



School Age Before and After School Programs

Parent Handbook 2020-2021

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Welcome

New Morning is committed to providing consistent, high quality care for preschool and school age children throughout southern New Hampshire. Children are offered opportunities for academic growth, social development and active play, and are cared for by educators who are valued, engaged, and supported with continuous professional development.

Before and After School Programs - "Supporting Working Families"

Our school age before and after school programs are designed to allow children to practice and develop skills presented in the classroom in a low-stakes environment. Our curriculum allows children to practice academic and social skills in a group setting containing diverse age groups. Peer mentoring and community service projects are encouraged. We strive to teach the children respect for themselves, their peers and adults on a daily basis. We engage in gym games, outside play and arts & crafts. Although we don't mandate homework, we have quiet time every day for homework if your child chooses to begin it. We include each child in every activity we do and we have A LOT of fun!

We currently provide both before and after school programs at Wilkins Elementary School in Amherst (serving both Clark and Wilkins students,) Auburn's Village School, Hooksett's Underhill School (serving both Underhill and Memorial students,) at the Northwest, Parker-Varney and Smyth Rd Schools in Manchester, and at Weare's Lower Elementary School.

We provide before school care at Jacques Memorial Elementary School in Milford (serving both Jacques and Heron Pond students.)

We provide after school care in Bedford (at the McKelvie, Memorial, Peter Woodbury and Riddle Brook Schools,) Candia's Henry Moore School, Dunbarton Elementary, and Manchester's McDonough School.

Our Other Programs

The New Morning Preschool - 'Ready for Tomorrow'

Our preschool programs are based on the belief that learning is best accomplished when it is fun for the child. The school is filled with learning centers which are carefully conceived to arouse the child's interest in letters, numbers, and eventually all the readiness skills.

The social aspects of learning are emphasized, such as how to play with peers, how to make good decisions, how to respond to discipline and related concepts. It is a program designed to meet the needs of each individual child.

We provide high quality full and half day preschool programs for children aged 3-6. Both full-day and morning students may take part in our AM Extended Care program, with drop-off beginning at 7:15 am. Our PM Extended Care program extends the preschool day to 5:30 pm.

The IMAGINE Programs - 'Healthy Bodies, Healthy Minds'

The Imagine After School Enrichment Program allows school aged children to choose from several clubs daily, designed to foster new interests, support advanced learning, promote independence and develop the skills necessary for active growth. Transportation is provided from Bedford Elementary Schools.

Our IMAGINE Summer and Vacation Camp programs are available to all New Morning families. Camps are offered throughout the summer, with the exception of the week of the 4th of July, and the week before Labor Day. We offer camps during the February and Spring vacation weeks with the exception of December Break. We also offer camp days on holiday and teacher workshop days throughout the school year. Please check our website for up-to-date camp sessions offered.

Registration

Even if your child has attended our programs in the past, we must receive a new registration packet and your child's updated schedule each school year. You may register your child even if you are unsure if you will need the program, so that we can be there for you in an emergency.

We cannot accept registrations on the first day of school!

Your child's complete registration packet contains four components:

Child Registration Form

We require payment of a non-refundable registration fee before your child's first day at an on-site program. Registration forms are available on our website at www.newmorningschools.com

Each child must have a new registration form each year per child care licensing. We try to make this process easier by sending out re-registration forms near the end of the school year. Emergency and alternate pick up persons must be re-listed each year as these contacts often change. Include all numbers where you may be reached during program hours, and keep us up to date with changes, so that we are able to contact you quickly in the event of an emergency.

Schedule and First Day

There is a separate page for your child's after school schedule and start date. If no schedule is specified, your child will be assigned a "Will Call" schedule, which means we will not expect your child at the program unless we receive a call from you. If a schedule is specified, but no start date is given, we will expect your child on the first day of school.

For programs located at the public schools, there is no need to schedule before school care, as you are required to walk your children inside and sign them into the program.

Family Billing Form, Tuition Agreement and Registration Fee

In addition to a completed registration form for each child, we require a billing form from each family. The tuition agreement contains the most up to date information on our daily rates, payment options, and the required deposit.

Medical and Immunization Record

We also need your child's most recent medical form with immunizations. Please provide a copy of updated medicals so that we are aware of any new health concerns. NOTE: Children under the age of six require a physical dated not more than one year ago.

Your Child's Schedule

It is your responsibility to call the New Morning School office (669-3591) or call/text the program site cell phone with any changes to your child's attendance schedule at the after-school program. Also, send a note to your child's teacher alerting him/her of the change.

You have the option of sending your child on a WILL CALL basis (as needed.) Remember to inform New Morning and your child's teacher each day your child will attend after school.

Schedule Changes

If your child's schedule changes, whether permanently or just for the day, it's important to inform both your child's school and New Morning. To let us know about the change you may:

- Call the New Morning office at 603-669-3591. You may leave a scheduling message 24/7.
- Send an email to admin@newmorningschools.com
- Text the site cell phone. The preferred text format is YES or NO - The Child's Name - Today's Day and Date. For example, text YES Jane Doe Monday 9/14 if Jane is going to attend the program on 9/14/20. Text NO Jane Doe Monday 9/14 if Jane is scheduled on 9/14/20 but is not going to attend the program. Since cell phone service is spotty at some schools, call the office if you don't get a text reply prior to school dismissal time.
- Note that the staff don't check text messages until they arrive at the program, usually about 30 minutes before dismissal.
- You may send an email directly to the site cell phone using vtext. (See page 7)

Don't forget to call the change in to your child's school! If your child is dismissed to the program by the school office, you will be charged for the day.

Late Pickup

We are licensed and insured to care for your child until the regular pickup time. Parents who do not arrive before then will be charged a fee of \$1 per minute late. Please call the site cell phone if you anticipate a late pickup so that we may reassure your child that you are safe and on your way.

Late Start and Early Release Days

We provide coverage for regularly scheduled Late Start Days in Amherst. Drop off time is 7:00 am as usual. Children must be fully registered; which includes an up to date medical signed by a physician, a current list of immunizations and a completed registration form; to

attend the New Morning program on Late Start Days. Coverage is not provided on days that school is closed or delayed due to weather.

We provide coverage for Early Release Days in Dunbarton and Weare. An additional \$5 will be charged on Early Release Days, in addition to the regular daily fee, regardless of pickup time. We are not able to provide after school coverage for Early Release Days in Manchester schools. We do not provide care for Early Release days preceding major holidays or for Early Release Days on the last day of the school year.

Contact Us

If you have questions about registration or billing, please contact our business office.

Phone: 669-3591

23 Back River Road

Fax: 626-5377

Bedford, NH 03110

Email: admin@newmorningschools.com

If you need to reach the staff at the program, you will use the site cell phone. This phone will be available during program hours but caring for your child is always our first priority.

Site Cell Phone Numbers:

Or you may email a short message directly to:

Amherst	714-1915	6037141915@vtext.com
Auburn	714-5046	6037145046@vtext.com
Bedford		
McKelvie	714-1093	6037141093@vtext.com
Memorial	714-1126	6037141126@vtext.com
Peter Woodbury	714-1187	6037141187@vtext.com
Riddle Brook	714-1241	6037141241@vtext.com
Candia	714-5121	6037145121@vtext.com
Dunbarton	714-1282	6037141282@vtext.com
Manchester		
McDonough	714-8387	6037148387@vtext.com
Northwest	714-8611	6037148611@vtext.com
Parker-Varney	714-8693	6037148693@vtext.com
Smyth Rd	714-8951	6037148951@vtext.com
Milford	714-0179	6037140179@vtext.com
Weare Center Woods	714-1535	6037141535@vtext.com

Arrival / Dismissal

AM Programs

The earliest drop off time for the before school programs is 7:00 am. Although our staff arrives a bit earlier to set up, please do not walk your child inside until 7:00 am. If you arrive close to school drop off time, you have the option of signing your child into the program (the full daily fee will be charged) or waiting until you are able to release your child to school staff.

PM Programs

Children are released to New Morning by school staff. We take attendance as soon as the children are dismissed to the after school program.

If your child does not show up on a day we expect them, we will call you. We call both parent's cell phones first, then your work numbers, then home, then emergency contacts.

If your child shows up on a day we do not expect them, we will call you to be sure you are aware of the schedule change. We will care for your child until you are able to arrive, and you will be charged for the day.

If your child waits with our staff until you are able to pick up, even if for a short time, you will be charged for the day. This is a service we are happy to provide, but we are unable to waive the fees.

Please send your child with appropriate outerwear and footwear every day. Sneakers are best both in the gym and on the playground. Outdoor clothing is required daily.

After School Clubs and Activities

If your child will be attending a club or activity, then later released to the after school program, please let our staff know. Keep in mind that if your child does not show up after the scheduled club or activity, we will not know until well after the usual dismissal time. We encourage you to communicate with the adult responsible for the activity to ensure that your children are safe and where they need to be.

If you would like us to release your child to an after school activity that begins after regular school dismissal time, please let us know. You will be asked to fill out an authorization form. Your child cannot be released to an activity without your written permission, although you will be able to authorize long term activities such as homework club. A responsible adult must sign your child out of our program. If the activity ends before you are able to pick your child up, he/she may be signed back into the program by the adult responsible for the activity.

Curriculum

We strive to make our programs fun and enjoyable for everyone. We have a mixed group of highly skilled and educated professionals that create a curriculum that best suits each program. Together they use intentional planning to develop and enhance our curriculum book each year to meet developmentally appropriate practices. This curriculum is used as a tool by our programs to plan their monthly STEM activities, arts & crafts, gym games and other fun activities.

Daily Snack

Send a snack for your child to eat at the program every day. They are usually very hungry and we do not have kitchen privileges at the school. It is a good idea to pack a snack in a bag separate from your child's regular lunch. While we have snack available daily for children who arrive without their own snack, we have very limited storage space and appreciate your willingness to provide a snack your child prefers. We will occasionally bring in a special snack for all the children to enjoy. Please let the staff know if your child has any dietary or other restrictions that we should be aware of.

Birthday and Holiday Celebrations

We celebrate birthdays monthly at most after school programs. Check with the staff during the weeks leading up to your child's birthday. If at all possible, we will schedule the celebration on a day your child attends. The staff may also plan holiday parties. Again, please let the staff know if we need to be aware of any restrictions.

Electronics

We do not allow the use of electronics at the before and after school programs. They must be stored in your child's backpack. We cannot be responsible for loss or theft of your child's belongings. The on-site director may allow approved devices in certain circumstances, but we do not allow any devices that have the ability to access the internet.

Newsletters

We aim to keep parents informed by publishing monthly newsletters containing parent reminders, upcoming special events, and our calendar of fun. Emails are sent directly from our registration and billing software. If you are not receiving the monthly newsletter, please check your spam folder and adjust your settings to receive them. If you are still not receiving them please email admin@newmorningschools.com with your email address, your child's name, and the school your child attends.

Billing and Payment

Registration Fee

All families are required to pay a non-refundable registration fee before their child begins attending the program. A copy of our Tuition Agreement, with fee amounts, is included with your registration packet. It is also available on our website.

Auto Payment with Tuition Express

To receive an auto-pay discount, please set up a Tuition Express account by filling out either the Credit Card or EFT section on the back of the family billing form, found on our website. Busy parents love the convenience of Tuition Express, but you still have the option of paying by cash or check. If you would like to make a credit card payment by phone, please call our office at 669-3591 weekdays from 7:00 am - 6:00 pm. Please note that payments dropped off at the program may not be received in our office for several days. Check your email for your weekly statements to be sure payments have been applied.

Payment using Tuition Express will be processed each Tuesday. If you wish to use auto-payment, but require processing on an alternate schedule, please contact our office to request special payment arrangements.

Shared Payments

If two parents wish to split payments between them, please let us know what percentage each parent is responsible for. Each parent must fill out a separate Family Billing Form, sign up for Tuition Express, and pay the full deposit. We are unable to split payments by the day attended.

If a separate Family Billing Form is not filled out by each parent, the parent registering the child in our program will be charged the full amount, regardless of custody arrangements.

If either parent account becomes delinquent, the child will not be able to attend until full payment has been made. The co-parent will be notified of the delinquent status and will become responsible for paying the full amount due.

Statements

We send out statements electronically each week, generally on Monday afternoon. Please provide us with up to two email addresses so that you may receive regular statements.

You have the option of managing your Tuition Express account at tuitionexpress.com. Register for online access using your Tuition Express ID (available from our office.)

Registration Fees

Your child may not begin attending until the registration fee has been paid. If you have Tuition Express auto payment set up, your child may attend beginning after the fee has been collected on the next regular billing day. To avoid a delay to your child's start date, you have the option of sending in a check for the deposit amount with the registration or calling in a credit card payment over the phone.

An additional registration fee will not be charged for subsequent school years as long as a re-registration packet has been received in our office by June 30th of the current year. Registration fees are not refundable.

Declined Payments

If charges are declined for any reason, auto-pay discounts will be forfeit. A \$25 decline fee will be charged for declined ACH or credit card charges. Please ensure that funds are available as charges are incurred.

If funds will not be available to cover the charges, please let us know by 2 pm on your scheduled billing day. We are able to stop the charge as long as we know in time. Payments that cannot be processed as scheduled will have the auto-pay discounts removed. Once payment has been received, your child will be able to resume attending the program.

Returned Checks

There is a \$30 fee for returned checks. Full payment, including decline fees, must be paid before your child will be able to resume attending the program.

Payment Plans

If your account falls behind due to a temporary setback, contact our office to set up a payment plan. Please let us know as soon as possible so that we can work with you to keep your child in attendance.

Late Payments

To keep our fees affordable for working families, we cannot allow payments to fall behind. All past due balances, decline charges, and/or late fees from the previous school year must be paid before your child may attend in the fall.

Each Tuesday morning, a \$5 fee will be added to all accounts with outstanding balances.

Your child will not be allowed to return until full payment, including all late and decline fees, plus advance payment for the next five days, is paid by cash or credit card.

NH Child Care Scholarship

If you need help paying for child care, you must apply and be found eligible for child care scholarship. You must apply for this help, even if you are already receiving or applying for other benefits. Application information can be found at

<http://www.dhhs.nh.gov/dfa/apply.htm> You are responsible for filling out Form 2530, having it signed by either the on-site director or our office staff in Bedford, and getting the completed form to your case worker.

Once your child is 'linked' to us electronically we can begin billing the state for your child's care. Each day your child attends a New Morning program, you will be asked to sign an alternate funding attendance sheet. We use this sheet to bill the state. **You must make arrangements to sign the alternate funding sheet each day your child attends.** By signing, you are indicating that you are working, going to school or in an approved training activity that is preparing you for work. If you become unemployed, current rules allow you to use child care for up to 40 days in a 6-month period to look for work. You may not use child care any time you are not attending your activity. If you do, the state will not pay for your child care and you will be responsible for the full cost.

The required tuition deposit must be paid before your child begins attending the program. We cannot bill the state for the deposit, and we are not allowed to bill in advance of service. The following is from the New Hampshire Child Care Provider Billing and Payment Handbook:

Q: My payment policy is that families pay before services are provided. Can I bill DHHS for services on Monday for the following week, as I do for families?

A: No. The Child Care Scholarship Program reimburses child care providers for services they have already provided. Billing before services are provided is improper billing, which could result in you being disqualified from the Child Care Scholarship Program.

The portion of your child's bill that the scholarship program has paid will be deducted from your ledger as soon as it is received. If you have provided us with an email address, we will provide you with a weekly statement showing all payments received from the state. If you have set up a Tuition Express account, your cost share and co-pay amount may be discounted, reducing your 'out of pocket' expense.

Safety

Identification

We will ask for a picture ID if we do not recognize or remember someone coming to pick up your child. Please understand this is for your child's safety. We will NOT release the child if we do not know the person picking up and they cannot provide an ID. Please make sure all your contact information and alternate pick-up authorizations are up-to-date on your child's registration. We will use this information to verify that the pick-up person has parental permission.

Allergies/Medications

If your child has any allergies or medical conditions, please mention this to our staff in person, as well as listing them on your child's registration. Please remember we do not have access to the nurse's records, therefore if you did not list your child's allergies or medical conditions on their registration or health form, we will not be made aware of them.

If your child needs ANY type of medication, we need to have it at the program. The medication MUST be labeled with the child's name & have the pharmacy label on it. Along with the medication we must have a document with your doctor's signature as well your child's dosage schedule. We must have an "Authorization to Administer Medication" form filled out. For children with severe allergies that require rescue medication we must also have an Action Plan on file. Place the medication and paperwork into a Zip Lock bag and include a photo of your child. The medication must be brought to the program and given to the on-site director. Please remember that all forms expire one year from the dated signature.

All medications should be picked up by the last day of school in June. Remaining medications will be discarded. We are unable to store them over the summer.

Injuries

We provide Band-Aids and cold packs for those minor bumps and scrapes that sometimes happen when children are at play. Our staff are trained in both child and adult first aid and CPR. If your child is injured, an accident report will be filled out for your review. If your child cannot be comforted, or follow up care might be needed, we will give you a call. Emergency services will be called if any of the following occur: Head injury with loss of consciousness or altered behavior, chest pain, severe shortness of breath, severe abdominal pain, unexplained or severe headache, seizures, or difficult to control bleeding.

Building Access

We work with your child's school to develop safety procedures. Procedures for dropping off and/or picking up children from our programs will be communicated to parents by each program. The procedures are developed with input from NH Safety officials, Child Care Licensing, and school administration. Please keep in mind that school administration control building access, and we must work within their rules. Schools are used by many groups other than New Morning, and we cannot be responsible for those not connected to New Morning.

Emergency Preparedness

We perform fire drills at least every other month at our before and after school programs, on different days of the week and at different times. We have an emergency procedures document posted at each program and maintain an emergency response plan that includes evacuation, lockout, drop and cover, lockdown, reverse evacuation and shelter in place. We will perform unannounced safety drills throughout the year.

Weather Related Cancellations

New Morning schools considers many factors when deciding if a program should be cancelled. On afternoons that inclement weather is predicted to be the worst during program hours we reserve the right to cancel our programs to ensure the safety of the children, families and our staff. We will email parents as soon as a decision is made, but no later than 1:00pm.

If a program loses power at any time during our operating hours we will call families to pick up their children. We are unable operate without the availability of water, lights and heat.

Access to Children / Orders of Protection

If a certain person is not allowed access to your child per court order, court documents and a photo of the restricted person must be **provided to the on-site director** and **communicated to the School Age Program Coordinator**. The Coordinator may be reached at the New Morning Schools office; 603-669-3591. If you have any concerns about a non-custodial parent, please communicate directly with the on-site director. We will do all we legally can to keep your child safe.

If our staff are concerned about any person interacting with the children attending the program, they will take appropriate steps to ensure the safety of the children in their care.

Inclement Weather

School Closings and Delays

Before School Programs:

If school is cancelled OR delayed, the before school program will also be cancelled. A delay indicates that the roads are not safe to travel during the early morning hours, and that we will not have access to the school building.

After School Programs:

If school is closed for the day, there will be no before or after school program.

If school is released early due to worsening road conditions, or the children are released before regular dismissal time due to weather or another emergency, there will be no after school program.

If after school activities are canceled, we WILL still hold the after school program if possible, but we encourage parents to leave work early so that everyone can get home safely.

School closings and delays are announced on WMUR and local radio stations.

Snow Clothes

When the snow falls, children must have all "5" things to play in the snow, winter jacket, snow pants, winter boots, hat/hood and gloves/mittens. If it is very cold, we will limit our time outside, but your child must be prepared with appropriate outdoor clothing. We are unable to remain inside with children who are not appropriately dressed.

Sun and Rain

We take the children outside every day we can. Please provide proper protective gear, including sun hats and rain coats so that your child may safely participate.

Sick Policy

If a child is sent home from school or from our program due to vomiting, diarrhea or a temperature over 100.0 they must be fever free for 24 hours before returning to our program.

Children with treatable illnesses may not attend until 24 hours after treatment is received to reduce the risk of transmission.

Children with Developmental Needs

We accept children with developmental needs as long as they are able to safely and successfully function in a group setting, including bathroom independence. Program staff will work together with the family to provide slight modifications that are within the program's ability. If we are unable to meet the developmental needs of your child or provide reasonable accommodations, we will recommend alternate care.

Behavior Policy

It is our goal to provide a safe and fun environment for every child that attends our program. To ensure this, all students are required to follow the program-wide Behavior Policy.

The goals of our programs are to help children:

- Develop a sense of caring and respect for one another
- Build caring and co-operative relationships with other children and adults
- Develop a range of social skills and help them learn what constitutes acceptable behavior
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement

We aim to encourage appropriate behavior through:

- Praise for positive behavior
- Non-intimate touching such as hugs, high fives, and hand holding when appropriate
- Talking to children with the courtesy and respect that we expect of them
- Redirecting, teaching, or guiding the child toward a different activity choice

Childcare personnel shall not abuse or neglect children, use any form of corporal punishment, or attempt to control children's behavior by actions which are humiliating, threatening, shaming, frightening, or otherwise damaging to children. When confronted with negative behavior staff will be clear to distinguish between disruptive and inappropriate behavior.

'**Disruptive**' behavior prevents other children from enjoying themselves. If a child behaves in a way that is disruptive while at the program, they will receive up to three verbal warnings. A verbal warning would be a staff member redirecting, teaching, or guiding the child toward a different activity choice. A Problem-Solving Report will be used if disruptive behavior continues beyond the three verbal warnings.

'Inappropriate' behavior refers to non-negotiable actions such as but not limited to the use of profane language, violence, physical or emotional bullying, destruction of property, unsafely leaving program space without permission or causing harm to his or herself, another child, or a staff member. Verbal warnings may be used in the case of inappropriate behavior, but a Problem-Solving Report will always be used to document the behavior.

Problem-Solving Report

Safety is always our first priority for everyone at New Morning School. We have a responsibility to provide a safe, happy, comfortable, and positive environment to all families enrolled at New Morning School, therefore we cannot allow a child to continue attendance while exhibiting ongoing unsafe behaviors.

The Problem-Solving Report is used as a form of documentation for disruptive or inappropriate behavior exhibited by a child attending our program. The Problem-Solving report will be given to the adult who picks up the child. The director should be available to discuss the Problem-Solving Report confidentially at pick-up, but we understand this is not always possible and may need to be discussed by phone at a later time.

Problem Solving Report #1- This document is use as a written warning to the child and to informed the parents of the inappropriate or disruptive choice and our behavior policy. At this time, we will make a plan to address the behavior.

Problem Solving Report #2- If the child receives a second Problem Solving report for the same or a different inappropriate or disruptive choice they will be unable to attend the program on the following or their next scheduled day.

Problem Solving Report #3- If the disruptive/unacceptable behavior continues after two Problem Solving Reports, the family will be asked to seek alternate care.

Note - If multiple inappropriate choices are made by a child in one day more than one Problem Solving Report will be used.

Discontinuation of Care

If your child will no longer be attending New Morning programs, please let us know. Your child will in most cases be moved to a 'will call' schedule for the remainder of the school year for your convenience.

We recognize that our programs may not be a good fit for every child. We reserve the right to discontinue care if any of the following occur:

- Required registration, billing or medical paperwork has not been received.
- Payment for services is not received per our Payment Policy.
- The child's behavior continues to be disruptive or is unacceptable per our Behavior Policy.
- The child does not attend, or no longer attends, the school our program serves.
- The child has been suspended, or expelled from, the school our program serves.
- The child is repeatedly picked up after the program end time.
- We are not given an updated schedule change for a child on multiple occasions.
- Lack of cooperation from parents or guardians in resolving differences or meeting the child's needs.
- Abusive, intimidating or threatening behavior of parents, guardians or alternate pick-up persons toward program staff, other parents, or any child attending the program.
- We feel that we are unable to meet the developmental needs of your child.