

NOTTINGHAM RECREATION DEPARTMENT
P.O. BOX 114, 139 STAGE RD, NOTTINGHAM NH 03290
PH: 603-679-3435, recreation2@nottingham-nh.gov
OFFICE HOURS MON-FRI 8:00 AM-4:00 PM



Parent Handbook
Please read thoroughly!

Thank you for joining Nottingham Parks & Recreation! Our philosophy is to provide our community with a safe place that encourages making good choices, free play and enjoying structured activities that allow kids to be creative, thoughtful, and social. Welcome to the program!

OUR TEAM: Our team is comprised of a collection of qualified, outgoing, and fun individuals who share their passion for recreational programs with the community they serve. The NP&R department strives to maintain a staff to child ratio of 1 staff member for every 10 children. This ratio is lower than required by law. All staff members must meet and experience requirements for the position that they hold. All staff members function under the direct supervision of the Site Supervisor, an experienced employee who works on site to supervise the daily activities and safe operation of the program.

HOW TO REGISTER:

All program updates and information will be released on our website, social media pages, and in our monthly newsletters. We also try to get updated information in the Town Newsletters and email blasts through the Nottingham School. If you would like to join our mailing list, please email recreation2@nottingham-nh.gov.

All information is located and up to date on our town website:
www.nottingham-nh.gov/parks-recreation-department.

PAYMENT/REFUND POLICY:

- Payments are to be received by the date given in all program/event registrations. Payment plans are granted to those who might need assistance. Please contact the NP&R for more information. If payment is not given by appropriate date, *you will not be allowed to sign up for any additional programming until your balance is taken care of.*
- **Cancelling Registration?** Refunds may only be granted if requested by the appropriate date set. A refund will not be granted if the program has already started and the participant has attended the program. Some of our programs are number driven, so if we cannot replace your cancelled registration with another family, a refund will not be given. Refund requests are accepted/denied at the discretion of the Director and Assistant Director.
- There are two REFUND options:
 - One is to receive a refund in a check form, cut from the Town of Nottingham. This process takes about two weeks.
 - The second option is to store the refunded amount in your CivicRec account to be used for future recreation programming. The money put on your account will never expire and can be used for any Nottingham Parks and Recreation programming fee.

SUMMER/VACATION CAMPS, DAYS AT THE REC AND BEFORE/AFTER SCHOOL CARE:

- All payments and changes to schedule are due the Thursday prior to the start of a new week. If you do not contact NP&R, a refund may not be granted. We do this to ensure correct numbers for the school during Before and After Care and for field trip days in the summer. If an emergency arises, please contact NP&R to find out if you qualify for a refund. A refund will not be granted if the program has already started and the participant has attended the

program. Some of our programs are number driven, so if we cannot replace your cancelled registration with another family, a refund will not be given.

FOR A GROUP OUTING/TRIP:

- A refund will not be granted if you cancel on the day of the trip, or if we cannot find a replacement to go on the trip. Refunds only granted if requested by the date listed on the registration information.

PARENT PICK UP/DROP OFF:

- Your child must be signed in and out, when dropped off and picked up each day, with your signature (as clearly as possible). Only persons authorized in writing by you, the parent(s) and/or guardian(s), may remove your child from the program.
- At registration of ALL YOUTH programs, there will be a prompt that asks you to write down Guardians and two additional individuals allowed to pick up/drop off child/children and their phone numbers. NP&R Staff are REQUIRED to check ID's and check this list if they do not recognize an adult picking up a child. This is absolutely required as this is to protect you and your child AS WELL as our staff. If there is a discrepancy, a phone call home will be made to make the appropriate accommodations.
- We ask that you always remain calm and treat our employees with respect. If there is a concern or problem and the Site Director or Supervisors cannot be reached, please reach out to the Assistant Recreation Director or the Director via phone or email. They will address all your questions and concerns in a timely manner.
- NP&R will not tolerate a parent/guardian or authorized person to pick up a child in an impaired state at any time.

LATE PICKUP POLICY: All parents and/or guardians are expected to pick up their children on time. If you are unable to do so, it is your responsibility to notify the Site Director that you will be late or are sending an alternate to pick up your child. In addition, please advise the individual picking up to bring photo identification with them, they will be asked for it. After the site closes, the Site Director will attempt to contact the parent, guardian, or emergency contact person by telephone. If a child remains at the program an hour after closing time and neither parents, guardians nor emergency contacts can be reached and there has been no communication from the parents or guardians, the local police department will be contacted. **After 5 minutes, every minute late will be \$1.00.**

ALLERGIES/MEDICATIONS: Please complete the medical/allergy form during registration and attach a medical emergency plan if your child has severe allergies, medical conditions and/or medications. Please make sure the site supervisor is aware of all instructions, medicine etc.

ILLNESS POLICY: NP&R asks that if your child has a fever or is not feeling well, that you please keep your child/children at home. We understand that it is an inconvenience, but illness can spread very quickly, and we want to do our best at keeping our staff and your families healthy. Based on recommendations from the CDC, these are the three reasons why you should keep sick children at home.

- The child doesn't feel well enough to take part in normal activities (such as overly tired, fussy or won't stop crying)
- The child needs more care than a staff member can give as they need to care for the entire group at one time.
- The child is experiencing; Diarrhea, fever, "Flu-Like" symptoms, coughing, respiratory or cold symptoms, rash with fever or vomiting.

BEHAVIOR POLICY:

Disciplinary action will be split up into two categories, minor offenses, and major offenses. Some major offenses will result in immediate dismissal from the program. Three minor offenses equal one major offense. When a participant reaches three majors, they may be dismissed from the program, the Parks and Recreation Director and Assistant Director have the final say in this. Minor offenses will be logged in each participant’s record by supervisors. When the same type of minor offense happens three times, it will become a major resulting in a write up that will be given and discussed with parents. Some major offenses may result in immediate dismissal from the program. Below is a chart of offenses including but not limited to.

Minor Offenses	Major Offenses
Neglecting the buddy system	Theft
Not sharing with others	Sexual Assault
Leaving group without asking	Harassment/Intimidation
Bringing toys or electronics from home	Physical altercation
Minor profanity	Using discriminating/inappropriate language
Disrespectful towards staff or children	Bullying/cyber bullying other children/staff in the program
Minor damage to property (with intent)	Major property damage (with intent)
Inappropriate conversations	Open defiance/noncompliance
Violation of Dress Code	Use of technology
Sharing food/water bottles	

COMMUNICATION POLICY: At NP&R, our priority is the safety of all involved in this program. If we do not answer our phones right away, please leave a detailed message so that we can call you back as soon as possible and make sure to follow up with an email. Please see below for contact information and who to direct your email and call to. Please follow us on Facebook and Twitter for non-emergency updates regarding the program at NP&R.

- For all Program related questions, please contact the Recreation Assistant, Bridget Hart. Phone: 679-3435 ext. 107 Email: recreation2@nottingham-nh.gov
- For any additional recreation information, please contact the Recreation Director, Kortney Dorow. Phone: 603-679-3435 Email: recreation@nottingham-nh.gov
- **Rec Cell Phone: 603-303-7262** (Please label subject like Before or After Care in correspondence to which one they attend and the child’s name).

CORE VALUES:

The NP&R is here to assist your needs and make sure your child/children are having the best time ever! Please see below for a complete list of our CORE VALUES. We ask that parents, youth and staff review our core values before/during any program NP&R hosts. There will be posters onsite and the graphic is posted on our website.

- SAFETY
- BRAVE
- RESPECT
- MOTIVATION

- TEAMWORK

*There will be discipline and injury reports filled out for serious violations. These will need to be read and signed at pick up by a parent/guardian.

ADDITIONAL INFORMATION: All personal belongings, including jackets, lunch boxes, backpacks, etc. should be clearly labeled to help avoid loss. Lost and Finds are available at each site in case your child does lose something. Please note that children are not permitted to bring any items to the program (such as Cell Phones, Game Boys, Nintendo DSs, trading cards, etc.). NP&R cannot be responsible for any lost, damaged, or stolen belongings. During the colder months, the children will not be allowed outside to play without adequate outerwear, including: a winter jacket, hat, gloves, boots, and snow pants (when there is snow). The program will allow children to play outside when the temperature is above 32 degrees; temperatures below this will merit an indoor-activity day.

NOTIFICATION OF CHANGES: It is extremely important that you notify the NP&R immediately of any changes in home address, employment phone numbers, and pick up procedures.

INCOME TAX INFORMATION:

Tax statements indicating the payments made to the program will be prepared upon request. The request must be made in writing to NP&R. Please allow two weeks for processing, especially during tax season. Our Tax ID number is 02-03060473.

GRIEVENCE PROCEDURES: The NP&R takes seriously all concerns expressed by the Community. Should an individual have a grievance, the following procedure should be followed:

1. Any concerns regarding your child's program should be brought to the attention of the Site Supervisor.
2. If after discussing the matter with the Site Supervisor, you are not satisfied with their decision, please contact the Recreation Assistant or Director at (603) 679-3435.
3. If after speaking to the Recreation Director, the problem cannot be resolved, the Recreation Director will put you in contact with the Town Administrator.