

PELHAM SCHOOL AGE CHILD CARE

Pelham School Age Child Care was established in 1989 as H.E.L.P (Health Education League of Pelham) and later became Pelham School Age Child Care. P.S.A.C.C is a state approved private, non-profit organization that complies with all childcare licensing standards as required by the NH Division of Public Health Services. Pelham School Age Child Care operates out of Pelham Elementary, but remains a separate private agency, and is not responsible for any claims arising from the conditions of the property or the actions of any employee of Pelham Elementary School or the Pelham School District.

PHILOSOPHY STATEMENT

Pelham School Age Child Care (P.S.A.C.C.) provides a safe, affordable place for children to go when parents are working or otherwise unavailable. The program creates a unique opportunity within an informal learning environment to enhance a child's self-esteem and individuality. A variety of developmentally appropriate activities are provided to include a balance of structured and unstructured time as well as staff-directed and child-initiated experiences. A range of activity options includes outdoor play, sports, arts and crafts, games, help with homework, cooking, films (G and PG rated, pre-screened PG-13 for middle school aged children with a signed waiver), and free-time.

Pelham School Age Child Care is committed to providing quality care for the children of Pelham where a child can find a "home away from home."

CONTACT INFORMATION

61 Marsh Road
Pelham, NH 03076
603-635-9733
Website: www.psacc-nh.org
Email: info@psacc-nh.org

HOURS OF OPERATION

P.S.A.C.C. children from both Pelham Elementary and Pelham Memorial will combine and operate in Pelham Elementary School as follows:

	Pelham Elementary	Memorial
Before Care	6:30 AM – 8:40 AM	-----
After Care	3:10 PM – 6:00 PM	2:00 PM – 6:00 PM
Early Release	12:10 PM -6:00 PM	11:00 AM – 6:00 PM
Full Days	6:30 AM – 6:00 PM	6:30 AM -6:00 PM

Memorial: Children from Pelham Memorial will walk over, escorted by a PSACC employee, at the close of their school day.

Full Days: school vacation weeks, teacher workshop days and summer hours.

The program will operate during early release days, teacher workshop days and school vacations.

The program will NOT operate on the following holidays:

New Year’s Day	Columbus Day
MLK Jr. Day	Veteran’s Day
First Monday of February Vacation	Thanksgiving
First Monday of April Vacation	The Day After Thanksgiving
Memorial Day	Christmas Eve
Fourth of July	Christmas Day
Labor Day	

The program will close at 3:00 PM on New Year’s Eve.

Revisions to this schedule will be announced one (1) month prior to change.

If less than 15 children are enrolled for a full day, the program will not operate.

If school is closed due to inclement weather or other emergencies, the program will **NOT** operate.

When the opening of school is delayed, the opening of the program will be delayed by the same amount of time that the opening of school is delayed (example: if school is delayed 2 hours, instead of opening at 6:30 AM, we will open at 8:30 AM).

In the event of a delayed opening no child is allowed in the program until the delayed opening time, as stated above.

If school is released early due to inclement weather or other emergencies, the program will **NOT** operate. Tuition for the time the program is closed will be credited towards your next week's tuition.

If school is NOT in session (e.g. teacher workshops, school vacation week) and it becomes necessary to close the program due to inclement weather or other emergencies, announcements will be made via parent email and on WMUR-TV (channel 9).

If it becomes necessary to close the program after the program is already in session due to inclement weather or other emergencies, parents will be notified individually by members of the staff. Tuition for these days will not be pro-rated.

Please make provisions for your children during these closure times.

REGISTRATION

A non-refundable registration fee is required upon enrollment. The fee is \$30.00 for the school year program. Registration fees will not be pro-rated.

P.S.A.C.C. must have a complete folder on each child before he/she can start the program. The folder shall include:

- Registration Form
- Physical Form (completed within the past year)
- Tuition Agreement
- Movie/Photo Release
- Health Information/Field Trip Consent Form
- Handbook Agreement
- Child Questionnaire
- Authorization to Administer Medication (prescription or non-prescription)

Failure to comply annually with the above criteria may result in dismissal from the program. **Please notify us immediately of any changes.**

CONFIDENTIALITY AND SECURITY OF FILES

Confidential information is restricted and private. It is potentially sensitive information about families that is available to Pelham School Age Child Care either through written records or daily interactions with children. All personal information about families' financial circumstances, family problems, health problems and/or actions of a parent or child is confidential.

Pelham School Age Child Care will maintain the confidentiality of all children's records. Written informed consent from the parent must be received prior to releasing any

information in which a child may be identified, except for information requested by authorized state and federal agencies or by Court Order.

REQUEST FOR RECORDS

Should a parent or guardian request a copy of attendance records, a \$10.00 fee will be charged for each 6 month period requested. Fees will need to be paid in advance.

ENROLLMENT

P.S.A.C.C. is open to children who are residents of Pelham. Children must be of elementary or middle school age. Children attending the school year program must be in school or entering Kindergarten in the fall of that year.

Enrollment for Kindergarten: Children who are enrolled in the Kindergarten morning session are only eligible to attend the morning program. Children who are enrolled in the Kindergarten afternoon session are only eligible to attend the aftercare program.

All Kindergarten students will be eligible to attend during teacher workshops and school vacations.

Kindergarten students are not eligible to attend on Early Release Days.

Each child must be enrolled for a minimum of three (3) days per week.

Early release, full days and vacations programs shall be treated in the following manner: You must indicate if your child will attend. (Sign up sheet will be provided)

If less than 15 children are enrolled for a full day, the program will not operate.

Families enrolled in the morning program may select a flexible schedule. You may choose to maintain either a three (3) or four (4) day per week, flexible schedule.

WITHDRAWAL

P.S.A.C.C. requests two (2) week written notification prior to withdrawal from the program.

CHANGE OF SCHEDULE

Families may change their child's schedule if needed during the school year. To do so, written notification must be given to the program director. Two (2) full weeks advance notice are required before the requested change can be made. Changes made to your child's schedule must be for a minimum of eight (8) weeks.

PAYMENT

Tuition is due on the first day of your child's attendance for the week. Payment is late if not received by the close of the program on Wednesday of that week. A late charge of \$10.00 will be applied to your account weekly until the missed payment is received. If payment has not been received for two (2) weeks, your child will be withdrawn from the program. The child's spot in the program will then be given to a child on the wait list. Readmission is subject to space availability within the program. If space is not available at that time, your name will be added to the wait list. If a family decides to re-enroll the child in the program, then all tuition, late charges and applicable fees must be paid in full before the child can re-enter the program.

Every effort is made to keep fees affordable. Tuition reductions are given for more than one sibling enrolled in the program. A current rate sheet will be provided at time of enrollment.

Parents may pick up their child at any time prior to the close of the program. The fee, however, remains the same.

Payment must be made by check or money order. NO CASH. Check or money order must be made out to Pelham School Age Child Care or P.S.A.C.C. Please write in the memo space:

Your child's name

The period for which payment is being made (example: Sue 8/1-8/5)

There will be a \$25.00 charge for all checks returned from the bank. If we receive more than one (1) returned check, it will then become mandatory for you to make your payments by money order or certified check only. There will be no exceptions.

COLLECTION OF DELINQUENT ACCOUNTS

The Program Director will make several attempts to collect any and all past due balances. Failure to submit payment in full will result in your account being turned over to an outside agency or attorney for collection. If a delinquent account is sent to an outside agency or attorney your family will be unable to utilize the programs services in the future. In addition to collecting the overdue balance, all costs of P.S.A.C.C. which are incurred during the

collection process will be the responsibility of the delinquent party such costs include but are not limited to: collection agency fees, attorney fees, court costs, sheriff's fees. Finally, any claim that goes to collection shall be subject to interest charges of 18% per annum from the date the delinquency commenced and until payment in full plus all costs is received.

OVERTIME CHARGES

The daily fee covers the cost of your child's care until closing time. Parents whose child remains past closing time (6:00 PM) will be charged an overtime fee as follows:

- Each additional 1 minute = \$5.00

Overtime fees are to be paid on the same day that the late pick up occurs or no later than the next day that your child attends the program. Cash will not be accepted. Three (3) or more violations within a calendar year shall result in termination. Any inappropriate behavior by a parent upon receipt of a late slip will not be tolerated and shall result in the immediate termination of the children from the program.

TUITION ASSISTANCE

Tuition assistance is available for those who qualify. You may contact the New Hampshire Department of Health and Human Services for more information on the Child Care Scholarship.

Families are responsible for paying any tuition and/or any other charges that are not covered by the financial assistance (ex. registration fees, activity fees, late pick up fees, late payment fees etc.) and will be responsible for any tuition and/or charges that accrue prior to receiving the financial assistance.

ABSENCE

In the event of illness or other absence, please notify the program two (2) hours prior to afternoon dismissal, P.S.A.C.C. Office: 1-603-635-9733 Email: info@psacc-nh.org

If the answering machine is on, please leave a message including the child's name as well as the date of absence. If your child is absent, you are still required to pay tuition for days missed as your fees pay for direct operating cost of P.S.A.C.C whether your child attends or not.

EXTENDED SICK LEAVE

If you know that your child will be absent from the program due to illness for more than five (5) consecutive days, you may apply for an Extended Sick Leave. This request is to be submitted immediately, in writing, to the Program Director, and must be accompanied by a written note from the child's doctor stating the nature of the illness and the number of days the child is expected to remain out of the program.

You will be required to pay, in full, the first five (5) consecutive days for the child's absence. Beginning on the sixth consecutive program day of illness and ending on the tenth consecutive program day of illness, you will be required to pay 50% of your regular child care fee to maintain your child's place in the program. If your child returns to the program at any time during this period, you will be required to pay your regular child care fee beginning on the day that the child returns.

If the illness extends beyond the tenth consecutive program day, you will be required to apply for a Leave of Absence for the child (See LEAVE OF ABSENCE Policy).

Reminder: P.S.A.C.C. is a non-profit organization; your tuition fee pays for direct operating costs such as staff, snacks, crafts, games, special projects, and office supplies. These provisions are reserved whether your child attends or not.

LEAVE OF ABSENCE

If your child is to be absent from the program for an extended period of time, (i.e. more than ten (10) consecutive days), you may request a Leave of Absence. This request is to be given in advance, in writing, to the Program Director stating when the leave is to begin and when the child is returning to the program.

Tuition for the first two (2) weeks of the absence must be paid in full to maintain your child's place in the program. Your child's place will be reserved for up to an additional four (4) weeks without charge. After six (6) weeks of absence, the child will be withdrawn from the program and placed on a waiting list for re-admission. A further extension may be granted upon request dependent upon space availability with the program, and will require at a minimum another two (2) week's tuition payment in advance. (See "Reminder" in Extended Sick Leave Policy, set forth above.)

Families enrolled in the program are allowed to utilize the leave of absence policy twice during a school year period. Taking a leave of absence from the summer program is not permitted.

SICK CHILD

Each child will be observed by staff each day upon arrival of the program and throughout his stay for symptoms of illness which impair or prohibit the child's participation in the regular child care program. This includes, but is not limited to: one episode of vomiting, and oral temperature of 100 degrees or higher, diarrhea, sore throat, severe cough, ear ache. When such symptoms are present, child care personnel shall contact the child's parents or emergency contact and inform them of the need to remove the child from the program. Child care personnel shall ensure that an ill child is provided the opportunity to rest or do a quiet activity until he/she is picked up.

SCHOOL YEAR VACATION POLICY

Each family will be allowed five (5) consecutive program days of vacation during the school year program. Tuition will not be charged for this week **if** a written notice is received at least **two (2) weeks** in advance.

DROP OFF-AM PROGRAM

Parents are responsible for walking their child into the program and signing the Daily Attendance Log to assure the child arrives safely. Parents are also responsible for looking for any memos that are located in parents' files which are next to the Daily Attendance Log.

Parents or designated persons picking up a child should have a photo ID with them in the event the front desk attendant does not recognize them.

Please use the side cafeteria door, located in the rear of the building, when dropping off your child.

****** FOR SAFETY REASONS**

Please do not leave your vehicle running while unattended. Please do not leave younger siblings in vehicle. Parking is available in the playground area, be sure to look out for children crossing the street.

PICK UP-PM PROGRAM

Please use the front entrance to the school when picking up your child.

Parents are responsible for signing their child out on the Daily Attendance Log. Parents are also responsible for looking for any memos that are located in parents' files which are next to the Daily Attendance Log.

DROP OFF / PICK UP – FULL DAY PROGRAM

Drop off and pick up during our Full Day Program will be through the side cafeteria door, located in the rear of the building. The front door to the building will remain locked on these days.

RULES AND REGULATIONS

Pelham School Age Child Care follows these rules:

1. We listen to each other.
2. Hands are for helping, not for hurting.
3. We use "I care" language.
4. We care about each other's feelings.
5. We are responsible for what we say.
6. We are responsible for our own actions.
7. We respect other people's property (children, program, school etc.)

Children are not allowed to bring personal items from home for use at P.S.A.C.C.

- Appropriate sporting equipment is available for use at each program; please leave all personal sporting goods at home.
- Children are not allowed to bring in personal items from home, including but not limited to any electronic devices and cellular phone. All valuables should be left at home.
- Children are not allowed to bring in skateboards or roller sneakers. Bikes, scooters and/or rollerblades (if worn with the proper safety equipment) will be allowed on the designated days during our full day program.

Not having these items in the program eliminates personal items being taken or broken and problems of misbehavior are minimized. Should one of these items be brought to the program, it will be left at the front desk until a parent or guardian picks it up.

BEHAVIOR

When a child is unable to conduct themselves in an appropriate manner and follow program rules, regulations and/or policies, the following steps will be taken, although not necessarily in this order.

Step 1 Supervisor/Staff Intervention

- Redirection of negative behavior
- Time away from the situation and/or
- Loss of privilege(s) including, but not limited to, use of the gym, going outside, participating in group activities, field trips

Loss of privilege(s):

1st Time: One Day

2nd Time: Two Days

3rd Time: Three Days

If your child receives more than three Behavior Notices, then we will proceed to Step 2.

Step 2 Director/Supervisor/Parent Conference

- A plan of action for correcting misbehavior will be agreed upon. The plan of action should include responsibilities of all parties involved and a timetable for improvement. The child will be brought in at the end of the conference to review the agreed upon plan.

If an agreement cannot be reached the child will be required to leave the program.

If attempts to redirect behavior in Step 2 fail then we will proceed to Step 3.

Step 3 Suspension

- Serious or continuous misbehavior, and/or incidents in which the child is a danger to himself or others will warrant a suspension of 1-5 days.

Examples: Hurting other children (physically or verbally), destruction of program and/or school property (see page 12 for Property Damage policy), disrespect toward staff, continual use of inappropriate language and/or inappropriate gestures and/or continual non-compliance with program rules.

- A Director/Site Supervisor/Parent conference, including an agreed upon plan of action, must take place before the child returns to the program.
- Parents will be responsible for paying, in full, for the day(s) that the child is on suspension.

Step 4 Termination

- If the child returns to the program and cannot function appropriately the child will be terminated from the program.
- An instance of serious or negligent misbehavior will result in immediate termination.
- All terminations are reviewed by the Board of Directors at the next scheduled meeting.

WEAPONS

Bringing any weapon of any form is cause for immediate suspension from Pelham School Age Child Care. Weapons include but are not limited to, knives, guns, explosives (etc. snaps, fireworks, bottle caps, shock device).

If there is a second occurrence from the same child, the result shall be termination from the program.

DISMISSAL POLICY

Any child's enrollment may be terminated from the program if:

- The center cannot meet the physical, mental, or emotional needs of a child
- The child threatens the safety, health and/or well-being of others
- A formal parent conference is not attended upon the second request (one requested by the Site Supervisor or Director)
- A formal plan of action cannot be agreed upon
- Enrollment is under fraudulent circumstances
- Parents ignore P.S.A.C.C. guidelines, rules and/or policies, and/or cause undue stress to center staff or operations
- More than 3 occurrences of a late pick up
- Inappropriate behavior (child or parent) towards a staff member
- Parent repeatedly not signing their child in or out
- Parent or child threatening the safety of the children or staff
- Failure to replace or repair damaged property
- Failure to provide program with current medications or medical supplies necessary to the safety and well being of a child
- Paperwork in child's file is not up to date; all information must remain current

Example:

Physical
Emergency Information
Child Care Registration Form

ZERO TOLERANCE POLICY

Pelham School Age Child Care has a Zero Tolerance Policy with regard to abuse and or harassment of any form.

Including, but not limited to:

- child to parent
- child to child
- child to P.S.A.C.C staff
- parent to parent
- parent to child
- parent to P.S.A.C.C. staff

Zero Tolerance shall be defined as and require the immediate expulsion from the program based on a decision by the Program Director. This decision will be reviewed by the Board of Directors at the next scheduled meeting. Expulsion from the program shall be in writing from the director of the program to the effected party and exercised in a timely manner. All prepaid tuition amounts will be reimbursed by the program on or about the time of expulsion.

Should there be strong indications that a parent, guardian or alternate pick up designee is under the influence of drugs or alcohol, or is otherwise impaired; P.S.A.C.C. staff will take all reasonable steps to ensure the safety of the enrolled child. Including but not limited to: discouraging the parent, guardian or alternate pick up designee from picking up the child, contacting the other parent, guardian or alternate pick up designee. Should the person attempting to pick up the child become uncooperative, disruptive or combative, P.S.A.C.C. staff will contact the appropriate authorities.

PROPERTY DAMAGE

Parents are liable for damages to school or program property caused by a child who has disregarded the guidelines, rules, regulations and/or policies of the programs and will be required to repair or replace the damaged item. Failure to make payment or replace an item shall result in termination from the program.

BREAKFAST/LUNCH/SNACK

Breakfast and snacks will be served daily, at both the morning and afternoon programs. Parent must provide a nutritious bag lunch, including beverage, during full day/summer program unless otherwise specified. No glass bottles or microwaveable foods. If your child has any special instructions or allergies please notify the Director or Site Supervisor.

APPROPRIATE CLOTHING/SHOES

All children will participate in outdoor play. Please be sure your child is properly dressed for outdoor activities and is prepared for changes in the weather. It is suggested that you send play clothes for your child. It is highly recommended that you label clothing.

In the colder months, the decision will be made daily if the children will be required to wear a winter jacket during outside play. On days when a winter jacket is required children must have one in order to go outside. Please make sure your child is prepared for these times.

ONLY sneakers are allowed in the gym.

P.S.A.C.C. is not responsible for lost items. Please check the school lost and found area for misplaced items.

ADMINISTRATION OF MEDICATION

Children are not permitted to bring medication (prescribed or non-prescribed) to the program to self-administer. Parents are encouraged to arrange for medication to be administered prior to or after program hours whenever possible.

If the child's doctor is asked, prescriptions can often be written to accommodate this. When it is absolutely essential that medication be given during program hours, a "Request for Administering Medication" form must be completed by both the parents and the child's physician and submitted to the Program Director or Site Supervisor. All necessary forms must be completed and returned to the program before any medication can be administered.

All medication brought into the program for distribution to a child must be in the original container. The bottle must be prescribed to the individual receiving the medication, and state the correct dosage amount, as we can only administer the dosage indicated on the label. Pelham School Age Child Care cannot distribute outdated medication or medication in an old prescription bottle. **Please carefully review the guidelines included with the "Request for Administering of Medication" form.**

ABUSE

The ultimate reason that all employees work at P.S.A.C.C. is for the care and development of our children. Part of the care is the assurance that they are not subject to abuse. Under New Hampshire law, "any person having reason to suspect" abuse and/or neglect of a child is required to report to the State. Employees of Pelham School Age Child Care must comply with these requirements.

PARENT GRIEVANCE

In the event that a parent has a complaint concerning a child's care, this should be discussed with the Site Supervisor and/or Director who will attempt to resolve the situation.

If the complaint remains unresolved, the issue should be addressed in writing to the Program Director who will make every attempt to resolve the situation, and provide a resolution. If unable to do so independently, the Director will bring the issue to the Board of Directors for consideration and resolution, and inform the parent of the Board's decision.

If the parent continues to be dissatisfied, a written complaint may be directed to the Board of Directors. The Board of Directors shall address said complaint at the next scheduled Board meeting and notify the parent, in writing, of the outcome within two (2) weeks following said meeting.

COMMUNICATIONS

It is the parent's responsibility to check the sign in/out log and the parent folders each day for important notices and memos. Personal correspondence can also be picked up at this time.

Please feel free to ask questions or share concerns that you have regarding your child or the program.

Appointments to speak privately with the Program Director as needed may also be arranged. The Director can be reached by telephone at (603) 635-9733. The answering machine may be on when you call: Please leave a message and your call will be returned as soon as possible.

Correspondence should be addressed to:

Pelham School Age Child Care
61 Marsh Road
Pelham, New Hampshire 03076

SUMMER PROGRAM

Hours of Operation: Monday-Friday 6:30am -6:00pm

Registration: A non-refundable registration fee of \$30.00 per child is required upon enrollment. There is a \$50.00 activity fee per child for the summer program; this fee must

be submitted with the summer confirmation packet. These fees are non-refundable and will not be pro-rated.

P.S.A.C.C. must have a complete folder on each child before he/she can start the program. The folder includes:

- Registration Form
- Physical Form (completed within the past year)
- Tuition Agreement
- Movie/Photo Release
- Health Information/Field Trip Consent Form
- Handbook Agreement
- Child Questionnaire
- Authorization to Administer Medication (prescription or non-prescription)

Failure to comply with the above criteria may result in dismissal from the program.

Please notify us immediately of any changes.

Enrollment: P.S.A.C.C. is open to children who are residents of Pelham. Children attending the summer program must be of Elementary (entering 1st grade in the fall of that year) or Middle School age.

Summer enrollment will be conducted according to the following guidelines:

- Enrollment is based on one week sessions.
- A minimum commitment of four (4) weeks is required for enrollment
- Each child must be enrolled for a minimum of three (3) days per week
- Only full day enrollment is available
- The School Year Vacation Policy does not apply to summer program.

Withdrawal: P.S.A.C.C. requests two (2) week written notification prior to withdrawal from the program.

- All weeks prior to written notification of withdrawal date must be paid in full.
- No changes to your child's schedule will be accepted after the summer confirmation deadline.

Payment: Tuition is due on the first day of your child's attendance for the week. Payment is late if not received by the close of the program on Wednesday of that week. A late charge of \$10.00 will be applied to your account WEEKLY until payment is received. All previously stated and identified policies with respect to your payment, collection of delinquent account, and/or overtime charges) see pages 4 and 5 hereof) are incorporated herein by referenced and apply to the summer program.

RULES AND REGULATIONS

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4. We care about each other’s feelings.
5. We are responsible for what we say.
6. We are responsible for our own actions.
7. We respect other people’s property (children, program, school etc.)

Children are not allowed to bring in personal items from home for use at P.S.A.C.C.

- Appropriate sporting equipment is available for use at each program; please leave all personal sporting goods at home.
- Children are not allowed to bring in personal items from home, including but not limited to any electronic devices and cellular phone. All valuables should be left at home.
- Children are not allowed to bring in skateboards or roller sneakers. Bikes, scooters and/or rollerblades (if worn with the proper safety equipment) will be allowed on the designated days during our full day program.

Not having these items in the program eliminates personal items being taken or broken and problems of misbehavior are minimized. Should one of these items be brought to the program, it will be left at the front desk until a parent or guardian picks it up.

Drop Off and Pick Up: Please use the front entrance to the school when dropping off and picking up your child. The cafeteria entrance will remain locked for the duration of the summer program.

Parents are responsible for walking their child into and out of the program each day, as well as signing the daily sign in/out log to assure their child arrives and departs safely. Parents are also responsible for looking for any memos that are located in parent files which are next to the sign in/out log.

Parents or designated persons picking up a child should have a photo ID with them in the event the front desk attendant does not recognize them.

****** FOR SAFETY REASONS: Be sure to look out for children crossing the street. When driving through the playground area please maintain the posted speed limit, as there may be children on the playground. If the gates are closed, you are required to exit the same way you came in; do not drive around the gates.**

All P.S.A.C.C. school year guidelines, rules, regulations and policies and rules that are not mentioned above apply for the summer program.