Director as to what time breakfast is served at your program.

After School Program: End of school day to 6:00 PM for all programs

Our after school program offers a variety of activities to participants including recreation and sports, arts and crafts, enrichment opportunities, games, reading, service learning projects, homework support, as well as “free time” for children to pursue their favorite interests. All program participants are provided with a snack.

When the weather permits, all children participate in outdoor play. Please ensure your child is appropriately dressed and their belongings are clearly labeled.

VACATION CAMP & SUMMER CAMP PROGRAMS

**Camp hours: 6:40 AM until 6:00 PM for February and April camp
6:30 AM until 6:00 PM for Summer camp**

We offer full week camp programs for February and April school vacations. We are closed during the Thanksgiving and Christmas holiday breaks.

During Summer months, we offer a full week camp at our 40 Arlington Street, Nashua, New Hampshire location.

Information is made available to all parents prior to open enrollment for February, April and Summer camp at our individual school programs in the “Parent Communication” area, as well as our website at www.nashuaalc.org under “Children” and “Adventure Camp”.

WEATHER INFORMATION

Please refer to your School District announcements or WMUR TV for up-to-date inclement weather delay and cancellation information.

ADVENTURE CLUB HOURS AND LOCATIONS

| <i>Morning Programs</i> | | |
|---|------------------------------|-------------------------------|
| Hollis: 6:30 AM until the start of the school day | | |
| Hollis Primary School (at HUES) Hollis Upper Elementary | | |
| Litchfield: 6:30 AM until the start of the school day | | |
| Griffin Memorial | | |
| Nashua: 6:40 AM until the start of the school day | | |
| Bicentennial Fairgrounds Sunset Heights | Birch Hill Main Dunstable | Charlotte Ave. New Searles |
| Merrimack : 6:30 AM until the start of the school day | | |
| Mastricola Elementary (at MUES) Thornton's Ferry | MUES | Reeds Ferry |
| Mont Vernon: 6:30 AM until the start of the school day | | |
| Mont Vernon Village School | | |

| <i>Afternoon Programs</i> | | |
|--|--|---|
| Hollis: From the end of the school day until 6:00 PM | | |
| Hollis Primary School | Hollis Upper Elementary School | |
| Litchfield: From the end of the school day until 6:00 PM | | |
| Griffin Memorial | | |
| Nashua: From the end of the school day until 6:00 PM | | |
| Amherst Street (at Mt. Pleasant) Broad Street Fairgrounds New Searles | Bicentennial Charlotte Ave. Main Dunstable Sunset Heights | Birch Hill Dr. Crisp Mt. Pleasant |
| Merrimack: From the end of the school day until 6:00 PM | | |
| Mastricola MUES | Reeds Ferry | Thorntons Ferry |
| Wilton/Lyndeborough: From the end of the school day until 6:00 PM | | |
| Florence Rideout Elementary | | |

RESPONSIBILITIES OF PROGRAMS, CHILDREN & PARENTS/GUARIDANS

Program Responsibilities

To provide a safe, positive and enriching environment which meets the developmental needs of students.

To provide caring staff, who show genuine respect for students and provide positive role models.

To keep parents/guardians informed through regular newsletters, flyers and verbal communication.

Children Responsibilities

To be friendly.

To be safe.

To be honest.

To be respectful.

But most of all: to *have fun!*

Parent / Guardian Responsibilities

To observe the rules and policies of the program.

To share concerns with staff members about your child's needs in the program.

To listen to concerns of staff members about your child's behavior and work towards an agreeable solution to any problems.

To keep your child's information complete and up-to-date.

To inform the program when your child will not be in attendance.

To inform the program if someone else will be picking up your child.

To read our Family Handbook, billing information and posted information at the programs in the "Parent Communication" areas by the sign in/out sheets.

To abide by all contract obligations, including keeping your financial account current.

2019 – 2020 Delay and Cancellation Policy

Inclement Weather, Cancellations and Delayed Start

- ▶ **School District cancels school** → All programs are cancelled.

- ▶ **School District announces delayed opening** → All morning programs *start at 7:00 A.M.*

In the event of program cancellation, payment for that day is applied to the required make-up day in June.

Emergency / Early Release Days

- ▶ **School District announces early release**
 - Before the school day begins:*
 - All AM programs *continue to run, on time.*
 - All after school programs *are cancelled.*

 - After school day begins and children are already in school:*
 - Shortened hours at our after school program.

 - Parents are requested to pick up children as early as possible to ensure our staff arrives home safely.

Emergency Evacuations

- ▶ **School District and/or individual schools issue emergency evacuation and students are not allowed back into the building:**
 - Our after school program *is cancelled.*

 - Your School District and/or individual school will provide information to you in their phone blast where to pick up your child. *Parents must plan ahead for alternate coverage in some of these situations.*

Questions? Please speak to your Site Director or call our office at 882-9080 x 2212.

HEALTH AND SAFETY

The Adventure Club is committed to safety. We are licensed by the State of New Hampshire and comply with all regulations governing facilities providing care to children. Our activity space, supplies and equipment are high quality and maintained in good repair. Our staff to child ratios exceeds the minimum standard of licensing regulations.

Program Registration: Safety starts here! Please take the time to fill out the entire application packet, including all emergency pick-up and alternate pick-up information. Please also notify us immediately of any changes to your or your child's information.

Staff Certifications: All Adventure Club staff members receive 12 hours of training per year. There is a minimum of two staff members at each program certified in CPR and First Aid. All staff members are offered training opportunities throughout the school year.

Sign In / Sign Out Procedure:

In the morning when you arrive, please sign your child in on the attendance sheet provided by the program. Once in our morning program's care, the children are provided breakfast and participate in various activities. At the conclusion of our morning program, they are dismissed to their class. We do not follow up on children who do not arrive to our program in the morning. Please call the extension for your specific program and leave a voicemail message to advise the Site Director of your child's absence.

In the afternoon, children are dismissed from class to our program. All children are checked in with our program staff. If a child does not check in, we will call the parent(s) and/or guardian(s) to find out why they are not present. This is a safety precaution to ensure children are not missing and/or dismissed to another location. This takes time away from our staff's ability to participate with the children in our program. If your child is going to be absent from our afternoon program, please notify us in advance by calling the specific program voicemail and leaving a message. When you arrive to pick up your child at the end of the day, you must sign your child out by initialing in the appropriate box and record the time they are being dismissed to you. Once signed out, children are no longer in the care of our staff. Parents and/or guardians must assume full responsibility for their children after being signed out and leave the program premises.

Once per week, all parents and guardians are required to provide a full signature on the attendance sheets in the signature line area provided next to their child(ren)'s name.

Children that attend our programs may not be dropped-off and/or picked up outside of the schools at any time. Please plan to come in and sign in / sign out your child each day.

We respectfully request that you leave your cell phones in the car when dropping off and/or picking up your child to allow our staff to communicate with you appropriately during these time. Thank you.

Authorized Pick-Ups: As a reminder, our program staff will only dismiss a child to an authorized pick-up person named within their enrollment packet. During the first few weeks your child attends our program, our program staff may ask to see a Photo I.D. until they fully recognize you and/or anyone picking up your child. This is for the safety of your child. Please have it with you at the time of pick-up.

If at any time you need to add a person's name to your child's authorized pick-up list, **call our School Age Care Office at 603-882-9080 x2212 well in advance of your child arriving at our program.** Please have the full name, telephone number and address for your new authorized pick-up person. Our School Age Care Office will record that information and provide it directly to the Site Director at your child(ren)'s program. Please notify your new authorized pick-up to ensure they have a valid Driver's License and/or Photo I.D. Card with them at the time of picking your child up. Our staff will ask them to present it for verification and security purposes.

Impaired Persons: If a person is suspected of being impaired by alcohol or drugs during pick-up, the child will not be released by our staff to that individual. The program Site Director will be notified of the impairment. An alternate emergency pick-up will be called. If the individual is the child's parent, and if the parent insist on taking the child from our program, the police will be notified. This measure is taken for the safety of your child.

Court Orders: Both parents shall be afforded equal access to their child as provided by Law. The ALC cannot, without a certified Court Order, limit access of one parent by request of the other, regardless of the reason. Should a situation present itself wherein one parent does not wish the other parent have access to their child, the concerned parent should keep the child with them until a certified Court Order can be obtained. The ALC's rights to retain a child are secondary to the other parent's rights.

Missing Child Procedure: Once a child is in the care of our staff, if they go missing and cannot be located after a five minute search, our staff will contact the parent, local police and Adventure Club Coordinator. This procedure applies to all children who have checked into the program and subsequently becomes missing, not to children who fail to show up for the program due to an absence.

Runaway Children: If a child purposely runs away from our program, our staff will immediately contact the parent and/or guardian. Every attempt will be made by our staff to retrieve the child without compromising the safety of any other child attending our program. If the child leaves the school building, the local police will be contacted. Any child who does not accept the physical boundaries of the program, or exhibits behavior that threatens his or her wellbeing, or the wellbeing of others, is subject to dismissal without notice.

Physical / Immunization Forms: The New Hampshire Bureau of Child Care Licensing requires all children to have a completed physical and updated immunization form on file with our programs, in order to attend. Updated physicals must be signed by a physician and dated within twenty-four (24) months of the date of your child's participation in our program.

Medication: If a child requires prescription or non-prescription medication to be dispensed during our program hours, the parent and/or guardian must provide our program Site Director with a supply of that medication. The medication must be in the original container, and clearly labeled with the child's name. If the medication is an

inhaler or Epi-Pen device, the child's name must appear on the actual device. The child's parent and/or guardian must fill out and provide a signed "Authorization To Administer Medication" form when the medication is dropped off, and a physician's order must be attached to that authorization clearly outlining the child's name, dosage information, and instructions for use. All items should be provided in a clear Ziploc bag, with the child's name clearly written on it.

Illness: When a child becomes ill at our program, the parent and/or guardian will be contacted by our staff. It is expected the child will be immediately picked up. While waiting for the parent and/or guardian to arrive, our program staff will make every effort to ensure the child is comfortable and resting in an area away from the rest of the children. Please remember, our staff cannot dispense any medication without written consent and/or physician's instructions.

Children who are sent home sick from our program must be symptom free for a minimum of twenty-four hours before returning. If your child has a communicable disease such as lice, chicken pox, hand foot mouth, fifth disease, etc., please notify the Site Director so other parents and/or guardians may be informed.

Student Accidents: In the event a child is hurt during the hours of our program, a staff member certified in First Aid will take care of that child. After treatment, an accident report will be completed, to include a full description of the accident and any treatment administered by our staff members. Parents and/or guardians will be asked to review the accident report and sign it. In the event of a medical emergency, the Site Director will call 911 and the parent and/or guardian will be immediately notified. Parents and/or guardians will be solely responsible for any and all costs associated as a result of such emergencies.

Severe Allergic Reactions: If your child has an allergy requiring an Epi-Pen please fill out our orange "Allergy Notification" form. The parent and/or guardian must provide our program Site Director with a supply of the medication on the first day your child attends our program. The medication must be in the original container, and clearly labeled with the child's name on the actual device. The child's parent and/or guardian must also fill out and provide a signed "Authorization To Administer Medication" form when the medication is dropped off, and a physician's order must be attached to that authorization clearly outlining the child's name, dosage information, and instructions for use. Please put photo on the authorization form. All items should be provided in a clear Ziploc bag, with the child's name clearly written on it.

Emergency Phone Calls: Each of our programs have an emergency contact system in place. These numbers will be provided to you as soon as possible after the first day of school each year. In the event of an emergency, please contact our staff at the number provided to you by our program staff. Please respect that these numbers are to be utilized for emergencies only, such as illegal pick-ups, dangerous situations, etc. Please call AND text these emergency numbers. Please utilize the program voicemail extensions for all other needs. These are checked frequently throughout the program hours. Your cooperation with this procedure is appreciated.

TOILETING POLICY

Please note that all children must be potty trained in order to enroll in the program. Potty trained children is defined as having control over one's bladder and bowels. Children need to be self-sufficient in the bathroom, including pulling pants up and down, wiping, flushing and washing hands without the assistance of a staff member. For younger children who may have occasional accidents, please send a change of clothes daily. If a restroom "accident" occurs and the child does not have a change of clothes, the parent will be contacted to bring a clean change of clothes. We reserve the right to withdraw a child if there is repeated evidence that a child is not potty trained. Parents should notify the coordinator of any known medical conditions prior to enrollment.

CHILDREN WITH DISABILITIES

In determining how the program will be able to serve a child with disabilities, the Program Director, with parental consent as appropriate, shall request information related to the child's participation in the program.

- (a) Based upon available information, the Program Director shall, with the parent's input, identify specific accommodations, if any, required to meet the needs of the child in the program, including but not limited to:
 - Any changes or modifications in the child's participation in regular activities;
 - Any special equipment, materials, ramps, or aids.
- (b) If the accommodations required to serve the child would cause an undue financial burden to the program, the Executive Director of the Adult Learning Center shall provide to the parents written notification and the reasons for this decision. The program shall maintain a copy of this notification in its records.
- (c) In determining whether the accommodations required to accommodate a child with special needs are reasonable or would cause an undue burden to the program, the Program Director shall consider the following factors, which include but are not limited to:
 - The ability to keep the child and the staff safe;
 - Lifting requirements or restrictions;
 - The number of staff members employed by the program;
 - New Hampshire Childcare Licensing rules and regulations;
 - The nature and cost of the accommodations needed to provide care to the child;
 - Ability to secure funding or services from other sources;
 - The impact otherwise of such action upon the program.

TUITION AND PAYMENT POLICIES

Tuition: Tuition is billed in advance of service each Friday. Your two week tuition deposit will be directly applied to the first two weeks your child(ren) attend the program. Our tuition payments are based on the 180 days children are required to attend school each year, and not on a calendar year. Those tuition payments formatted into a payment schedule which is contained within our Enrollment Packet. There are no adjustments made for “shortened weeks”, in-service school days, snow days and/or vacation periods, since fees are charged based on the actual required number of school days children must be in attendance. Please note, we are not a “drop in” daycare service center. You are required to pay for your child’s spot, whether or not your child is in attendance. There will be no credits and/or refunds for absence from our program due to illness less than 5 consecutive days, family vacations, school activities and/or school trips. Absences due to illness of 5 consecutive days or more from both school and the Adventure Club requires a doctor note prior to any credit consideration. Please contact our Billing Office at 603/882-9080 x2214 with any questions regarding payments.

Reduced Rates / Sliding Fee Scale: The Adult Learning Center works diligently to provide safe, quality licensed child care to each and every family at an affordable cost. We cannot provide scholarships, reduced rates and/or sliding fee scales.

Our School Age Care Office staff is ready to assist any parent and/or guardian in filling out a Form 1863 Child Care Assistance Request through the State Of New Hampshire. Once complete, it is the parent and/or guardian’s responsibility to submit the documents directly to the State at their local Department of Health and Human Services (DHHS) office. For more information, please contact your local DHHS Office.

Payments: Tuition is billed each Friday through “*Tuition Express*”, a safe and secure credit card and bank billing service. At the time of enrollment, you are required to fill out Tuition Express form. Weekly tuition payments are deducted from your designated Tuition Express account. Statements are emailed weekly to you from our billing office. Please ensure we have your updated email address. Our billing office will contact you directly if your payment is declined. If your account becomes more than two weeks delinquent, your child will be unable to attend our program until it is brought current. Further delinquencies may result in your child being removed from our program.

There is a \$15.00 charge for all insufficient funds or returned checks. The Adult Learning Center’s billing office will not re-deposit an insufficient check.

Child Care Reimbursement: A representative of our billing office will be happy to sign and return employer based, or other child care reimbursement plan forms if accompanied a self-addressed, stamped envelope. Please check with your employer regarding specific requirements of your plan. If your company does not provide a specific form for reimbursement, our billing office will provide you with a copy of a pre-formatted document used for this purpose. Reimbursement for child care costs is subject to review, approval and payment from your employer and is not the responsibility of the Adult Learning Center. Any questions regarding child care reimbursement should be directed to our billing office at 603/882-9080 x2214.

2019- 2020 TUITION AGREEMENT

- No changes can be made to your child's schedule during the first two weeks of participation in our program.
- Initial two week tuition deposit and a non-refundable registration fee of \$60.00 per family is required at the time of enrollment. Please refer to the "*Tuition Rates*" form when calculating your deposit. Deposit and registration fee may be paid via cash, check, money order or your designated "*Tuition Express*" account.
- During open enrollment, refunds (*minus the non-refundable registration fee*) are issued only if you cancel on or before July 31, 2019. After July 31, 2019, tuition deposits are non-refundable.
- *Tuition Express* automatic payment processing is required for all families and a new form must be submitted each school year. Tuition payments are automatically withdrawn from your designated *Tuition Express* bank or credit card account. Statements are emailed weekly. Please ensure we have your current email address on file.
- **Full-time students enrolling prior to 08/16/19 and starting on the first day of school:** Weekly tuition payments follow the 2019-2020 payment calendar for your school district and/or grade. Payments are based on the required 180 day school calendar. Our program is not open on days schools are closed. First day of school, school closures and school vacation schedules vary in each district. Please ensure you follow the correct payment calendar above, based on the school district and grade your child attends.
- **Full-time students enrolling after 8/16/19 and ALL PART-TIME STUDENTS** (*attending less than 5 days per week*): You are billed through 06/12/20 if your child's spot is not locked in prior to 8/16/19 or your child attends our program part-time. Payments are processed every Friday, for the following week's tuition and end on 06/12/20.
- All *pre-scheduled* late start and *pre-scheduled* early release days are included in your weekly tuition payment only if your child is enrolled to participate on those days. Part-time participants may be eligible to participate in the pre-scheduled late start/early release days for an additional \$25.00 charge. To check availability, call 603/882-9080 x2212.
- **Monday Holidays: Part-time students scheduled to participate on Mondays may select an alternate day to attend our program within the same school week, subject to availability.** There are no refunds for Monday holidays. Call 603/882-9080 x2212 to schedule the alternate date.
- Part-time student schedule changes are subject to availability. Some programs may have a wait list. If the day you wish to add to your child's schedule is unavailable, you will be informed. Additional charges will apply for any extra days added.
- Payments and documentation are not accepted at the individual programs. All payments and documentation must be submitted to our office at 4 Lake Street, Nashua, NH 03060.
- *We require a one-week notice to implement changes to your child's schedule or you may be charged the following week's full tuition rate.* All schedule or attendance changes for your child must be called into our School Age Adventures office at 882-9080 x 2212.
- Programs close at 6:00 P.M. A late fee of \$1.00 per minute will be charged to your account for any pick-ups after 6:00 P.M. Repeated late pick-ups may result in disenrollment from our program.
- We reserve the right to dis-enroll your child from our program for non-payment of fees, repeated late pickups or child or parent behavior that causes a safety concern or disruption of the program.
- Questions on Tuition Express, payments or billing? Please contact our Billing Office at 882-9080 x 2214.

REPORTING ABSENCES

Need to call your child in absent? Please notify your Adventure Club Site Director by leaving a voicemail prior to 1:00 PM at your child's individual school program. Extension numbers for voicemail boxes are located on page # 18 of this handbook and on our website at www.nashuaalc.org under "Children" at the top of the page.

SCHEDULE CHANGES

Any changes must be made through our School Age Care Office at 603/882-9080 x2212. Changes are subject to availability and will only be accepted through Wednesday to take effect the following Monday. Additions to your child's schedule may only be made if your account balance is current.

Extra Days: We understand that sometimes you need additional days added to your schedule. Please call us and make sure we can accommodate an extra child before sending your child to the before or after school program on a day they are not scheduled. You will be charged for the extra day.

WITHDRAWALS AND DIS-ENROLLMENTS

A one week notice is required for withdrawals or dis-enrollments from our programs. The Adult Learning Center requires one full week notice to receive a refund, if any.

RE-ENROLLMENT

Any child previously dis-enrolled from our program that wishes to reenter is subject to a \$60.00 re-enrollment fee and one week's upfront paid tuition (applied to the first week they return to our program). All re-enrollments are subject to availability. If the program is wait-listed, you will be advised at the time you contact us. Please call our School Age Care Office at 603/882-9080 x2212 to check availability.

PART-TIME ENROLLMENTS

If your child attends part-time and school is closed for a holiday, you may choose another day during that same week for your child to attend, subject to availability. **There are no refunds for Monday or other holidays.** If you elect to send your child on an early release day, and there is room to accommodate your request, additional fees will apply. Please contact our School Age Care Office at 603/882-9080 x2212 to check availability. Tuition is non-refundable.

LATE PICK-UP FEES

All afternoon programs end at 6:00 PM. A late pick-up fee of \$1.00 per minute is charged after 6:00 PM. Fees are assessed to pay for our staff's extra time, and to help parents respect the end of the long school day. You will be required to sign a late pick-up slip containing the date and time of your late pick-up. All late fees are directly billed to your Tuition Express account. Excessive late pick-ups may result in your child's removal from our program. If you are unable to pick up by 6:00 PM, you may need to seek alternative child care with later hours.

CREDITS

The Adventure Club program is a licensed daycare program and not a “drop in” service. You are required to pay for your child’s spot, whether or not your child attends. There are no credits and/or refunds for absences less than 5 consecutive days, family vacations, school activities and/or school trips. Absences due to illness of 5 consecutive days or more from both school and the Adventure Club requires a doctor note, prior to any credit consideration.

FOOD POLICY

A USDA approved breakfast and snack are served daily to all children who attend our programs. We strive to serve nutritious foods to all program participants and request that you do not send in food with your child. If your child has any type of food allergy, please fill out the appropriate forms and provide them to the Site Director.

DRESS CODE

Children attending our programs may not wear any clothing or attire that advertises or promotes usage of alcohol, tobacco, contains profanity, lewd or offensive language, or in any way promotes the use of illegal drugs or substances. Should this happen, the parent and/or guardian will be contacted to bring in a change of clothing or pick their child up.

HOMEWORK POLICY

All children attending our program will be assisted with homework, as time allows. Though completion is encouraged by our staff, homework is self-directed and may or may not be completed during program hours. The ALC staff will not search a child’s belongings if they tell us they do not have homework to complete. We strongly encourage parents to review their child’s homework each night and assist them with completion.

CELL PHONES

Cell phones are not permitted in our programs. We recognize parents may wish their child to carry a cell phone for emergency purposes. While at our programs, cell phones must be kept in backpacks on “silent” mode. Children are not permitted to place and/or receive calls during program hours. Our staff members have phones for emergency purposes. Non-emergency communications should be left on the program voicemail. Our staff checks messages frequently during our program hours. Program Extensions can be found at the back of this handbook. Your cooperation with this policy is appreciated.

APPLE WATCHES/ FITBIT / LAPTOPS / iPADS / eREADERS

It is our long-standing policy that students are NOT PERMITTED to have access to the internet. Strictly NO screens. Any watch or wearable activity tracking device will remain in the students’ backpack. None of these, or similar electronic devices, will be allowed.

TOYS AND OTHER ELECTRONIC DEVICES

While at our program, there are more than enough toys, games, activities and outdoor play to keep every child busy and happy. If a program chooses to have a special day to allow electronics (non-internet based), our staff will monitor for appropriate games and usage. If a

child is playing an unacceptable game and/or utilizing the electronic in an inappropriate manner, they will be required to put the device away immediately and the parent and/or guardian will be notified. Examples of unacceptable games are: *Dead Pool, 5 Nights at Freddie's, Grand Theft Auto etc.* The Adult Learning Center, Adventure Club and Adventure Camp are not responsible for the damage, loss or theft of any item brought to our programs from home by your child.

SOCIAL MEDIA

Students are not permitted to have access to the internet and/or utilize social media while in our program.

We respectfully request parents and/or guardians taking photographs during our program events post only photos containing their personal family members to social media accounts.

MOVIE TIME

Occasionally, programs offer a special "movie time" activity to our participants. All movies are either "G" or "PG" rated. Any movie containing a "PG" rating is carefully selected. You will be requested to sign a permission form for your child to participate. Those forms will be available at each individual program location. Alternative activities are also offered during movie times.

PARENT COMMUNICATION

Parents are encouraged to keep up to date on information concerning their child's program, as well as any upcoming vacation and Summer Camps offered by the Adult Learning. Each of our program locations contain a "*Parent Communication*" area near the sign in / sign out sheets. This area will also display information about special upcoming events, activities and notices you need to be made aware of.

PARENT CODE OF CONDUCT

Parents and staff are role models for children and must therefore act accordingly. At no time is it acceptable for a parent, guardian or any other adult to engage in an argument or threaten the staff who works with the children. Doing so may result in your child(ren) no longer being able to attend our program. When visiting our program, it is expected that parents will refrain from:

- Physical punishment of children;
- Verbal abuse, yelling or swearing;
- Threatening of staff, other parents or children;
- Smoking;
- Arguing with children, other parents or staff members;
- Disciplining or questioning other people's children.

CHILD ABUSE AND NEGLECT

New Hampshire State Laws require the Adventure Club staff to report any suspected cases of child abuse and/or neglect to the proper authorities.

INDIVIDUAL PROGRAM RULES

Each Site Director at our Adventure Club before and after school programs design their own set of rules to meet student needs. Please speak directly with the Site Director at your child (ren)'s program if you have any questions or concerns.

BEHAVIOR MANAGEMENT

The Adult Learning Center's Adventure Club philosophy is to focus on caring, honesty, respect and responsibility.

The Adult Learning Center wants every child to be successful in our programs. Our program staff encourages youth to interact positively with peers and make good choices while at our program. Staff members teach and model expectation for behaviors, enforcing expectations in positive ways to encourage development of self-control. Whenever possible, staff will assist children in working out their differences to determine both a cause and solution to conflict.

We feel it is important to value each child as an individual. Should a behavior management problem arise, we handle each situation on an individual basis.

When confronted with negative behavior, staff members will be clear to distinguish between "disruptive" and "unacceptable" behavior.

"Disruptive" behavior prevents other children from enjoying themselves. If a child behaves in a way that is disruptive while at our program, they will receive a verbal warning. A verbal warning would be a staff member redirecting, teaching or guiding the child toward a different activity choice.

"Unacceptable" behavior refers to non-negotiable actions, such as the use of profane language or swearing, name calling, physical or emotional bullying, destruction of property, encouraging other children in our program to exclude a child from the group, using language or actions sexual in nature, or causing harm to his or herself, another child or a staff member. Unacceptable behavior will result in a day off from our program.

The Adventure Club program staff documents any threat a child or adult makes of bodily harm toward another child or staff member, as we are required to take these threats seriously. Any threat will result in a suspension from our programs.

If a student displays violent behaviors that jeopardize the safety of themselves, or others, the staff will contact that child's parent and/or guardian and request for safety purposes their child immediately be picked up and will be given a day off. If violent behavior continues, the student will be terminated from the program.

If a child bites another child, or one of our staff members, they will be suspended for three days from our program. If a second incident of biting occurs, the child will be terminated from participating in our programs.

If a child's behavior proves to be constantly disruptive or unacceptable, demands consistent individual attention or requires supervision to the level that the entire group is compromised, the parent and/or guardian will be informed and the child issued a warning. Should the disruptive behavior continue, it will result in a day off from our program. Refunds in these instances will not be issued. If all attempts to correct the child's behavior fails, we reserve the right to terminate the child's enrollment. When appropriate, a one-week notice of termination will be given to the parent and/or guardian so alternate child care arrangements can be made.

If a child causes damage to any Adult Learning Center owned or leased property as a result of their inappropriate behavior or activity, the Adult Learning Center reserves the right to charge the parent or guardian for any and all costs necessary to repair or replace the damaged items or property.

Site Directors will inform parents and/or guardians of any disruptive or unacceptable behaviors that occur. Parents and guardians are encouraged to discuss better ways to deal with the situations that transpired with their child. If there are questions or concerns regarding any incident involving your child, the Site Director at your child's program will be happy to discuss them with you at an appropriate time, in person or via telephone. As with any disagreement, view points of the people involved may vary greatly. If a mutual resolution cannot be reached, you are encouraged to speak with the Adventure Club Program Coordinator.

The Adult Learning Center and the Adventure Club reserves the right to suspend or terminate enrollment of any child when the safety of other children or staff members is compromised, a child runs away, or it is in the best interest of the program. No refunds will be issued.

PROGRAM EXTENSIONS AND HOURS

To report absences or alternate pick up authorizations, please call the program at (603) 882-9080 and select the correct extension listed below.

ADVENTURE CAMP (February & April Vacations)

Camp hours: 6:40 AM until 6:00 PM

ADVENTURE CAMP (Summer Camp)

Camp hours: 6:30 AM until 6:00 PM

ADVENTURE CLUB PROGRAM (School Age Care - Morning and Afternoon)

Morning Program: 6:40 AM until the start of school in Nashua Schools
 6:30 AM until the start of school for Hollis, Litchfield, and Merrimack

Afternoon Program: Dismissal from school until 6:00 PM

For all other inquiries, including emergencies, scheduling changes or withdrawals, please call our School Age Care and Adventure Club Office at 882-9080 x 2212.

| PROGRAM LOCATION | EXTENSION | PROGRAM LOCATION | EXTENSION |
|---|-----------|---|-----------|
| Amherst Street [at Mt. Pleasant School] (PM only) | 2321 | Mastricola Upper Elem. (PM only) | 2355 |
| Bicentennial (AM & PM) | 2303 | Mont Vernon (AM only) | 2316 |
| Birch Hill (AM & PM) | 2304 | Mt. Pleasant (PM only) | 2321 |
| Broad Street (PM only) | 2305 | New Searles (AM & PM) | 2315 |
| Charlotte Ave. (AM & PM) | 2306 | Reeds Ferry (AM & PM) | 2370 |
| Dr. Crisp (PM only) | 2302 | Sunset Heights (AM only) | 2324 |
| Fairgrounds Elementary (AM & PM) | 2307 | Sunset Heights (PM only) | 2318 |
| Griffin Memorial (AM & PM) | 2308 | Thornton's Ferry (AM only) | 2323 |
| Hollis Primary/HUES (AM only) <i>*Combined morning program</i> | 2371 | Thornton's Ferry (PM only) | 2319 |
| Hollis Primary (PM only) | 2328 | Wilton / Lyndeborough | 2325 |
| Hollis Upper Elementary (PM only) | 2371 | | |
| Main Dunstable (AM & PM) | 2312 | Adventure Camp <i>*February, April and Summer programs</i> | 2320 |
| Mastricola / MUES (AM only) <i>*Combined morning program</i> | 2355 | | |
| Mastricola (PM only) | 2313 | | |

NOTICES TO PARENTS / GUARDIANS

The Adult Learning Center follows school policies regarding safety, both in the school and on the playground. All schools are designated as NON-SMOKING zones.

USDA

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender, identity, religion, reprisal and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited basis will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, which can be found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html,

or at any USDA office, or call (866)-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202)690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800)977-8339 or (800)845-6136 (in Spanish). Persons with disabilities, who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g. Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

STATE OF NEW HAMPSHIRE BUREAU OF LICENSING

The licensing authority for this program is the bureau of licensing and certification, child care licensing unit. Childcare programs are required to post a copy of the statement of findings and corrective action plan for the most recent visit in a location which is accessible to parents, and must maintain copies of the statement of findings and corrective action plan for the preceding visit and make them available for parents to review upon request. Statements of findings and corrective action plans are also available on-line at:

<https://nhlicenses.nh.gov/verification/Search.aspx?facility='Y';>

or by calling the unit at 603-271-9025; or 1-800-852-3345 ext. 9025.

During visits to programs, licensing staff speak with children regarding the care they receive at a program if in the judgment of the licensing staff the children's response would be valuable in determining compliance with licensing rules. Licensing staff are experienced in working with children and trained to speak with children in a manner that is respectful and non-leading. Children will remain with their class or group during these conversations with licensing staff, and at no time will a child be forced to speak with a licensing coordinator.

If licensing staff believes your child may have specific information regarding an alleged event at the program, and determines that it is best to interview your child separately and not with their class or group, please indicate your preference among the following options:

- a. I give permission for child care licensing staff to interview my child at the child care program separate from his or her class or group;
- b. I wish to be notified prior to child care licensing staff interviewing my child at the child care program separate from his or her class or group;
- c. I do not give my permission for child care licensing staff to interview my child at the child care program separate from his or her class or group.

