



Before & After School Adventure Club 2020 – 2021 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 (“The ALC”). Our morning and afternoon programs are held at public elementary schools throughout Nashua, Merrimack, Hollis and Litchfield. We also offer a program for Grades 5 and 6 at the Masticola Upper Elementary School in Merrimack and Grades 4, 5 and 6 at Hollis Upper Elementary.

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. You can also read our Emergency Operation Plan (EOP) on our website. 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 ALC. 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 and Litchfield 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.

ADVENTURE, XPLORATION & SUMMER CAMP PROGRAMS

**Camp hours: 6:40 AM until 6:00 PM for Adventure February and April camp
9:00 AM until 4:00 PM for Xploration February and April camp
6:30 AM until 6:00 PM for Adventure Summer camp**

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

Summer camp is offered at our 40 Arlington Street, Nashua, NH location.

Information is made available to all parents prior to open enrollment for February, April and summer camps at our individual school programs,, as well as our website at www.nashuaalc.org .

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

<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

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, website 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.

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

2020 – 2021 Delay and Cancellation Policy

INCLEMENT WEATHER / CANCELLATIONS / DELAYED STARTS

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

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 enrollment 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. All staff members at each program are 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: *To ensure the health and safety of all children and staff, parents are asked to remain outside and ring a buzzer when dropping off your child.* Please check with your program Site Director as to where the buzzer will be located.

A staff member will greet you at the door and screen your child. Our staff will then sign your child in for the morning and escort them to our 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, ***to ensure the health and safety of all children and staff, parents will be asked to remain outside and ring a buzzer to pick up your child. Please have your photo ID with you.*** A staff member will greet you at the door, check your ID and then escort your child out to you. Our staff will sign your child out for the day. Please pick up your child up by 6:00 PM.

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.

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.

COVID-19 / FACE COVERINGS / EMERGENCY OPERATION PLANS (EOPs)

For information on the Emergency Operation Plan (EOP) specific to your child's school, please visit our website at: <https://nashuaalc.org/for-children/school-age-adventure-club/>

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 up your child. 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, the child will not be released by our staff to that individual. The program Site Director will be notified and an alternate emergency pick-up will be called. If the individual is the child's parent, and if the parent insists on taking the child from our program, the police will be notified.

PARENTAL RESTRICTIONS

All 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.

GUARDIANSHIP / COURT ORDERS

Should a child registered in our program be under Guardianship or court ordered care by an individual other than a parent, copies of court orders should be provided to our office at the time of enrollment.

Should a no contact, domestic violence, restraining or other court order exist restricting a parent or any other person from contact with a child registered in our program, copies of the court orders should be provided to our office at the time of enrollment.

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 your child's registration packet indicates that he or she may require medication to be dispensed while at our program, in order for us to comply with New Hampshire Childcare Licensing requirements, you must provide the medications to our office at 4 Lake Street, Nashua, NH prior to them starting in the program. Your child cannot attend the program if the required items are not provided.

NON-PRESCRIPTION MEDICATIONS

If your child requires any non-prescription medication to be dispensed during our program hours, you must provide the following:

- 1) The medication in its original container.
- 2) A "Medication Authorization" form granting permission for our staff to dispense the required medication during program hours, signed by the child's parent/guardian.
- 3) All items must be placed in a labeled Ziploc bag and provided to our office at 4 Lake Street, Nashua, NH before the first day your child is scheduled to attend the program.

Your child cannot attend the program if the required items are not provided.

PRESCRIPTION MEDICATIONS

If your child requires any prescription medication to be dispensed during our program hours, you must provide the following:

- 1) The medication in its original container, with attached prescription label. The label must include the child's name, medication name, strength, prescribed dose and method of administration.

- 2) If you do not have the prescription label, a Medication Order provided and signed by your child's licensed health care provider is required and must include the child's name, medication name, strength, prescribed dose and method of administration, frequency of administration, indications for usage, maximum dosage allowed in a 24 hour period and any special precautions or limitations regarding administration of the medication.
- 3) A "Medication Authorization" form granting permission for our staff to dispense the required medication during program hours, signed by the child's parent/guardian and licensed health care provider.
- 4) All items must be placed in a labeled Ziploc bag and provided to our office at 4 Lake Street, Nashua, NH before the first day your child is scheduled to attend the program.

Your child cannot attend the program if the required items are not provided.

SEVERE ALLERGIC REACTIONS

If your child has an allergy requiring medication to be dispensed during our program hours you must provide the following:

- 1) The medication in its original container, with attached prescription label. The label must include the child's name, medication name, strength, prescribed dose and method of administration.
- 2) If you do not have the prescription label, a Medication Order provided and signed by your child's licensed health care provider is required and must include the child's name, medication name, strength, prescribed dose and method of administration, frequency of administration, indications for usage, maximum dosage allowed in a 24 hour period and any special precautions or limitations regarding administration of the medication.
- 3) A "Medication Authorization" form granting permission for our staff to dispense the required medication during program hours, signed by the child's parent and/or Guardian and licensed health care provider.
- 4) An "Allergy Action Plan" completed with photo, dated and signed by both your child's licensed health care provider and the parent/guardian.
- 5) All items must be placed in a labeled Ziploc bag and provided to our office at 4 Lake Street, Nashua, NH before the first day your child is scheduled to attend the program.

Your child cannot attend the program if the required items are not provided.

IF YOUR CHILD'S MEDICAL RECORDS INDICATE THEY REQUIRE MEDICATION DURING OUR PROGRAM HOURS AND YOU DO NOT WISH TO PROVIDE THE MEDICATION FOR OUR STAFF YOU MUST DOWNLOAD AND FILL OUT A "MEDICATION RELEASE FORM" FROM OUR WEBSITE OR ASK ONE OF OUR STAFF MEMBERS TO PROVIDE YOU WITH ONE.

ILLNESS

When a child becomes ill at our program, the parent and/or guardian will be contacted by our staff. He or she will be isolated from the other children and staff and given a mask to wear. It is expected the child will be picked up immediately. 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.

COVID-19: Children are screened daily upon arrival to our before school programs. If a child has COVID-19 symptoms, reports close contact with someone suspected or confirmed with COVID-19 or reports travel risk factors, he or she will not be allowed into the program.

Symptomatic individuals will be instructed to contact their health care provider to be tested for COVID-19 and self-isolate at home. They will not be able to return to the program until at least 10 days have passed since symptoms first appeared AND at least 24 hours have passed since recovery and being fever-free without fever reducing medications.

Asymptomatic individuals reporting close contact with someone suspected or confirmed with COVID-19, or who report one of the traveled-related risk factors should self-quarantine for 14 days from their last exposure or return from travel.

If there is a potential/confirmed case of COVID-19 at the program, the school and the parents will be notified as well as the appropriate local/state agencies.

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.

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 throughout the program hours. Your cooperation with this procedure is appreciated.

TOILETING POLICY & HYGIENE PROCEDURES

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

Tuition is billed in advance of service each Friday. Your one week tuition deposit will be directly applied to the first week your child(ren) attend the program. Please refer to the Tuition Agreement you signed at the time of registering your child(ren) for our program.

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 / SCHOLARSHIPS

The ALC 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 at this time.

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.

INSUFFICIENT FUNDS

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.

2020- 2021 TUITION AGREEMENT

Please refer to the Tuition Agreement you signed at the time of registering your child(ren) for our program.

REPORTING ABSENCES

If your child is going to be absent from our program, 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 # 19 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. You will be required to sign a late pick-up slip containing the date and time. All late fees are directly billed to your Tuition Express account. 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 unless approved by your child’s Site Director. If your child has any type of food allergy, please fill out the appropriate forms and provide them to the Site Director at your child’s program.

Please discuss all food allergies, intolerances and/or specific dietary restrictions directly with your child’s Site Director. Exceptions for bringing food into the program are made on a case by case basis in accordance with your child’s specific needs.

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 up their child.

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 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 ALC, 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. Movies are "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 ALC. Parents may also check our website for updated information.

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's program if you have any questions or concerns.

BEHAVIOR MANAGEMENT

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

The ALC 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 expectations 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. If the behavior continues, the child will be permanently removed from the 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 be picked up immediately 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 provided with an "OOPS Sheet" warning advising them of the disruptive behaviors. After three disruptive behavior instances requiring an "OOPS Sheet", the child will be given 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 of The ALC's owned or leased property as a result of their inappropriate behavior or activity, The ALC reserves the right to charge the parent or guardian for any and all costs necessary to repair or replace the damaged items or property.

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.

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 ALC 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.

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

NOTICES TO PARENTS / GUARDIANS

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

USDA NONDISCRIMINATION STATEMENT

In accordance with Federal civil rights law and US Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form \(AD-3027\)](#) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

This institution 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.