

**Conway Parks & Recreation Department**

**CONWAY REC**



**WELCOME HOME**

**Chip Kennett Teen Center Handbook**

Welcome,

Thank you for choosing the Conway Parks & Recreation Department as your child's road to after-school fun. All of us at the Conway Parks & Recreation Department will work hard to give your child a great Chip Kennett Teen Center experience.

Full time staff consists of Robby Moody (**Teen Center Coordinator**), Zach Bradley (Programmer), Michael Lane (Director), Todd Gallagher (Assistant Director), & Lynore Wagner (Administrative Assistant).

Your child's safety and well-being remains' our number one priority. In an effort to keep your children safe as well as our staff, we will be following guidance and recommendations from the New Hampshire Parks & Recreation Association and the National Parks & Recreation.

Please read through our handbook carefully to learn about all of our policies and procedures. It is assumed that once you have reviewed the handbook; you will comply with all of the guidelines contained and presented in it.

We hope your child's experience with us is positive and one with lasting memories.

Conway Parks & Recreation Department Staff

## DESCRIPTION

Welcome to the Conway Parks & Recreation Department's Chip Kennett Teen Center Program. The Staff hopes that you and your child have an enjoyable experience. The Teen Center is open to all children who reside in Conway & Albany who are in grades of 6th-8th.

A wide variety of activities and field trips are planned for your child this year. Please be advised that our schedule is subject to change.

The facilities used during the year are: Conway Parks & Recreation building, fields, trails, playground, Saco River, Swift River, as well as Kennett Middle School.

The phone number for the Chip Kennett Teen Center is 603-662-6733. If calling outside of Teen Center hours, the phone number for the Conway Parks & Recreation Department is 901-1139 /901-1141. An answering machine is on 24 hours a day so you can leave your message there at any time.

Robby Moody e-mail [robby@conwayrec.com](mailto:robby@conwayrec.com)

Zach Bradley e-mail [zach@conwayrec.com](mailto:zach@conwayrec.com)

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Todd Gallagher e-mail [todd@conwayrec.com](mailto:todd@conwayrec.com)

Lynore Wagner e-mail [lynore@conwayrec.com](mailto:lynore@conwayrec.com)

## **STAFF**

The staff is comprised of very talented and responsible adults/high school students. All staff is certified in CPR and First Aid. All staff is required to attend training where they are familiarized and educated in conflict resolution, field trip safety, proper supervision, proper etiquette, games, liability, and police training of New Hampshire law and RSA. They are also put through and have cleared an extensive background check.

## **OUR MISSION**

To create and sustain a physically and emotionally safe community-oriented environment that fosters healthy development by providing access to a variety of meaningful activities, self-enhancement programs, and positive role models.

## **WHAT WE ARE NOT**

We are not a day care or baby-sitting service. We are not the public-school system. Enrollment in this program is a privilege. We try very hard to keep children in this program because we recognize the importance of these activities to children. However, children who present constant or unmanageable behavior problems, make life difficult for other children and /or staff, take away from the overall program, or create safety risks due to their behaviors, are not welcome in this program {please refer to the discipline policy and procedures section of this handbook for specific guidelines). Our staff are after- school counselors, not teachers or psychologists and cannot provide one on one care.

- *Sharing information about your child can be critical to their success in the program. Examples of this are if they have IEP's in school or a one on one aide.*

## **TRANSPORTATION**

Transportation to all locations will be done so by using the Conway Parks & Recreation Bus, Van, and Town Car or by walking. Drivers are fully trained and licensed. All vehicles are in best condition and repair. Transportation to and from Teen Center is the responsibility of the parent/guardian.

## **LOST & FOUND**

Items left at the end of the day will be placed in our lost and found bin located at the side door drop-off entrance. If items are not claimed within 48 hours of being found they will be disposed of. Call Robby and see if any items are left behind and coordinate a time to come and retrieve lost items.

## **MEDICATIONS/ALLERGIES**

While registering, please remember to view and update your camper's medical information regarding any new medications/allergies that may affect day to day activities (i.e., peanuts, EpiPen, inhaler). Reach out to the office at 603-901-1139 if you are having any trouble adjusting your account information.

## WHAT NOT TO BRING

To ensure the enjoyment, safety, and health of all children in attendance, the following items are prohibited from Teen Center:

- Money in excess of \$15
- \*Illegal substances
- \*Knives
- \*Fireworks or any type of explosive device
- \*Firearms {Toy or Real}
- \*Phones

*\*Teen Center Members are not permitted to carry cell phones while Teen Center is in session. If brought to Teen Center they will be asked to place them in the phone bucket at the entrance. Children who violate this policy will have their phones confiscated and returned at the end of the day. If you need to get in touch with your child, please call the Teen Center phone at 603-662-6733 and a staff member will assist you. Once again, the Conway Parks & Recreation Department is not responsible for lost or stolen cell phones/electronics.*

*\*Denotes immediate expulsion from the Chip Kennett Teen Center for the remainder of the year.*

**THE CONWAY PARKS & RECREATION DEPARTMENT IS NOT RESPONSIBLE FOR ANY LOST OR STOLEN BELONGINGS, INCLUDING MONEY!**

## PAYMENT

Payment must be paid prior to your child attending Teen Center. We do allow payment plans, but parents must see/speak with Robby Moody, Teen Center Coordinator or Lynore Wagner, Administrative Assistant to set up the plan.

## CHIP KENNETT TEEN CENTER HOURS

Wednesday: 5:00 PM - 8:30 PM

Thursday: 5:00 PM - 8:30 PM

Friday: 5:00 PM - 9:00 PM

Saturday: 12:30 PM - 4:30 PM

*Times changes and date exclusions will occur due to special events and field trips. Please read the monthly newsletter for these changes/exclusions.*

## CHECK-IN/CHECK-OUT PROCEDURE

Curbside Drop Off/Check In: Parents will drop their child off each day to staff waiting at the side door entrance. Staff is directed to not release children to anyone they do not know. You (or whoever comes to pick up your child) may be asked to show a form of identification before they are allowed to pick up your child. This ensures us that each child is coming and leaving with who he/she should be. If a special situation exists, or in case of an emergency, please speak to Robby Moody, Teen Center Coordinator or Zach Bradley, Programmer. In addition, if restraining orders or custody decrees by the court are in place, please speak to staff immediately.

## **CANCELLATION, ABSENCE, & VACATION POLICY**

Parents do not have to notify us if their child is absent. Teen Center fees will not be refunded if your child doesn't attend. Trip fees will not be refunded unless the trip was not sold out. What this means is if we have to turn anyone away because of space and you cancel on the day of the trip, you will not receive a refund for the trip and you cannot credit it towards your next trip. We give accurate numbers to the parks where we go and must pay for the spots.

## **RULES & REGULATIONS**

It is expected that children will:

- Respect Staff and Volunteers
- Respect the property of others
- Respect themselves and other Teen Center Members
- Conduct themselves in a safe, responsible, and appropriate manner at all times
- Follow the rules as presented by the staff
- Bullying is STRICTLY PROHIBITED

## **ANTI BULLYING/DISCIPLINE POLICY AND PROCEDURES**

We firmly believe in fostering an environment that promotes respect, empathy, and kindness among everyone involved. Staff has worked hard to define bullying, outline its consequences, and establish a clear reporting process to actively support a policy to maintain a safe and positive environment.

Bullying is defined as deliberate, repetitive, and hurtful behavior intended to harm, intimidate, or distress another individual or group physically, emotionally or socially. This includes, but is not limited to, verbal abuse, name calling, teasing, spreading rumors, cyberbullying, exclusion, physical aggression, and any other actions that compromise the wellbeing of others.

Consequences for not following rules, regulations or engaging in bullying may include, but are not limited to, the following disciplinary actions:

1. Verbal Warning: The seriousness of the situation and the need to cease/correct behavior will be emphasized to both the Teen Center Member and Parent/Guardian
2. Temporary Suspension: If the parents cannot be reached, the Teen Center Coordinator will notify the next person listed on the Emergency List and have them arrange to pick up the camper.
3. Expulsion: If behavior continues and poses a significant risk to the safety of themselves/others the camper will be asked not to return to the Teen Center for the remainder of the session/year.

Serious offenses: Includes but are not limited to the following: Bullying, Endangering another person's well-being, verbal abuse, harassment of any kind, stealing or destruction of property, \*possession of illegal substances, \*firearms (toy or real), \*threats of violence to campers and /or staff, \*cigarettes, \*vaping, lighters, matches, \*knives, \*alcohol, \*fighting.

*(\*Denotes immediate expulsion from the Teen Center for the remainder of the year.)*

It is at the discretion of the Conway Parks and Recreation Department staff to bypass number of offenses and suspend any child should the action be deemed serious enough by the Teen Center Coordinator or Programmer. Thank you for your cooperation in these matters. We are looking forward to a very positive, fun, Teen Center experience for you and your child.

## **LOCKDOWN & EMERGENCY PROCEDURES**

In case of an emergency that requires the Conway Parks & Recreation Department to be on lockdown as mandated by the Conway Police Department, Conway School District or another event that arises, no camper will be dismissed until the threat/issue is resolved. We will do our best to keep parents notified and updated as we deal with the lockdown.

## **HEADLICE, "NONIT" POLICY**

With the exception of the common cold, head lice infestation affects more school aged children than any other communicable childhood diseases combined. Head lice are tiny insects that live on the scalp. They lay eggs, called nits, that hatch and stick to hair. Head lice do not jump, but they do spread quickly. The most common ways that they are spread is through direct contact with an infected person, sharing: combs, hats, towels, scarves, clothing, head gear, ribbons, etc. The Department has a "No Nit Policy". This means that if your child has head lice, they will not be permitted back to Teen Center until all nits are removed from their hair with a doctor's note. If a case of head lice is reported all staff and parents will be notified and will do a head check of all campers. Any child that has head lice will be sent home for treatment immediately, this may seem extreme, but if nits are present, re-infestation is imminent to your child, family, and anyone at Teen Center. If you have any questions or would like material on heads lice, please call our office at 901-1139.