



# **School Age Adventures PARENT HANDBOOK**



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## SCHOOL AGE ADVENTURES

POLICY: **WELCOME**

POLICY NO.: 1

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Dear Parents:

Welcome to School Age Adventures! Our programs are part of the Nashua Adult Learning Center (ALC). Our morning and afternoon programs are held at public elementary schools throughout Nashua, Merrimack, Hollis and Litchfield.

School Age Adventures 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 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 at any time. I am available for questions and parent comments at the School Age Care office at 603-882-9080 x2242 or [lparkers@nashuaalc.org](mailto:lparkers@nashuaalc.org).

Take the time to read this Parent Handbook carefully. It is our opportunity to share our goals, policies and procedures. You are responsible for the material contained in it. Our handbook will not be able to address every situation or circumstance and if there are any situations not addressed directly, please reach out to the program Site Director or the School Age Care Director.

Please visit our website at [www.nashuaalc.org](http://www.nashuaalc.org) for updates, School Age Adventures and Adventure Camp enrollment information, program extensions, cancellations and delays.

We hope your family’s experience with us will be an enriching and positive one. I look forward to working with each family in the year to come.

Sincerely,

Lois Parsons  
Director of School Age Care

## SCHOOL AGE ADVENTURES

POLICY: **PROGRAM PHILOSOPHY**

POLICY NO.: 2

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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.

Our program responsibilities:

- To provide a safe, positive and enriching environment which meets the developmental needs of children.
- To provide caring staff, who show genuine respect for children and provide positive role models.
- To keep parents/guardians informed through regular newsletters, flyers, website and verbal communication.

## SCHOOL AGE ADVENTURES

### POLICY: **LICENSING INFORMATION**

POLICY NO.: 3

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We are licensed by the New Hampshire Child Care Licensing Unit. The license authority for this program is the bureau of licensing and certification, childcare licensing unit.

The CCLU ensures that children attending NH childcare programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs. CCLU accomplishes this through on-site evaluations, monitoring and investigations that ensure compliance with applicable NH Statutes and Administrative Rules, approval and issuance of licenses, and initiation of appropriate disciplinary action when necessary for compliance and the protection of children.

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 that 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, extension 9025.

For more information about Child Care Licensing, please visit our website at <https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

## SCHOOL AGE ADVENTURES

### POLICY: **ENROLLMENT**

POLICY NO.: 4

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Initial enrollment is contingent upon receipt of the completed enrollment application, signed tuition fee agreement, payment of the registration fee and first week tuition deposit (paid through Tuition Express), physical and immunization records, and any other forms required by licensing regulations.

Continued enrollment at School Age Adventures is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of School Age Adventures as outlined in this handbook including, but not limited to timely payment of all fees and tuition.

Parents/guardians are required to keep all enrollment paperwork up to date and must notify School Age Adventures immediately, should any of the information collected at the time of enrollment or any time thereafter change. Parents/guardians are required to update the child's immunization record each time the child receives an immunization. Failure to do so may result in the child being suspended until all paperwork is brought up to date or dismissal from the program and forfeiture of any deposit.

School Age Adventures reserves the right to dismiss any parent or child at any time with or without cause.

#### **4.1 NON-DISCRIMINATION STATEMENT**

Enrollment shall be granted without regard to the enrolling child's race, color, creed, religion, national origin, gender (which includes sexual orientation/gender identity), genetic information or disability; and without regard to the enrolling child's parent's or guardian's race, color, creed, religion, age, gender (which includes sexual orientation/gender identity), national origin, pregnancy, disability, genetic information, or veteran status.

Additionally, School Age Adventures does not tolerate hate, prejudice, bias, or discrimination against any person by any person anywhere throughout our programs. Any person displaying hateful, prejudicial, biased, or discriminatory behavior towards anyone will be immediately investigated and appropriate action will be taken.

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](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider and employer.

## 4.2 PROGRAMS OFFERED

### **Before School Programs in Nashua (6:40 AM until the start of the school day):**

Bicentennial	Birch Hill	Charlotte Ave.	Fairgrounds
Main Dunstable	New Searles	Sunset Heights	

### **Before School Programs in Merrimack (6:30 AM until the start of the school day):**

Mastricola Elementary (at MUES)	Mastricola Upper Elementary (MUES)
Reeds Ferry	Thorntons Ferry

### **Before School Programs in Hollis (6:30 AM until the start of the school day):**

Hollis Primary School (at HUES)	Hollis Upper Elementary (HUES)
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### **Before School Program in Litchfield (6:30 AM until the start of the school day):**

Griffin Memorial

### **After School Programs in Nashua (From the end of the school day until 6:00 PM)**

Bicentennial	Broad Street	Birch Hill	Charlotte Ave.
Fairgrounds	Main Dunstable	New Searles	Sunset Heights

### **After School Programs in Merrimack (From the end of the school day until 6:00 PM)**

Mastricola	Mastricola Upper (MUES)	Reeds Ferry	Thorntons Ferry
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### **After School Programs in Hollis (From the end of the school day until 6:00 PM)**

Hollis Primary at (HUES)	Hollis Upper Elementary (HUES)
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### **After School Program in Litchfield (From the end of the school day until 6:00 PM)**

Griffin Memorial

We offer full time and part time in our before and after school programs. Part time slots are limited.

We do NOT cover scheduled Early Release days.



### 4.3 APPLICATION/REGISTRATION PROCESS

Enrollments are accepted on a first come, first served basis.

Parents/guardians can register by completing the Enrollment Application and paying the Registration fee and a one-week tuition deposit (through Tuition Express). The Registration Fee is non-refundable.

Incomplete packets will not be processed

### 4.4 CHANGE OF SCHEDULE REQUEST

Program enrollment is carefully planned to maintain ratios and supervision requirements in each program and therefore, any change to the child's enrollment schedule may not be immediately available. If the requested schedule is not available, parent/guardian may choose to continue with the current schedule until the requested schedule becomes available or may choose to withdraw their child from the program.

All schedule changes must be made through our School Age Care office. Please call 603-882-9080 x2212 or email [schoolagecare@nashuaalc.org](mailto:schoolagecare@nashuaalc.org). Changes are subject to availability. 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.

Schedule changes will only be made if your account balance is current. You will be permitted to change your permanent schedule ONCE. After that, a \$5.00 maintenance fee will be applied to each change request.

Part-time schedule changes are subject to availability. If the day you wish to add is unavailable, you will be informed.

Additional days can only be accommodated with advance notification and are subject to availability. You will be charged a daily fee. SWAPPING DAYS IS NOT PERMITTED.

**Holidays:** If your child attends part-time and school is closed for a holiday, you may choose another day IN THE SAME WEEK – subject to availability. There are **NO REFUNDS** for holidays.

### 4.5 WITHDRAW FROM PROGRAM

A one-week notice is required when withdrawing a child for any reason.

## SCHOOOL AGE ADVENTURES

### POLICY: TUITION

POLICY NO.: 5

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Tuition is charged for the child's enrollment in our program. Tuition rates are subject to change annually and published on a Tuition Rate Sheet that is detailed below and included in the enrollment packet.

All custodial parents and/or legal guardians are required to sign a Tuition Agreement prior to enrollment of their child in School Age Adventures. You are required to indicate to whom all billing information and correspondence are to be addressed.

Tuition Express is our automatic payment processing system and is required for all families. A new form must be submitted each school year. Tuition payments are automatically withdrawn from your designated bank, credit union, or credit card account on Friday for the following week. Statements are emailed weekly. Please ensure we have your correct and current email address on file. By signing the Tuition Agreement, you are authorizing the Tuition Express payment method. There will be a \$15.00 fee charged for a direct bank withdrawal that does not clear.

### 5.1 REGISTRATION FEE

School Age Adventures charges an annual Registration Fee along with a one week tuition deposit when confirming enrollment and signing a Tuition Agreement for each academic year. The Registration Fee is non-refundable.

### 5.2 TUITION AGREEMENT

#### 2025-2026 Tuition Agreement

No changes can be made to your child's schedule during the first two weeks of participation in our program.

Initial one-week tuition deposit + a non-refundable registration fee of \$50.00 per child will be charged to the payment method provided on your Tuition Express Acct. at the time of enrollment.

We use a prorated tuition system. Families will be charged their weekly rates despite any 1-day holidays, scheduled early release days, etc. We will not charge a weekly rate for any FULL WEEK breaks from school and the Thanksgiving Week.

During open enrollment, refunds (minus the non-refundable registration fee) are issued only if you cancel on or before July 31, 2025. After August 1, 2025, tuition deposits are non-refundable.

All Nashua Adult Learning Center accounts must be current to enroll in any of our programs.

**Tuition Express** automatic payment processing is required for all families. A new form must be submitted each school year. Tuition payments are automatically withdrawn from your designated bank or credit card account. Statements are emailed weekly. Please ensure we have your correct, current email address on file. By signing your enrollment packet, you are authorizing the Tuition Express payment method. The Nashua Adult Learning Center will charge a \$15.00 fee per returned transaction. Questions: call Accounting at 603-882-9080x2213.

Payments and documentation are not accepted at the individual programs. All documentation must be submitted to our office at 4 Lake Street, Nashua, NH 03060.

**Holidays:** If your child attends part time and school is closed for a holiday, you may choose another day IN THE SAME WEEK – subject to availability. There are **NO REFUNDS** for Monday or other holidays. Contact the office for availability 882-9080x2212

**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 made for your child must be called in to our School Age Adventures office at 603-882-9080 x 2212.

**Change Fee** – Effective this year you will be permitted to change your permanent schedule ONCE. After that, a \$5.00 maintenance fee will be applied to each request to change a child's permanent schedule after initial enrollment.

Part-time students schedule changes are subject to availability. If the day you wish to add to your child's schedule is unavailable, you will be informed.

Additional days can only be accommodated with advance notification and is subject to availability. You will be charged a daily fee. SWAPPING DAYS IS NOT PERMITTED.

Programs close at 6:00 P.M. A late fee of \$1.00 per minute thereafter will be charged to your account for any pick-ups after 6:00 P.M.

We reserve the right to dismiss 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.

I/we have read the Parent Handbook accessed online at [www.nashuaalc.org/for-children/school-age-adventure-club](http://www.nashuaalc.org/for-children/school-age-adventure-club)

### 5.3 PAYMENT SCHEDULE

**We use a prorated tuition system. Families will be charged their weekly rates despite any 1-day holidays, scheduled early release days, etc. After the initial deposit, we charge for 35 weeks. We will not charge a weekly rate for any FULL WEEK long break from school (Winter Break, February and April Vacation or for the Thanksgiving Week.)**

2025 – 2026 TUITION RATES							
	Kindergarten Students				Grade 1 + Students		
Weekly: (Full-Time)	AM Only	PM Only	AM & PM		AM Only	PM Only	AM & PM
	\$85.00	\$115.00	\$195.00		\$85.00	\$105.00	\$185.00
Daily: (Part-Time)	AM Only	PM Only	AM & PM		AM Only	PM Only	AM & PM
	\$20.00	\$30.00	\$50.00		\$20.00	\$25.00	\$45.00

\* Tuition rates do not include an annual registration fee of **\$50.00 per child.**

## 2025 – 2026 PAYMENT CALENDAR NASHUA SCHOOL DISTRICT

<b>8/29/25</b> Paid Tuition Deposit	<b>9/5/25</b>	<b>9/12/25</b>	<b>9/19/25</b>	<b>9/26/25</b>	<b>10/3/25</b>	<b>10/10/25</b>	<b>10/17/25</b>	<b>10/24/25</b>
<b>10/31/25</b>	<b>11/7/25</b>	<b>11/14/25</b>	<b>11/21/25</b> No Payment Due	<b>11/28/25</b>	<b>12/5/25</b>	<b>12/12/25</b>	<b>12/19/25</b> No Payment Due	<b>12/26/25</b> No Payment Due
<b>1/2/26</b>	<b>1/9/26</b>	<b>1/16/26</b>	<b>1/23/26</b>	<b>1/30/26</b>	<b>2/6/26</b>	<b>2/13/26</b>	<b>2/20/26</b> No Payment Due	<b>2/27/26</b>
<b>3/6/26</b>	<b>3/13/26</b>	<b>3/20/26</b>	<b>3/27/26</b>	<b>4/3/26</b>	<b>4/10/26</b>	<b>4/17/26</b>	<b>4/24/26</b> No Payment Due	<b>5/1/26</b>
<b>5/8/26</b>	<b>5/15/26</b>	<b>5/22/26</b>	<b>5/29/26</b>	<b>6/5/26</b>				

**\*Billed every Friday for upcoming week's tuition, except where noted.**

**\*There are no after school programs on scheduled early release days.**

**\* We are instituting a fee for schedule changes see Tuition Agreement**

Tuition assistance may be available to qualified families through the New Hampshire Department of Health and Human Services (NH DHHS). Please contact Mysty at 603-882-9080 x 2213 for the "*Child Care Provider Verification (Form 1863)*". For additional information about childcare assistance, please visit the NH DHHS website at <https://nheasy.nh.gov/> or contact the Southern District Office, 26 Whipple Street, Nashua, NH 03060, 603-883-7726, 1-800-852-0632 or 1-844-275-3447.

### 5.4 LATE/NON - PAYMENT

Timely payments are essential for continued enrollment at the School Age Adventures; however, if you anticipate difficulty with paying on time, please discuss the matter with the billing office immediately. If alternative arrangements for payment are approved, the billing office will notify you.

Our billing office will contact you directly if your payment is declined. If your account becomes more than two weeks delinquent, your child may be unable to attend our program until it is brought current. Further delinquencies may result in dismissal from the program.

### 5.5 RE-ENROLLMENT FEE

Any child previously dis-enrolled from our program that wishes to reenter is subject to a \$25.00 re-enrollment fee and one week's upfront paid tuition (applied to the first week of return to our program). All re-enrollments are subject to availability. If the program is waitlisted, 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.

## **5.6 PART-TIME ENROLLMENTS**

If your child attends part-time and school is closed for a holiday, you may choose another day in the SAME WEEK for your child to attend, subject to availability. There are no tuition refunds for holidays. Please contact our School Age Care office at (603)882-9080 x2212 to check availability.

## **5.7 SUBSIDIZED TUITION PROGRAMS**

The ALC works diligently to provide safe, quality, licensed childcare to every family at an affordable cost. We cannot provide scholarships, reduced rates and/or sliding fee scales at this time.

Our Accounting staff can assist any parent or legal guardian with filling out a form 1863 Child Care Assistance Request through the State of New Hampshire. Once complete, it is the parent or legal guardian's responsibility to submit the documents directly to their local Department of Health and Human Services (DHHS) office. For more information, contact your local DHHS Office at 1-844-275-3447.

Parents/guardians receiving assistance are also required to sign the Tuition Express Agreement forms, agreeing to be responsible for the payment of the full tuition fee, in the event they become ineligible to receive childcare subsidies. Parents/guardians receiving assistance are required to provide updated eligibility information in a timely manner and are required to notify billing at 882-9080x2213 immediately of any changes/updates to their eligibility or co-pay amount.

## **5.8 ABSENCES AND CLOSURES**

Tuition represents your child's reserved enrollment spot that they occupy in the program. Please note, we are not a "drop in" childcare service center. You are required to pay for your child's spot, whether or not your child attends. There is no tuition credited for any absences, vacations, scheduled school holidays, or child illness less than 5 consecutive days.

Should your child experience a serious illness or medical condition, or your family experiences an unexpected emergency that would disrupt your child's attendance in the program for 5 days or more, please contact the School Age Care office to discuss continued enrollment and tuition payment arrangements.

## **5.9 REFUND POLICY**

During open enrollment, refunds (minus the non-refundable registration fee) are issued only if you cancel on or before July 31, 2025. After August 1, 2025, tuition deposits are non-refundable. We require a one-week notice for withdrawals from our program. School Age Adventures requires a one full week notice to receive a refund, if any.

## SCHOOL AGE CARE

### POLICY: DROP OFF AND PICK UP PROCEDURES

POLICY NO.: 6

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The parent/guardian who is dropping the child off must sign the child into care on the sign-in sheet located at the “parent area”.

**For morning programs:** Ring the bell and a staff member will greet you at the door. Once in our morning program’s care, children are provided breakfast and participate in various activities. They are dismissed to their class at the end of the program.

**For afternoon programs:** Children are dismissed from class to our program. All children are checked in by our program staff. They are provided a snack and participate in various activities. The afternoon program also offers homework time.

For pickup, ring the bell and a staff member will greet you at the door and check your ID.

Parents/guardians are required to sign their child out of care on the sign-out sheet located in the “parent area”. Once a parent signs their child out, they are then solely responsible for supervising their child while on the program premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground.

Once per week, all parents/guardians are required to provide a full signature on the attendance sheets in the signature area next to their child’s name.

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

### 6.1 NOTIFICATION OF ABSENCE

Parents are required to inform the program in advance if a child will not be at the program on a scheduled day. While we appreciate the notice for the morning program, this is especially important for the afternoon program to enable the program to maintain appropriate staffing ratios. For the afternoon program, please leave a voicemail **prior to 1:00 pm** at your child’s program extension. Program extensions for voicemail boxes are under **Policy #18**. Parents/guardians who fail to give proper notice repeatedly of an absence may result in the child being dismissed from the program.

## **6.2 LATE PICK-UP:**

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.

It is the parent/guardian's responsibility to ensure that someone (either a parent or an authorized Emergency/Alternate pick-up person on file) is available to pick up the child on time.

A child's enrollment may be terminated should the child be picked-up late on a regular basis.

## **6.3 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP**

The staff of the School Age Adventures program will contact local police and/or the other custodial parent/guardian should a parent/guardian appear to be under the influence of drugs and/or alcohol when at the program to pick up their child. School Age cannot deny a custodial parent/guardian access to their child even if he/she is or appears to be impaired. However, the School Age Adventures staff will delay the impaired parent/guardian as long as possible, while contacting the other parent and the local police.

Any other authorized person who attempts to pick-up a child and appears to be under the influence of drugs and/or alcohol or pose a danger to the child for any other reason will be denied access to the child. The staff will contact the child's parents/guardians and let them know they need to pick up their child or arrange for another authorized person to pick up. Local police may be notified as well.

## **6.4 EMERGENCY/ALTERNATE PICK-UP FORMS**

On the registration form, parents/guardians will be presented with an Emergency/Alternate Pick-up form which is kept on file. Parents/guardians are encouraged to include any and all persons who may pick up their child from School Age Adventures. In an emergency, the child's parents/guardians will be called first. If they cannot be reached, staff will call the people listed on this form until someone can be reached.

Should the staff contact a parent/guardian, and the parent/guardian is unable to pick up the child, it is then the responsibility of the parent/guardian to arrange for their child to be picked up by someone on the Emergency/Alternate pick-up list on file.

The people on the Emergency/Alternate pick-up form will be required to provide a photo ID prior to the program releasing the child. It is the responsibility of the enrolling parent/guardian to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

All pick up changes and/or additions can be made by calling the School Age Adventure Office at 603-882-9080 ext. 2212 or by email at [schoolagecare@nashuaalc.org](mailto:schoolagecare@nashuaalc.org).

## SCHOOL AGE ADVENTURES

### POLICY: CHILD HEALTH

POLICY NO.: 7

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This policy outlines in general terms the health requirements for daily attendance at School Age Adventures. If at any time a child has a serious health or medical issue of which caregivers should be aware to protect the safety of their child, parents/guardians are encouraged to speak with the School Age Care Director to discuss what information the program needs and with whom that information will be shared. To maintain compliance with licensing regulations with local, state, and federal law, our staff may be limited in the administration of certain medications, performance of medical procedures and or treatments. School Age Adventures will work directly with parents/guardians and our staff to meet the child's needs in accordance with licensing regulations, local, state, and federal laws.

### 7.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at the program. This is per state licensing regulations. If you have chosen for a legally protected reason not to immunize your child, please submit an immunization waiver form.. Parents are required to have a wavier on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional in order to attend School Age Adventures. The Physical Examination Form, indicating the child's fitness to attend School Age Adventures, must be completed by a licensed healthcare professional and returned to the School Age Care office with your Enrollment Application.

### 7.2 TOILETING POLICY AND HYGIENE

Children must be potty-trained in order to enroll in the program. Potty-trained 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/guardian will be contacted to bring a clean change of clothes. School Age Adventures reserves the right to dismiss a child from the program if there is repeated evidence that the child is not potty-trained. Parents should notify the School Age Care Director of any known medical conditions prior to enrollment.



### **7.3 SEVERE ALLERGIES/LIFE THREATENING MEDICAL CONDITIONS**

For the safety of your child, parents/guardians are required to provide a signed copy of an “Allergy Action” form, detailing any allergies, food or otherwise, their child may have at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child’s physician and parent(s) or legal guardian(s), and must be updated every year or more frequently, if needed. In addition to this form, parents/guardians must provide a copy of any additional physician’s orders and procedural guidelines relating to exposure prevention and treatment of the child’s allergy. This form can be obtained from your physician or downloading it from our website.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy.

1. The medication is 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 parents and/or guardian and a licensed health care provider.

School Age Adventures cannot guarantee that a child with a severe allergy will not encounter the allergen while at the program. School Age Adventures will work with all staff, inform parents/guardians of any life threatening allergies, and develop classroom and/or program-wide policies related to the specific allergen to prevent, as reasonably as possible, the child from coming into contact with their allergen.

### **7.4 ILLNESS AND COMMUNICABLE DISEASES**

When a child becomes ill at our program, the parent/guardian will be contacted.

Parents/guardians are required to pick up an ill child within 45 minutes of notification by phone. If a parent/guardian cannot be reached, the staff will call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up. While waiting for the parent/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 will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. School Age Adventures reserves the right to exclude a child from care if they present as such and a doctor’s note will only be considered a recommendation.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever

is defined as a temperature reading on a thermometer of at least 100.4 degrees Fahrenheit or more.

If your child has a communicable disease, we ask that you share the diagnosis with the School Age Care office, so we may notify the parents/guardians that a specific communicable disease is present. Only the communicable disease information will be shared, not your child's name. School Age Adventures will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

## **7.5 DISPENSING MEDICATION**

If your child requires medication to be dispensed while at our program, in order for us to comply with the New Hampshire Childcare Licensing requirements, parents/guardians must provide the medication 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.

School Age Adventures will only dispense prescription medication that is in original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions that match the instructions on the medication's label. An Authorization to Administer Prescription and Non Prescription form is also required granting permission for our staff to dispense the required medication during program hours, which is signed by the child's parents and/or guardian and licensed health care provider as needed.

School Age Adventures will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required.

School Age Adventures will dispense over the counter, fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a signed Authorization to Administer Prescription and Non Prescription form detailing the recommended reasons for administration and appropriate dosage. Parents/guardians are required to supply a bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.) Staff will inform the parent/guardian or emergency contact person if it is necessary for the child to be picked up due to illness.

**Parents/guardians are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.**

## **7.6 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.

For the safety of your child, parents/guardians are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), and fill out an "Allergy Action Plan" with instructions for treatment should a child have an allergic reaction.

Parents/guardians are required to provide written notification in the Medical Information Sections of the Enrollment packet of any food/dietary restrictions. (i.e., lactose intolerance, vegetarian diets, wheat free/gluten free diets)

## **7.7 INCIDENT/ACCIDENT REPORTS**

Should a child be involved in an incident/accident during the program, a staff member certified in First Aid will take care of that child. After treatment, they will complete an Incident/Accident Report. The Incident/Accident Report will be located at the parent area (folded so only the child's name appears).

Parents/guardians are required to sign for receipt of any incident/accident reports from the day at drop-off/pick-up. The site director will be able to discuss briefly the matter with you at pick-up.

In the event of a medical emergency, the site director will call 911 and the parent/guardian will be notified immediately. Parents/guardians will be solely responsible for all costs associated as a result of such emergencies.

## SCHOOL AGE ADVENTURES

### POLICY: ACCESS AND SECURITY

POLICY NO.: 8

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All doors leading in and out of the programs will be locked at all times from outside access.

#### **8.1 PARENTS RIGHT TO IMMEDIATE ACCESS**

Parents/guardians of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at School Age Adventures, as provided by law. Access does not mean that parents/guardians are permitted to remain in the center for extended periods to observe and interact with their child while in care due to licensing regulations. Licensing requires any person with access to children in the center for longer than normal or reasonable drop off/pickup periods of time must have the required criminal and child abuse clearances on file.

School Age Adventures will provide **both** parents with equal access to their child as stipulated by law. School Age Adventures cannot, without a certified court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, School Age Adventures suggests that the parent keep their child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. School Age Adventures will contact the local police should a conflict arise.

#### **8.2 COURT ORDERS EFFECTING ACCESS TO CHILD AND RECORDS**

In cases where the child or parents of an enrolled child are the subject of a court order School Age Adventures must be provided with a copy of the most recent order and all amendments. Custody Orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing **and** the court order allows for parental discretion or changes. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order. Any Protection from Abuse and/or Restraining Orders will be followed exactly as written for the entire period the order remains in effect. Should parents decide the PFA/RO is no longer needed, they must provide a certified document from the court rescinding the original order.

When the custody of the child is shared between parents, both parents will be afforded access to the child's records, provided access to the center management/communication app, and invited to participate in any and all program events

When one parent has custody of the child, the non-custodial parent will not be given access to the child's record, provided access to the center management/communication app, nor be invited to participate in any program events without specific written permission of the custodial parent unless otherwise stated in the court order.

School Age Adventures will consult with legal counsel for any custodial situations that do not fit within the guidelines provided in this policy and decisions regarding access to records, provided access to the center managements/communication app, and participation in any program events.

School Age Adventures is there to provide quality care to the child, not take sides or make judgements in a relationship dispute. If the dispute becomes disruptive to our program staff and children, we reserve the right to suspend or terminate care.

### **8.3 CELL PHONES/RECORDING DEVICES**

School Age Adventures believes that is important for parent/guardians and authorized pick-up persons to fully engage and be present with their child and to protect, respect and preserve the privacy of all children and families in our program during the drop-off and pick-up routine. It is often necessary for staff to communicate information about the child and/or the program to the parent/guardian or authorized pick-up person during the drop off or pick up time. Therefore, parents/guardians and authorized pick-up persons are requested to refrain from using cell phones/earbuds or any other recording devices such as face time or cameras while in the program location.

### **8.4 EMERGENCY DRILLS AND PROCEDURES**

School Age Adventures conducts monthly fire/emergency evacuation drills. Emergency evacuation drills are used for a variety of situations including but not limited to fire, weather, violence, concerns related to threats against anyone in the building, utility, air quality or other environmental concerns.

Emergency Drills will also test the program's notification process and procedures for parents/guardians and other authorized emergency contacts. It is important that we practice all parts of the emergency plan to ensure it works properly if/when it is needed.

During emergency drills or a real emergency, parents/guardians may not sign children into or out of the program. In the instance of an emergency drill, parents/guardians must wait until the drill is complete to sign their child into or out of the program. Our staff must be focused on conducting all aspects of the emergency drill and the children need to remain signed in and under the direct supervision of the staff for the entirety of the drill.

In the event of a real emergency involving evacuation of the building/premises, parents/guardians arriving to drop off will be required to leave with their child immediately. Any parent arriving to pick up their child will be required to wait until the management staff has determined that all staff and children are accounted for, and emergency personnel have given the all clear to allow children to leave. All other parents/guardians or emergency contact persons will be notified by email of the situation. At no time is a parent, guardian, or authorized pick up person to circumvent any process or procedure to get quicker access to their child. Order and calmness are critical to keeping children safe, ensure that they are released to authorized individuals and that staff supervise them at all times.

In the event of a real emergency lockdown situation, anyone onsite will be required to comply with the lockdown procedures and will be prohibited from leaving the premises until emergency

personnel advise. Anyone onsite is required to comply with the instructions of staff as it relates to the processes and procedures during a lockdown drill or situation.

Parents/guardians are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. It is important for parents/guardians and staff to work together, remain calm, and cooperate with the emergency personnel and center administration during these important and critical situations.

School Age Adventures has developed a detailed Emergency Plan. Parents/guardians may review the Emergency Plan only onsite upon request to preserve and maintain safety and security. Parents/guardians are not permitted to take photographs or video record the contents of the Emergency Plan and the plans will not be posted to any public location.

## **8.5 ALTERNATE SAFE/REUNIFICATION LOCATION**

Should the administration of School Age Adventures or any emergency services personnel determine the building, which houses the program to be too dangerous to be occupied, the staff and children, will be taken to a secure location. Once the children are assembled here, the staff will begin contacting parents/guardians or emergency contact persons for pick up.

If at any time a parent/guardian, authorized pick up person or child state that they or another individual associated with them will bring a firearm or weapon of any kind to the program, threaten to use a firearm or weapon to harm a staff person, child, family, or any person associated with School Age Adventures, the child will be immediately disenrolled from the program and police will be called. There will be no exceptions.

## **8.6 THREATS**

Threats of any kind will not be tolerated and will result in that person being refused entry into the program. Based on the Parent's Right to Immediate Access above, if the person making the threat is the parent/guardian of an enrolled child, the child's enrollment will be terminated immediately. All threats will be documented and reported to police.

## SCHOOL AGE ADVENTURES

### POLICY: **CONFIDENTIALITY**

POLICY NO.: 9

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Within School Age Adventures, confidential information will only be shared with staff of School Age Adventures who have a “need to know” in order to care for your child. Confidential information about staff, other parents/guardians and/or children will not be shared with parents/guardians, as we strive to protect everyone’s right of privacy. Confidential information includes, but is not limited to names, relationships, addresses, phone numbers, financial information, disability information, or other health related information of anyone associated with School Age Adventures.

Outside of School Age Adventures, confidential information about a child will only be shared when the parent/guardian of the child has given written consent, except where otherwise provided for by law.

School Age Adventures will address conflicts between our students but will not discuss another child’s behavior, discipline, or enrollment with you. Our Confidentiality Policy protects every family’s and child’s right to privacy. Staff of School Age Adventures are strictly prohibited from discussing anything about another child with you.

### **9.1 RECORDS REQUESTS**

Requests for copies of enrollment documentation, attendance and/or developmental records must be presented to the School Age Director in writing. Tuition/financial records requests are made to the Accounting Department. School Age Adventures will only release information to custodial parents/guardians or their attorney at law if a letter of representation is provided along with an executed form from the parent/guardian requesting the records. There may be a reasonable fee charged for records requests for any information that was, as part of our regular communication process, already communicated to any parent/guardian. This could include but is not limited to, duplicates of enrollment documentation, tuition/financial records, attendance records, accident/incident reports, developmental records, communications between parents and the staff. An invoice for the fee will be presented and must be paid prior to the requested documentation being released to the requesting party.

## SCHOOL AGE ADVENTURES

### **POLICY: MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT**

POLICY NO.: 10

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Under the Child Protective Services Act, mandated reporters are required to report their **suspicion** of abuse or neglect to the appropriate authorities. The staff of School Age Adventures are considered mandated reporters, under this law. The staff of School Age Adventures are not required to discuss their suspicions with parents/guardians prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. Additionally, School Age Adventures can receive childcare licensing violations for failing to report suspected child abuse or neglect. We at School Age Adventures take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

Reports to Child Protective Services can be made anonymously, but even if the person providing the report discloses their identity, all names and affiliations of reporters are considered confidential. Parents/guardians who accuse, harass, and/or threaten staff based on the assumption or knowledge that the staff person has made a mandated report will be barred from entering the program and the police and Child Protective Services will be notified.

As mandated reporters, the staff of School Age Adventures cannot be held liable for reports made to Child Protective Services that are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season.
- ◆ Transporting a child without appropriate child restraints (e.g., car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child.
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation



## SCHOOL AGE ADVENTURES

POLICY: **STAFF QUALIFICATIONS/RESPONSIBILITIES** POLICY NO.: 11

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School Age Adventures complies with all applicable state licensing regulations, accreditation standards and grant or contract based staff qualification requirements.

Staff are well qualified for their position. Staff are required to obtain professional development throughout the school year. School Age Adventures provides many opportunities for development. Staff are also CPR/First Aid certified at each program.

For more information on staff requirements, please refer to the NH Child Care Program Licensing Rules at <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/he-c-4002-formatted.pdf>

### 11.1 BACKGROUND CHECKS

Employees 18 years or older with access to children are required to have the following clearances and background checks completed through NH Connections prior to working in any capacity with children.

1. FBI Fingerprint Check
2. State Police Criminal Background Check

These clearances are required for every new hire prior to the first day of work and prior to being granted access to the program.

### 11.2 SUPERVISION OF CHILDREN

School Age Adventures has procedures in place for all staff to track and monitor ratios and groups. Staff engage in ongoing training, discuss, and review these procedures throughout their employment during professional development sessions and staff meetings. Supervision procedures exist to keep all children safe and accounted for during their time at School Age Adventures. **Parents/guardians and authorized pick-up people are required to comply with all drop off and pick up procedures and staff member instructions when in the program to maintain effective and appropriate supervision. If you are unsure about a procedure, please speak to the site director.**

### 11.3 RATIOS

State licensing regulations require a staff to child ratio that is 1 to 15. School Age Adventures strives to have staff to child ratios that are better than the state regulations. While we strive to maintain the lower ratio, there may be times where the lower ratios cannot be met due to staffing considerations.

## SCHOOL AGE ADVENTURES

### POLICY: **CHILD DEVELOPMENT AND BEHAVIOR**

POLICY NO.: 12

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School Age Adventures philosophy is to focus on caring, honesty, respect and responsibility.

School Age Adventures wants every child to be successful in our programs. Our program staff encourage children 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 a conflict.

#### **12.1 Behavior and Discipline Management Policy**

School Age Adventures feels it is important to value each child as an individual. Should a behavior problem arise, we handle each situation on an individual basis. Using positive behavior practices, staff will:

- Provide program rules and expectations that are clear, consistent, and fair.
- Assist children with conflict resolution and interpersonal skills that help them to solve and regulate social and emotional challenges.
- Redirect children to a more acceptable behavior or activity.
- Provide the opportunity for children to express thoughts and feelings in a safe and non-judgmental environment.
- Follow up with a Behavior Action Plan if needed.

Behaviors that will not be tolerated at School Age Adventures and may result in an automatic suspension include:

- Bullying – someone that seeks to harm, intimidate, or coerce (someone perceived as vulnerable).
  - Verbal bullying – saying or writing mean things (teasing, name-calling, etc.)
  - Social bullying – hurting someone’s reputation or relationships (spreading rumors, embarrassing someone in public, leaving someone out on purpose, etc.)
  - Physical bullying – hurting a person’s body or possessions (hitting, kicking, punching, spitting, pushing, breaking someone’s things, etc.)
- Threats – a statement indicating that you will do harm to or create some other kind of negative consequences for someone.
- Biting – biting another child or staff member will result in an automatic suspension.
- Violent behavior – any behavior that jeopardizes the safety of themselves or others.
- Sexual harassment – any adult language or actions that are exhibited by a child that cause a feeling of an offensive or intimidating environment.
- “Runaways” – a child who purposely runs away from the program. If a child leaves the school building, the police will be called.
- These will be documented on a Behavior Management Form.

### Discipline Action Steps:

Staff will use these steps when taking action towards inappropriate or unsafe behaviors.

1. Take a break – Give the child a chance to step away from the negative or challenging behavior so they can regain control of their emotions/behavior. When the child is ready, staff will assist them in rejoining the group.
2. Verbal and written communication to parent/guardian regarding child's behavior using a "Behavior Action Plan" form. This form is shown to and discussed with the parent/guardian by the Site Director.
3. Behavior Follow Up and Suspension – Staff will document behaviors and incidents that are recurring and/or serious using the "Behavior Management" form. Staff will use the following suspension policy:
  - 1<sup>st</sup> incident = 1 day suspension
  - 2<sup>nd</sup> incident = 3 day suspension
  - 3<sup>rd</sup> incident = 5 day suspension
4. Termination – School Age Adventures cannot serve children who display consistent disruptive behavior. Consistent disruptive behavior is defined as verbal or physical activity which may include, but is not limited to behavior that:
  - Requires constant attention from staff
  - Inflicts physical or emotional harm to children, staff or self
  - Abuses the staff and/or ignores or disobeys rules
  - Jeopardizes the health and safety of self or others.

If a child cannot adhere to the program behavior expectations, the child may not be able to return to the program. All efforts will be made by staff to assist the child with behavior expectations with reminders, positive redirecting and reinforcement. School Age Adventures reserves the right to have a parent/guardian pick up their child early due to behavior. School Age Adventures reserves the right to suspend or terminate enrollment of any child when the safety of the other children or staff members is compromised, or it is in the best interest of the program. No refunds will be issued.

If a child causes damage to any of School Age Adventures owned or leased property because of their inappropriate behavior or activity, School Age Adventures reserves the right to charge the parent/guardian for all costs necessary to repair or replace the damaged items or property.

## **12.2 SUSPENSION AND EXPULSION RELATED TO DANGEROUS BEHAVIORS**

Any child whose behavior is dangerous or presents a safety risk to themselves or to others will be subject to suspension and/or expulsion from the program if the dangerous behavior cannot be eliminated through reasonable accommodations.

School Age Adventures will communicate with parents/guardians of children exhibiting behaviors that are dangerous to themselves or to others, the steps taken to accommodate the child and notification that the child may not be able to return to the program. Some dangerous behaviors may result in immediate suspension, without the need for prior communication or attempts at accommodation due to the nature of the behavior. This includes but is not limited to

behaviors related to running away, behaviors that have the potential to or do seriously hurt themselves or others or behaviors that require one or more staff members to supervise the child for an extended period because they are unsafe and not responsive to any behavioral redirection.

### **12.3 CHILDREN WITH DISABILITIES**

School Age Adventures will comply with the Americans with Disabilities Act in their delivery of services and will make reasonable accommodations to their policies, practices, and procedures as appropriate to enable a child with a disability to attend the program. School Age Adventures is not required by law to fundamentally alter or change the services provided under the Americans with Disabilities Act. Examples of fundamental alterations/changes to the program would include but are not limited to providing a service or therapy that is not regularly offered, providing one on one care to a child, providing medical support, or performing medical procedures.

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

- a) Based upon available information, the School Age Care 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 School Age Care 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 Child Care 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

## SCHOOL AGE ADVENTURES

### POLICY: PARENT CODE OF CONDUCT

POLICY NO.: \_\_\_\_\_ 13 \_\_\_\_\_

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Parents/guardians 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 work with the children. Doing so may result in your child no longer being able to attend our program or the parent/guardian may not be able to pick up at the program moving forward.

While it is understood that parents will not always agree with staff or parents/guardians of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Any parent/guardian or authorized pick-up person that attempts to intimidate, pressure, or threaten any staff or representative of School Age Adventures may be prohibited from entering the program. School Age Adventures will contact the local police if necessary.

When at the program, it is expected that parents will refrain from:

- Physical punishment of children
- Verbal abuse, yelling, swearing, or other inappropriate/offensive language
- Threatening of staff, other parents, or children
- Smoking/vaping
- Arguing with children, other parents or staff
- Disciplining or questioning other children

## SCHOOL AGE ADVENTURES

### POLICY: FAMILY AND STAFF COMMUNICATION

POLICY NO.: 14

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School Age Adventures encourages open and frequent communication with parents/guardians. We encourage parents/guardians to ask questions and bring concerns to our attention whenever you have them.

#### 14.1 COMMUNICATION

Parents/guardians 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/guardians may also check our website for updated information. ([www.nashuaalc.org/for-children/school-age-adventure-club/](http://www.nashuaalc.org/for-children/school-age-adventure-club/))

#### 14.2 SOCIAL MEDIA

School Age Adventures has public social media accounts and a website to broadcast information. These are used for marketing and for Adult Learning Center information in general and specific information for School Age Adventures. We will not publish any personal information, images, or videos of any child or family to any of our public social media platforms or our website without express written authorization from the parents/guardians of the children.

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

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

#### 14.3 COMPLAINTS/CONCERNS

Parents/Guardians of enrolled children are directed to address concerns, questions or problems related to your child and the daily activities in a calm and respectful manner. Please reach out first to the program site director. Any concerns, questions, or problems related to any administrative, financial or program policy should be directed to the School Age Care Director. Our program staff are not responsible for and do not have the authority to discuss policies, procedures, financial matters, or other administrative matters.

In any situation involving a difference of opinion, issue, problem, or concern, School Age Adventures expects that all parties engaged in the discussion remain focused on solving the problem at hand. There will be disagreements, but we expect that parent/guardians calmly and respectfully communicate their opinions related to the problem or issue. Parent/Guardians engaged in gossip or behavior that undermines efforts to solve or resolve conflicts may have their services discontinued. School Age Adventures values the opinions and concerns of the parents/guardians, however, not every issue or request can be managed in a way to make everyone happy or satisfied. Sometimes there are licensing regulations, or other laws that dictate a process or procedure that either does not make sense to a parent/guardian or is inconvenient. School Age Adventures cannot change our processes and procedures in any way that would violate those regulations or laws. School Age Adventures allows parents/guardians the opportunity to constructively communicate their ideas in an appropriate time and place and may

be considered if they enhance our program overall. If you have a suggestion, you can email your suggestion to [schoolagecare@nashuaalc.org](mailto:schoolagecare@nashuaalc.org)

## SCHOOL AGE ADVENTURES

POLICY: **PERSONAL APPEARANCE/DRESS CODE**

POLICY NO.: 15

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### **CHILDREN**

**Clothing:** Children are engaged in various activities during the course of the program; some activities are messy. Children are also engaged in outdoor play daily, weather permitting. Dress in seasonably appropriate, comfortable clothing that allows the child to have the freedom to move without restriction.

Children attending our programs are prohibited from wearing any clothing that advertises or promotes the usage of alcohol, tobacco, contains profanity, lewd or offensive language, or in any way promotes the use of illegal drugs or substances. If clothing is too revealing, too sexual or inappropriate, the parent/guardian will be contacted to bring in a change of clothing or pick their child up.

School Age Adventures is not responsible for lost or damaged items of clothing.



## SCHOOL AGE ADVENTURES

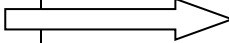
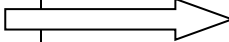
POLICY: **CLOSINGS/DELAYS**

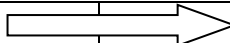
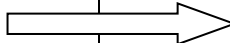
POLICY NO.: 16

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### 16.1 EMERGENCY AND INCLEMENT WEATHER CLOSINGS

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

INCLEMENT WEATHER / CANCELLATION / DELAYED STARTS		
School District cancels school		All programs are cancelled
School District announces delayed opening		All programs start at 7:30

EMERGENCY / EARLY RELEASE DAYS (weather emergency, etc.)		
School District announces early release		
Before the school day begins		All <b>AM</b> programs continue to run, on time. All <b>after school programs are cancelled</b>
After school day begins and children Are already in school		Shortened hours at after school. Parents are requested to pick up their children as early as possible

### 16.2 EMERGENCY EVACUATIONS

If the school district and/or individual schools issue an emergency evacuation and students are not allowed back to the building;

- Our after school program is **cancelled** or;
- 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 for alternate coverage in some of these situations.*

Questions? Please speak to your Site Director or call our office at 603-882-9080 x2212.

## SCHOOL AGE ADVENTURES

### POLICY: CURRICULUM

POLICY NO.: 17

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#### **17.1 DAILY SCHEDULE OF ACTIVITIES**

Each program has their own daily schedule posted for parents to see located at the “parent area”.

#### **17.2 OUTDOOR PLAY**

The children go out to play outside every day. Parents/guardians should provide seasonably appropriate clothing (that is labeled), and outerwear each day that the child attends the program. Assume that your child will be outside each day when dressing them and packing their outer wear.

#### **17.3 ELECTRONIC DEVICES/SCREENTIME**

School Age Adventures is a screen free zone. Our electronics policy is designed to encourage your child to spend more time enjoying all the activities our program has to offer, give our child a much needed break from the world of technology, and ensure your child is not exposed to inappropriate material.

Children that bring their personal phones or any other electronic device to school will be required to put their devices in silent mode and keep them in their backpack while attending the program. If your program allows, Chromebooks, laptops, or tablets may be used when completing homework. Children are not permitted to play, watch videos, go on social media sites, or search the internet outside of completing school assignments. Children will be monitored while using these devices and will be required to put their device away if they are in violation of this policy.

From time to time children may be treated to watching a show, movie, or other video program. Movies will have a rating of G or PG. Parents/guardians will be requested to sign a permission form for their child to participate.

#### **17.4 TOYS FROM HOME**

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home. Parents/guardians are responsible for enforcing this policy with their child.

## SCHOOL AGE ADVENTURES

### POLICY: PROGRAM INFORMATION

POLICY NO.: 18

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School Age Adventures 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.

### PROGRAM EXTENSIONS AND HOURS

To report absences or use of an alternate pick up person, please call the program at 603-882-9080 and select the correct extension listed below. To add a new authorized pick up person call the office – 603-882-9080 x 2212.

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

Afternoon (PM) Program: Dismissal from school until 6:00 PM

*For all other inquiries, including emergencies, scheduling changes or withdrawals, please call the School Age Care office at 603-882-9080 x2212.*

<u>PROGRAM LOCATION</u>	<u>EXTENSION</u>	<u>PROGRAM LOCATION</u>	<u>EXTENSION</u>
Bicentennial (AM)	2321	Mastricola/MUES (AM)	2302
Bicentennial (PM)	2303	MUES (PM)	2355
Birch Hill (AM/PM)	2304	New Searles (AM)	2328
Broad St. (PM)	2305	New Searles (PM)	2315
Charlotte Ave. (AM/PM)	2306	Reeds Ferry (AM)	2317
Fairgrounds (AM/PM)	2307	Reeds Ferry (PM)	2370
Griffin Memorial (AM/PM)	2308	Sunset Heights (AM)	2324
Hollis AM/PM	2371	Sunset Heights (PM)	2318
Main Dunstable (AM/PM)	2312	Thorntons Ferry (AM)	2323
Mastricola (PM)	2313	Thorntons Ferry (PM)	2319
		Adventure Camp (when in session)	2320