Joyful Noise Before and Aftercare School aged program: We are a licensed before and after care that provides enrichment programs such as the Art, drama, recreational sports, gardening, and quality care.

PHILOSOPHY STATEMENT:
Joyful Noise Before and After care is a safe, and engaging program, full of opportunities for students to grow their skills while getting quality care. 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 enrichment options include outdoor gardening, sports, community theater, arts, crafts, games, help with homework, cooking activities, and free time. Students will get the opportunity to have down time to read or rest if so desired.

HOURS OF OPERATION:

<table>
<thead>
<tr>
<th></th>
<th>Time</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>Before Care</td>
<td>6:00 AM – 8:30 AM</td>
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<tr>
<td>After Care</td>
<td>2:00 PM – 5:30PM</td>
<td></td>
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<tr>
<td>Early Release</td>
<td>11:00 AM – 5:30PM</td>
<td></td>
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<tr>
<td>Full Days</td>
<td>6:00 AM – 5:30PM</td>
<td>Prior sign up required. Additional fee of $55 for K students and $50 for 1st and up for the week, must have at least 15 students signed up to be open. Teacher workshops, February, and April Vacations, summer TBD</td>
</tr>
<tr>
<td>Snow Days</td>
<td>7:00 AM – 5:00PM</td>
<td>Prior sign ups required Additional fee $55.00 for K students and $50 for 1st and up</td>
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</tbody>
</table>
Transportation:

Children will be transported to and from school by a Joyful Noise employee, at the start and close of their school day. Additional transportation services and fees are available when adding sports pickup and drop offs. All families must fill out Transportation form.

Full Days:

Some school vacation weeks such as February, and April vacation, teacher workshop days, and snow days are available for full day attendance. If less than 15 children are enrolled for a full day, the program may choose not to operate. Prior sign-ups are required. An additional fee of $55 for Kindergartners, and $50 for grades 1 and up for the week will be charged. For snow days, prior sign ups require. If less than 10 children are enrolled for a snow day, the program may choose not to operate. Prior notice will be given.

Holidays:

The program will NOT operate on the following holidays: New Year’s Day, Columbus Day, MLK Jr. Day, Veteran’s Day, The day before thanksgiving, Thanksgiving Day, Day After Thanksgiving, Memorial Day, Christmas Eve, Christmas Day, Christmas school Vacation, Labor Day, and New Year’s Eve. Revisions to this schedule will be announced one (1) month prior to change.

When the opening of school is delayed, the opening of the program will be delayed by an hour (example: if school is delayed 2 hours, instead of opening at 6:00 AM, we will open at 7:00 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 in fact operate to accommodate families, but will close by 5pm.

Tuition for the changed scheduled care time due to snow will not be credited. If school is NOT in session (e.g. teacher workshops, school vacation week) and it becomes necessary to reduce hours or 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 or adjusted. Families need to make provisions for students if we decide to close.

REGISTRATION:

A non-refundable registration fee is required upon enrollment. The fee is $50.00 for the school year program. Registration fees will not be pro-rated. Initial one Week payment due to be fully registered.

Refunds of initial one week tuition deposit (minus the non-refundable registration fee) are issued only if you cancel on or before July 31, 2021. After August 1, 2022, tuition deposits are nonrefundable, regardless of whether or not your child attends.
Joyful Noise must have a complete folder on each child before he/she can start the program.

The folder shall include:

- Registration Form
- Immunizations
- Physical Form (completed within the past year)
- Tuition Agreement
- Transportation Agreement
- Handbook Agreement
- 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 Joyful Noise School Age program 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. Joyful Noise 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:

Enrollment is open to children who are residents of Merrimack. 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. Each child must be enrolled for a minimum of three (3) days per week. Early release, full days, snow days, and vacation 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 may choose not to operate. Families enrolled in the morning program may select a flexible schedule. You may choose to maintain either a three (3) or four (4,5) day per week, flexible schedule.

WITHDRAWAL:
Joyful Noise 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:**

An initial one week tuition deposit + a non-refundable registration fee of $50.00 per child, $85 per family is required at the time of enrollment. Please refer to the “Tuition Rates” form when calculating your deposit.

During open enrollment, refunds (minus the non-refundable registration fee) are issued only if you cancel on or before July 31, 2021. After August 1, 2021, tuition deposits are non-refundable. Please note, tuition will remain in place through December 31, 2022. We reserve the right to increase our fees, if we have to, in January of 2023. Should that happen, you will be notified in a timely manner.

Tuition is due on the Friday, for the upcoming week’s tuition. Payment is late if not received by the close of the program on Monday of the 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 can be withdrawn from the program. The child’s spot in the program can then be given to a child on the wait list. Re-admission 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 reenter the program. 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 can be made by using our debit or credit card, check, money order or Cash. Check or money order must be made out to Joyful Noise. Please write in the memo space: Your child’s name The period for which payment is being made (example: Melody 9/1-9/5) 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.

**Monday Holidays:**

Part-time students scheduled to participate on Mondays may select an alternate day to attend our program within the same school week, subject to availability. There are no refunds for Monday holidays. Call 603-556-4473 to schedule the alternate date.
Part-time student schedule changes are subject to availability. We may have a wait list. If the day you wish to add to your child’s schedule is unavailable, you will be informed. Additional charges will apply for any extra days added.

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 Joyful Noise 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 (5:30 PM) will be charged an overtime fee as follows:

- After 5 minutes = $5.00 fee, and $1.00 a minute after that. Other events and classes are scheduled after hours so prompt pickup is essential.

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 a meeting with the family to sign an on-time plan. If plan cannot be followed termination may take an effect immediately. We have events that take place after hours and we need to ensure on time events. 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.

ABSENCE:

In the event of illness or other absence, please notify the program two (2) hours prior to afternoon dismissal, Email: admin@joyfulnoisenh.com. 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 Joyful Noise 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). 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.

SICK CHILD:

I staff observe symptoms of illness which impair or prohibit the child’s participation in the regular child care program, they will be sent home. 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. Please keep your child home if they show any of these symptoms. Students can come back after being 24 hour free of said symptoms.

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 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****

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

PICK UP-PM PROGRAM:

Please use the front entrance to the center when picking up your child. Parents are responsible for signing their child out on the Daily Attendance Log.

RULES AND REGULATIONS:

Joyful Noise follows these rules:

Be Kind, do unto others as you would have them do unto you, and be respectful. We encourage students to communicate their needs to staff and each other. We teach them to listen to each other. Hands are for helping, we have a strict no hitting policy. We redirect the first time and if it becomes a multiple offense, we will set up a meeting with the family to create a behavior plan. If plan isn’t followed student will be at risk for dismissal from the program. We care about each other’s feelings, and we are responsible for what we say. We are responsible for our own actions. We respect other people’s property (children, program, staff, etc.). Students are not allowed to bring personal items from home for use at Joyful Noise, including but not limited to any electronic devices. Cell phones are for emergency use only and check ins to parents and are not permitted to have out during activities. All valuables should be left at home. 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 based on the direct issue. Time away(consequence) will fit the
problem behavior, for example: If a student is not using the gym equipment appropriately, they will have time away from using the equipment.

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 and followed, the child will be required to leave the program.

Step 3 Suspension

• Serious or continuous misbehavior, and/or incidents in which the child is a danger to himself/herself, 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 noncompliance 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. Completion of signed behavior plan will be required.

• Parents/guardians 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.

WEAPONS:

Bringing any weapon of any form is cause for immediate suspension from Joyful Noise. 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 Joyful Noise’s 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 wellbeing 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:

Joyful Noise has a Zero Tolerance Policy regarding 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 Joyful Noise staff
Zero Tolerance shall be defined as and require the immediate expulsion from the program based on a decision by the Program Director. 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; Joyful Noise 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, Joyful Noise staff will contact the appropriate authorities.

PROPERTY DAMAGE:
Parents are liable for damages to 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 and snow day 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 to fill out proper paperwork.

APPROPRIATE CLOTHING/SHOES:
ONLY sneakers are allowed in the gym area. Please be sure your child is properly dressed for outdoor activities and is prepared for changes in the weather. 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 let us know if your child needs one including hats and gloves, or boots. Please make sure your child is prepared for these times. Joyful Noise is not responsible for lost items. Please check the 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 parent/guardians 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. Joyful Noise 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:

Care is number one for us here at Joyful Noise. Part of this care is the assurance that the children 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 it report to the State. Employees of Joyful Noise must comply with these requirements. The New Hampshire Child Care Licensing guidelines require that all employees must complete “Recognizing and Reporting Child Abuse and Neglect” training within 90 days of hire. Employees will be present in all areas where children are present. All Joyful Noise Staff have a responsibility to prevent child abuse and neglect of any children involved in our program. Child abuse is defined as anyone eighteen years of age or younger, who has been:

- Sexually abused; or
- Intentionally physically injured; or
- Psychologically injured so that said child exhibits symptoms of emotional problems generally recognized to result from consistent mistreatment or neglect; or
- Physically injured by other than accidental means; or
- Subjected, by any person, to human trafficking as defined in RSA 633:7; or
- Subjected to an act prohibited by RSA 632-A:10-d. Child neglect is defined as a child:
  - Who has been abandoned by his or her parents, guardian, or custodian; or
  - Who is without proper parental care or control, subsistence, education as required by law, or other care or control necessary for the child's physical, mental, or emotional health, when it is established that the child’s health has suffered or is likely to suffer serious impairment; and the deprivation is not due primarily to the lack of financial means of the parents, guardian, or custodian; or 15
  - Whose parents, guardian or custodian are unable to discharge their responsibilities to and for the child because of incarceration, hospitalization or other physical or mental incapacity; Provided, that no child who is, in good faith, under treatment solely by spiritual means through prayer in accordance with the tenets and practices of a recognized church or religious denomination by a duly accredited practitioner thereof shall, for that reason alone, be considered to be a neglected child under the Child Protection Act.
Prevention of abuse and neglect:

It is the responsibility of Joyful Noise to prevent any abuse or neglect that could happen at our program. In order to prevent abuse and neglect at our program the following are done:

- Review the approved and prohibited disciplinary techniques on a yearly basis;
- Brainstorm to help staff figure out ways to deal with disruptive behaviors;
- Review the indicators of abuse and neglect on a yearly basis;
- Conduct a thorough check of the references of new staff;
- Orient new staff using the above policy;
- Supervise new staff on a close and consistent basis;
- Do a background check on all staff;
- Volunteers do a background check, and are directly supervised by the Staff of Joyful Noise.

SERVICES OUTSIDE OF PROGRAM HOURS:

Joyful Noise is not responsible for, nor shall it incur any liability with respect to any private arrangements made between staff and families for services outside of the program and its hours of operation. Any private arrangements, employment, contracts and/or agreements between parent/legal guardian and staff of this center (e.g. babysitting, home child care, private transportation arrangements, etc.) outside of the Joyful Noise program is considered an individual endeavor and private matter, not approved, endorsed by, nor connected with Joyful Noise. Parents/legal guardians and staff agree to hold Joyful Noise harmless in conjunction with any such private arrangements.

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.

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. 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 603-556-4473. 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: Joyful Noise 515 DW Highway Unit D Merrimack, New Hampshire 03054.