



# BRIGHT FUTURES START HERE



**EARLY LEARNING CENTER  
PARENT/GUARDIAN HANDBOOK**

**Manchester • Goffstown • Concord  
Londonderry • Somersworth**

## TABLE OF CONTENTS

Contact Information.....	3
About the Y.....	3
YMCA Mission.....	3
Enrollment.....	3
Required Paperwork.....	3-4
Confidentiality.....	4
Program Philosophy.....	4
Program Features.....	4-5
Transitions.....	5
Meals & Snacks.....	5-6
Outdoor Play.....	6
Field Trips.....	6
Naps.....	6-7
Personal Items.....	7
Communication and Support.....	7
Family Nights.....	7
Open Door Policy for Parents/Guardians.....	7
Program Hours, Late Pick Ups.....	7-8
Vacation.....	8
Withdrawal.....	8
Permanent Withdrawal.....	8
Discipline and Behavior Management Policy.....	8-9
Definition of Bullying.....	10
Payment Schedule.....	10
Financial Assistance.....	10
Insufficient Funds.....	11
Health & Safety.....	11
Medications.....	11
Emergency Transportation.....	11
Outside Any Y Program.....	12
Illness Table.....	12-13
Mandated Reporters.....	13
Photographing Children.....	13
State-Licensed Program.....	14
Non-Discrimination Policy.....	14
Snow Delays/Early Release.....	15
YMCA Closings.....	15

## CONTACT INFORMATION

### YMCA OF DOWNTOWN MANCHESTER | 30 Mechanic Street, Manchester, NH

- Early Learning Center Director: 603.232.8651

### YMCA ALLARD CENTER OF GOFFSTOWN | 116 Goffstown Back Road, Goffstown, NH

- Early Learning Center Director: 603.232.8610

### YMCA OF CONCORD | 15 North State Street, Concord, NH

- Director of Child Care: 603.228.9622 ext. 1148

### YMCA OF GREATER LONDONDERRY | 206 Rockingham Road, Londonderry, NH

- Early Learning Center Director: 603.437.9622

### THE GRANITE YMCA OF SOMERSWORTH | 35 Bartlett Ave, Somersworth, NH

- Early Learning Center Director: 603.692.2081

## ABOUT THE Y

The Granite YMCA is a community leader in providing high-quality child care for preschool through school-age children. Our programs provide a safe, nurturing, and character-building environment integrating the four characters of caring, honesty, respect and responsibility. Children learn and grow through exploring, having fun, and participating in a wide variety of hands-on activities.

The Granite YMCA, established in 1844, has branches in Manchester, Goffstown, Concord, Londonderry, Portsmouth, and Somersworth. The Granite YMCA focuses on **youth development, healthy living and social responsibility.**

## YMCA MISSION

The Granite YMCA creates a community where all are welcome and builds a healthy spirit, mind and body based on the values of caring, honesty, respect, and responsibility.

## ENROLLMENT

Our Early Learning Center is open to infants through kindergarten (ages vary by branch). Upon acceptance of enrollment, the Early Learning Center requires that an information packet be returned two weeks prior to start date.

## REQUIRED PAPERWORK

Parent/guardians must complete a new contract for each program school year, along with any additional required forms. All your required forms will be attached to your YMCA account. Once you have registered your child(ren) for child care you will receive an email to complete the required forms.

**Any child without their account reflecting 100% completion will not be allowed to attend the program until all of the information and required documents have been uploaded to the child's account.** Your child must have a complete physical within the last two years (one year for children under the age of 6) and record of all immunizations received to date. A child may be exempt from immunizations for religious

beliefs and/or medical reasons. Please contact the child care director if you have questions regarding this policy or visit <https://www.dhhs.nh.gov/programs-services/disease-prevention/immunizations/immunization-exemptions-children>.

## EMERGENCY CONTACT AND AUTHORIZED PICK UP

Parent/Guardians are required to list an emergency contact person on the account. This person would assume responsibility for your child(ren) if you could not be reached in an emergency. This person is also authorized to pick up your child(ren). There should also be listed at least two non-emergency authorized pick-up people on account for your child(ren).

## CONFIDENTIALITY

Your child's records are kept private at the branch and stored electronically. Parents/guardians who have legal custody have the right to see their child's records at any time. The New Hampshire Bureau of Child Care Licensing Unit also has the right to review all child care records. There are certain situations and paperwork that will require a court subpoena to accommodate requests.

## PROGRAM PHILOSOPHY

The Early Learning Centers of The Granite YMCA are dedicated to the care and education of children from infant through kindergarten. Education is provided in a safe and welcoming environment that reflects and supports the YMCA's values of honesty, respect, caring, and responsibility. Children learn best through play, so while our curriculum is aligned with the NH Early Learning Standards, it has roots in play and exploration. We provide all children with hands-on experiences in an environment that respects individual needs. In order to develop lifelong social and emotional competencies, children need to practice interactions with peers and adults in a nurturing setting that values each child's uniqueness as a gift. Our aim at the Granite YMCA is for every child to feel visible, valued and supported.

## PROGRAM FEATURES

- **Character Development and Resilience-Building:** Our experienced and well-trained staff work to help each child build resilience while promoting YMCA character education. In tailor-made programming that integrates relationship-building, self-regulation (emotional, behavioral and cognitive), goal setting, recognition and celebration of cultural and ethnic diversity, self-help and a culture of empathy, the Early Learning Centers promote social and emotional learning for all.
- **Physical Activity:** C.A.T.C.H. (Coordinated Approach To Child Health) is a physical education curriculum used that includes warm up activities, cardio, strength and stretching. In addition to the C.A.T.C.H. curriculum, the Early Learning Centers also emphasize mindfulness through breath work and yoga. Full-day programs include minimally 60 minutes of physical activity, while half-day programs incorporate 20-30 minutes daily.
- **NH Early Learning Standards:** Every program aligns lessons with these standards, which can be found at [www.dhhs.nh.gov/dcyf/cdb/documents/nh-early-learning-](http://www.dhhs.nh.gov/dcyf/cdb/documents/nh-early-learning-standards.pdf)

[standards.pdf](http://www.dhhs.nh.gov/dcyf/cdb/documents/nh-early-learning-standards.pdf). These standards reflect a progression of skill-building based on developmental readiness and structured around the following domains: Social and Emotional Development (which we teach via Character Development and the YMCA Core Values), Language Development and Early Literacy, Cognitive Development: Early Numeracy, Science and Social Studies, Approaches to Learning, Physical Development and Health (which we teach through C.A.T.C.H.), Creative Expression and Aesthetic Appreciation. Each classroom uses age-appropriate materials, teaching strategies and implementation to help support all our early learners in reaching their developmental goals/milestones.

- **Routines:** Predictable procedures and routines establish psychological safety and help to develop healthy habits such as time management, self-regulation and the ability to get along well with others. Every classroom follows a daily schedule that includes teacher and student-led activities, large and small group work, story time, music and movement, as well as outdoor play, meals and snacks and rest time.
- **Assessment:** All age groups are assessed formally and informally to ensure that our teachers plan curriculum goals and activities to support individualized learning. Our teachers observe, record and document children's development, participation and learning throughout the year. Assessments are ongoing, systematic and gathered from natural play activities and realistic settings that reflect children's actual performance. Our center uses a variety of methods such as observations, checklists, and rating scales to collect information. Formal assessments are done twice a year. Families participate in the assessment process with regular communication, partnership and involvement.

## TRANSITIONS

As children grow and develop, they need new challenges and social interactions with other children in their peer group. Children will make a transition to the next classroom based on chronological age, developmental readiness, state licensing requirements, and space availability. Because each child is unique, there is no specific formula. Each classroom adjusts to fit the developmental characteristics of the children enrolled. During the transition period, current and future teachers meet to make sure your child is gently integrated into their new classroom through a series of visits. We continue to support your entire family during these changes. You are encouraged to discuss the communication methods that work best for you, to ensure ongoing dialogue.

## MEALS & SNACKS

At our Early Learning Centers, we provide your child with nutritious afternoon snacks. We encourage families to send healthy well balanced lunches to promote life-long healthy food choices. Sites may vary and provide additional options.

The YMCA of Downtown Manchester will provide Early Learning Center participants with breakfast, lunch, and snack. Meals and snacks are prepared in accordance with SFSP and CACFP guidelines which require us to provide whole grains, fruit and vegetables, protein, and liquid milk. Breakfast is served between 8:00 - 9:00 am, lunch begins serving at 11:30 am, and mid-afternoon snacks are served between 1:30 - 3:30 pm. All food is provided by the YMCA daily and the only time families should provide food is for

special occasions such as holidays or birthday parties. When this is the case, families must provide items that are pre-packaged with labels and peanut free.

Sample Weekly Menu:

Monday	Tuesday	Wednesday	Thursday	Friday
Diced Turkey Cheese Whole Wheat Ritz Apple Slices Cherry Tomatoes	Hard-Boiled Egg Cucumber Slices Goldfish Mandarin Oranges	Ham & Cheese Tortilla Roll-Up Strawberries Pickles Veggie Straws	Nut Butter & Jelly Sandwich Applesauce Bell Peppers Pirate's Booty	Greek Yogurt Granola/Cereal Banana Matchstick Carrots

Below are some ideas of what a kid-friendly lunch might look like for a week. The ideal make-up of a lunch would include: a main meal/protein, a vegetable, a fruit and a snack. Your child's teacher can also be a great resource for meal ideas!

Per the NH Childcare Licensing Rules, any child under the age of three is prohibited from having the following, due to choking risk:

- Spoonsful of peanut butter
- Whole or rounds of hot dogs or sausage
- Whole grapes
- Hard candy and chewing gum
- Raw carrot rounds, peas, or celery
- Chips or hard pretzels
- Marshmallows
- Nuts or seeds
- Popcorn
- Other hard or cylinder-shaped foods that may pose a choking hazard

OUTDOOR PLAY

Weather permitting, all children (including infants) spend time playing outdoors. It's important for children to have freedom of movement, so we request that children be dressed accordingly. Sneakers or flat shoes with a strap securing the shoe to the foot are required for participation in the Early Learning Center programs. You may be required to drop off appropriate footwear if they show up without appropriate shoes. Children may become messy during program for this reason we request parents/guardians to provide 1 - 2 complete change of clothing that can remain at the center.

FIELD TRIPS

As a program, we take parent/guardian-approved field trips. You will be notified regarding a trip, including the cost and how your child will be transported. Children can participate in a field trip once we receive written permission. For neighborhood walking trips, you'll be asked to sign a permission slip when you enroll your child in our care.

NAPS

Infants nap when dictated by their individual schedules. Toddlers and preschool children take a daily nap after lunch, as necessary. Please provide a blanket and fitted crib sheet for your child's nap time in order to make this time as relaxing as possible. Please label these items with your child's name. Items will be sent home on Fridays for laundering. If desired, you may also choose to send one stuffed animal with your child for comfort. These rest items must fit within your child's cubby space. We offer quiet rest time for all children as directed by child care licensing bureau regulations. Children are provided with adequate sleep, and are not woken up from a nap or forced to remain awake when they are tired. Depending on the needs of the classroom, children who choose not to nap will be offered peaceful activities.

PERSONAL ITEMS

Please encourage your child to leave valuable personal items such as toys at home. We are not responsible for items lost, broken, stolen or ruined.

COMMUNICATION AND SUPPORT

A strong relationship between parents/guardians and teachers forms the foundation for each child's positive experiences in childcare. You are encouraged to talk openly with teachers, to help establish this relationship. The Brightwheel messaging app is a convenient option to communicate with program staff. Continuity between home and YMCA childcare is essential to providing a meaningful experience for your child. Please tell us about any changes or special activities at home. The more familiar we are with your family, the more understanding, supportive and helpful we can be. Family conferences are formally offered twice a year, and can be requested at any time.

Any custody issues must be discussed with a director prior to you child's start date and/or as they occur. Legal documents from the court system are required.

FAMILY NIGHTS

Family Events are offered at YMCA branches and at all our Early Learning Centers. These are fun activities for the whole family and a great way to get to know other families in the program and the community. Please join us as often as possible.

OPEN DOOR POLICY FOR PARENTS/GUARDIANS

We have an open door policy that encourages any parent/guardian to visit your child or observe the operation of our program during program hours. Parents/guardians have unlimited access to the program & your child at any time while your child is in our care.

PROGRAM HOURS | LATE PICK UPS

Our program runs from 7:00 am to 5:30 or 6:00 pm (hours vary by location). We encourage families to have a consistent drop-off routine that provides stability for your child. We ask that all children are dropped off by 9:00 am or that you call the director if you will be late. Please be considerate of your child at pick up time. Our centers close at 5:30 or 6:00 pm (hours vary by location). Even a short delay can seem endless to a child who is waiting. If someone other than you will pick up your child, be sure they

are on the authorized pick up list. Whenever possible, introduce us personally to any babysitters, friends or relatives who will be picking up your child. For your child's safety, we will not let your child leave with someone who does not have clear signed permission to do so. If we do not know them by sight we will ask to see photo identification. No person including parent(s) and guardian(s) appearing to be intoxicated or under the influence of drugs may remove a child from program and the program reserves the right to consult with the authorities and/or suggest alternative transportation.

Parents or guardians (or designees) are expected to contact our childcare staff if they're going to be late. Failure to pick up children at closing time will result in a fee of \$15 for the first 15 minutes you are late, \$5 for each additional 5 minutes you are late. Continual lateness will lead to removal of the child from our care. In the event childcare staff do not receive prior notice from the parent or guardian, the following procedure will be followed:

- YMCA staff will call the parent or guardian for instructions.
- If contact can't be made, Y staff will call the emergency numbers in the child's file.
- If at 6:30 pm, we are unsuccessful in reaching the parent/guardian, we may notify the police that your child needs to be picked up.

## VACATION

Children enrolled in full-time Early Learning Center programs (Infant - Pre-K) will be allotted a one-week vacation Monday-Friday (when payment is not required) per program year. This request must be given to the director in writing no less than two weeks in advance. A second one-week vacation (when payment is not required) will be scheduled for all Early Learning Center program participants the week of August 25 - 29, 2025.

Children enrolled in Kindergarten programs at the YMCA Allard Center of Goffstown and YMCA of Greater Londonderry will be eligible to register for vacation camps during weeks (December, February and April). If you require child care services during these weeks, please be aware of the registration process and deadlines.

## WITHDRAWAL

If you wish to withdrawal your child from the Early Learning Center, a two week written notice must be given for withdrawal from the program. Parents/Guardians will be financially responsible for those two weeks.

## PERMANENT WITHDRAWAL

Possible reasons for suspension and/or termination from child care services are:

- Outstanding balances
- Repeated late pick-up
- Repeated failure to inform YMCA of child's absences

## DISCIPLINE AND BEHAVIOR MANAGEMENT POLICY

**To be reviewed by parent/guardian and child prior to attendance.**

The YMCA staff uses positive behavior management techniques that are developmentally appropriate and adhere to the YMCA's four core values of Caring, Honesty, Respect, and Responsibility. Our programs offer large group opportunities and are not intended for individual 1:1 care. Using these behavior management techniques, our staff will:

1. Develop program rules and expectations that are clear, consistent, and fair. Children will participate in establishing group expectations as developmentally appropriate.
2. Teach children conflict resolution and interpersonal skills that empower them to solve and regulate social and emotional challenges effectively.
3. Encourage behavior that supports the YMCA's four core values (Caring, Honesty, Respect and Responsibility).
4. Use natural and logical consequences while redirecting children to a more acceptable behavior or activity.
5. Provide intentional opportunities for children to express thoughts and feelings in a safe and judgement-free environment.

### **Discipline Action Steps – Staff will utilize the following forms of discipline:**

1. Take a Break – invite a child to step away from a negative or challenging situation so they can regain control of their emotions and behavior. Staff will check in and assist child with rejoining the group.
2. Verbal or written communication to parent/guardian regarding a child's behavior.
3. Develop a Behavior Action Plan/Improvement Plan
4. Behavior Write-Up & Suspension – Staff will document behaviors and incidents that are recurring and/or serious. Upon review of the incident, the following suspension policy may be enacted:
  - 1st Incident: 1-day suspension
  - 2nd Incident: 3-day suspension
  - 3rd Incident: 5-day suspension
  - 4th Incident: Program Termination
5. Termination – Our Youth Programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to behavior that:
  - requires constant attention from the staff
  - inflicts physical or emotional harm to children, staff or self
  - abuses the staff and/or ignores or disobeys the rules
  - jeopardizes the health or safety of self or others
  - contradicts our four core values of Caring, Honesty, Respect and Responsibility

If a child cannot adjust to the program setting and adhere to behavior expectations, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program environment. Our program leadership reserves the right to excuse a child early due to behavior. If your child misses days due to suspension or expulsion, no refunds will be provided.



We strive to support children and families with program and community resources to encourage positive social and emotional development. Please reach out to your program director if you need assistance finding these resources.

## DEFINITION OF BULLYING

Behavior by an individual or group, usually repeated over time that intentionally hurts another either physically or emotionally. Three conditions used to define behaviors as bullying:

- repetitive, willful, or persistent
- intentionally harmful
- an imbalance of power leaving the person feeling defenseless

These may include:

- taunting
- spreading rumors
- excluding others from groups
- kicking, hitting, or pushing

## PAYMENT SCHEDULE

- **Weekly option:** Payments are made automatically through credit card, debit card, and checking or savings account bank draft on the Saturday prior to the week of service. A signed authorization form is required for this option.
- Your weekly payment plan will start based on your registration start date. No credit will be given if your child is not able to start due to missing paperwork.
- If your child will be absent on a scheduled day, you must inform the center by calling the director. Failure to do so will result in a \$25 charge. Should unreported absences become excessive, the director has the right to terminate services.
- No credit will be given for days absent and tuition must be paid in full and will not be prorated for partial weeks. Tuition for part time children is a weekly fee and will not be prorated for partial weeks. Payment in full will also be charged when the program is closed due to inclement weather.
- No child will be allowed to register for child care programs until all previous balances are paid in full.
- If your child is absent from program, no credit will be given and you cannot select an alternate day to attend. If you need to adjust your schedule (change days, add or delete days, etc.), you must complete a Change Form that can be obtained from your site director. All changes must be received by Wednesday of the week prior.
- If you need statements regarding child care payments you may contact your Branch Registrar for assistance.

## FINANCIAL ASSISTANCE

At the Y, we do offer financial assistance for those families in need. We also accept State of New Hampshire child care scholarship. All families who receive financial assistance, whether through the Y or the state, must stay current with their payments. Proof of state assistance and a completed **Child Care Provider 1863** must be

submitted. Families are responsible for all fees not paid by the state. The state will not pay for late or no-call fees. You may contact the Director or Branch Registrar if you have any questions regarding this and other outside resources that provide assistance.

## INSUFFICIENT FUNDS

Payment is due prior to services rendered. There is a \$20 fee that is assessed for inability to receive payments due to insufficient funds. Excessive returned payments may result in termination from the program.

## HEALTH & SAFETY

You will be notified as soon as possible if your child develops symptoms of an illness. Our staff will help the child stay comfortable and notify the director if any child in care exhibits the illnesses or symptoms noted below. Please refer to the chart on pages 12 – 13 for more information. With most illnesses, children have either already exposed others before becoming obviously ill (i.e., colds) or are not contagious one day after beginning treatment (i.e., strep throat). The waiting period required after the onset of treatment varies with the disease. If a doctor places your child on an antibiotic, your child shouldn't attend our care until they have been on medication for at least 24 hours and is fever free without over-the-counter fever reducing medication. If your child seems really sick without obvious symptoms, please keep your child home.

## MEDICATIONS

In accordance with HE C 4002.18, the Authorization to Administer Prescription and Non-Prescription Medication form must be completed prior to the administration of any prescription or non-prescription medication. Prescription medication will be administered in accordance with the printed prescription label, which must be attached to the original prescription container.

Non-prescription medication must be in original container, and will be administered in accordance with the manufacturer's printed instructions. If there are no manufacturer's printed instructions for the age of the child, the program may administer the non-prescription medication in accordance with the written, dated, and signed instructions from the child's parent, including a statement that the instructions have been reviewed/approved by the child's licensed health practitioner, or with signed, dated written instructions from child's licensed health practitioner.

Upon staff administering medication, documentation will be completed on designated form to include medication, dosage, date and time, and staff signature.

## EMERGENCY TRANSPORTATION

In the event of a major emergency such as a broken bone, puncture wound, etc.

ILLNESS/INFECTION/SYMPTOMS	SHOULD CHILD STAY HOME	WHEN CHILD CAN COME BACK
Chicken Pox	Yes	When all blisters/pox have scabbed over
Cold	No (without fever) Yes (with fever)	Refer to fever
Coxsacki (hand, foot, mouth disease)	Yes (with fever)	Refer to fever
Diarrhea (two or more stools)	Yes	Diarrhea is resolved and no episodes of vomiting or diarrhea for 24 hours
Ear infection	No (with doctor's diagnosis)	
Fever 101 degrees	Yes	Fever free for 24 hrs and fever reducing medication have not been given in the past 8 hours or on prescribed medication for 24 hrs
Fifth disease	No (without fever) Yes (with fever)	Refer to fever
Impetigo	Yes	When treatment has begun
Lice	Yes	When they are nit free
Conjunctivitis (pink eye)	Yes	24 hours after treatment has begun
Undiagnosed rash	Yes	Well or cleared by child's physician as non-contagious
Roseola	Yes (with fever)	Refer to fever
Rota Virus	Yes	24 hours after treatment has begun and fever free
Thrush	No (should seek treatment)	
Strep Throat	Yes	24 hours after treatment has begun
Scabies	Yes	Children can return the day after treatment is complete
Vomiting	Yes	No episodes of vomiting or diarrhea for 24 hour

your child will be transported by ambulance to the nearest medical facility. It's the responsibility of the parent/guardian/responsible adult to pay medical bills. The Y holds no insurance for program participants. Please ensure that your child's insurance carrier and policy number are listed with their medical information.

## OUTSIDE ANY Y PROGRAM

Staff are not allowed to be alone with any children they meet in any Y program beyond a Y program setting. This includes any form of communication (phone calls, emails, instant messages, text messages, etc.). Babysitting, sleep overs and inviting a staff to a child's home are prohibited unless one of the following conditions exists:

- The staff person and the child's family have a relationship that pre-dates employment by the staff or volunteer who work at the Y.
- The staff person and the child's family have a relationship that pre-dates the child's enrollment in the YMCA program.

- The staff person and the child or the child's family are related.

We recognize that children may ask staff to attend their sporting event, dance recital, birthday party, etc. This is permitted so long as it's a public event and the child and staff person are not alone. Under no circumstances may our staff transport any child in their personal vehicle.

## MANDATED REPORTERS

Mandated Reporter New Hampshire law (RSA 169-c:29-31) requires that any person who suspects that a child under the age of 18 has been abused or neglected must report that suspicion immediately to New Hampshire Division for Children, Youth, and Families (DCYF). All Y staff are required to be trained in Child Abuse Prevention.

The staff may not notify parents/guardians when the police or DCYF are called about possible child abuse, neglect, or exploitation, except on the recommendation of DCYF or the police when they are called.

## PHOTOGRAPHING CHILDREN

Y staff photograph and/or videotape children for various reasons such as promotional materials, Facebook, program brochures, on bulletin boards and in cubbies. If you do not wish to have your child's photograph utilized for print or electronic promotional purposes, you must give a written request to the child care director.

## STATE-LICENSED PROGRAM

The YMCA Early Learning Centers in Manchester, Goffstown, Concord, Londonderry, and Somersworth are state-licensed and/or licensed plus child care programs. We meet all standards set by the New Hampshire Bureau of Child Care Licensing (BCCL). We follow strict standards in hiring our staff, food service, staff-to-child ratios, registration procedures, among other things. If you have any questions, please feel free to call the New Hampshire Bureau of Child Care Licensing (BCCL) at 603.271.9025

## USDA NONDISCRIMINATION STATEMENT

Food and Nutrition Service In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English.

Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- (2) Fax: (833) 256-1665 or (202) 690-7442
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

### Civil Rights

IF LANGUAGE ASSISTANCE IS NEEDED FOR CIVIL RIGHTS PURPOSES, PLEASE CONTACT THE NH COMMISSION FOR HUMAN RIGHTS AT: 1-603-271-2767, DIAL "0", ASK FOR AN INTERPETER.

SI ASISTENCIA DE LENGUAJE ES NECESARIO PARA CIVILES DERECHOS PROPÓSITOS, POR FAVOR CONTACTO CON LA COMISIÓN NH LOS DERECHOS HUMANOS A: 1-603-271-2767, MARCAR "0", PEDIR UNA INTERPETER.

## SNOW DELAYS/EARLY RELEASE

The Early Learning Center follows the following policy in regards to snow emergencies: If public schools delay opening or cancels school, the ELC will open at 8:00 am. If public schools cancel afternoon activities, the ELC may close at 5:00 pm. Please watch your Brightwheel account for alerts. If you are unable to access Brightwheel during the day, please alert the staff so that we can reach you by other means in the event of an emergency. Our late policy will apply beginning at 5:00 pm on snow days.

## YMCA CHILD CARE CLOSINGS

The Early Learning Center is closed on the following holidays or the day the holiday is observed:

- |                    |                          |                 |
|--------------------|--------------------------|-----------------|
| • New Year's Day   | • Martin Luther King Day | • Memorial Day  |
| • Independence Day | • Labor Day              | • Veterans' Day |
| • Thanksgiving Day | • Day After Thanksgiving | • Christmas Eve |
| • Christmas Day    |                          |                 |

Other days may be included with notice. In the event of an unscheduled closing or emergency weather related closings, please check our website or WMUR.





#### **YMCA OF DOWNTOWN MANCHESTER**

30 Mechanic Street, Manchester, NH

Early Learning Center: 603.232.8651

#### **YMCA ALLARD CENTER OF GOFFSTOWN**

116 Goffstown Back Road, Goffstown, NH

Early Learning Center: 603.497.4663

#### **YMCA OF CONCORD**

15 N. State Street, Concord, NH

Early Learning Center: 603.228.9622

#### **YMCA OF GREATER LONDONDERRY**

206 Rockingham Road, Londonderry, NH

Early Learning Center: 603.437.9622

#### **THE GRANITE YMCA OF SOMERSWORTH**

35 Bartlett Ave, Somersworth, NH 03878

Early Learning Center: 603.692.2081

[www.granitemyca.org/programs/child-care](http://www.granitemyca.org/programs/child-care)