



78 Norcross Circle • P.O. Box 487 • North Conway, NH 03860-0487 • www.northconwaycommunitycenter.org • (603) 356-2096

North Conway Community Center Program Handbook

Overview of NCCC

Mission Statement

The North Conway Community Center will work in partnership with the community to provide a broad range of recreational opportunities for children and adults.

Our Philosophy

The North Conway Community Center is a non-profit organization committed to its partnership with the community. It seeks to provide a broad range of quality and progressive recreation opportunities for children and adults and to sponsor other community groups with like goals. The Board will continue to develop and expand its facilities and programs in response to the needs of our community.

It is the intent of the Board of Directors that all children will be included in our programs. The Center will continuously review programs to ensure that it meets the needs of all ages and abilities. Skill development, enjoyment, cooperation, and good sportsmanship are the primary goals of our recreation programs.

Staff

Executive Director: Carrie Burkett 603-986-8488 (NCCC cell) carrie@northconwaycommunitycenter.org
Program Coordinator: Robert Kelly (603) 356 2096 robert@northconwaycommunitycenter.org
Custodian: Leo Hovsepian

Board of Directors

President: Sheryl Kovalik
Vice-President: Ben Colbath
Treasure: Lynn Lyman
Secretary: Monica Belkin
Member: Craig Bartolomei
Member: Andy Narducci
Member: Benny Jesseman

Contact Information

North Conway Community Center
78 Norcross Circle
PO Box 487
North Conway, NH 03860
Phone: 603-356-2096, 603-986-8488
Web Site: www.northconwaycommunitycenter.org

GENERAL POLICIES and PROCEDURES

Cancellations

The North Conway Community Center has the right to cancel or combine any program with insufficient enrollment. All participants will be notified of changes in the schedule.

COVID-19 Safety

It is important to do your best to avoid exposure to COVID-19. Participants are expected to adhere to the following guidelines put forth by the Centers for Disease Control and Prevention:

- Cover your mouth and nose with a face covering when around others
- Wash your hands often with soap (or use hand sanitizer when handwashing isn't possible)
- Monitor your health and report symptoms or a positive COVID-19 test to the Executive Director or Program Coordinator

Drug/Alcohol/Smoking

The use or possession of drugs, alcohol or tobacco products on North Conway Community Center property or while participating in North Conway Community Center programs is prohibited.

Emergencies

Emergency contact information must be kept up to date. Staff or volunteers must be able to contact guardians in the event of an emergency. If any changes occur in phone numbers or other contact information, please notify the North Conway Community Center in writing. In an emergency situation, a staff member or volunteer will call 911 and then contact the family. In case of an ambulance transport, a staff member or volunteer will stay with child participants until a guardian arrives.

Face Coverings

When Carroll County COVID-19 community rates are high, a universal mask mandate will remain in place for all indoor programs. Participants may remove face coverings for practice during outdoor sports when physical distancing is possible. Please ensure your face covering covers your nose and mouth. Visit <https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html> to learn more.

Hygiene and Germ Safety

Athletes must perform hand hygiene (alcohol based hand sanitizer will be provided) upon arrival, before and after eating, before and after going to the bathroom, before and after touching a one's face or face covering, and prior to leaving. All mouth-based activities are not allowed (this includes, but is not limited to: spitting, chewing gum, licking fingers, and chewing/spitting sunflower seeds.)

Illness Policy

Participants must leave or be picked up right away if experiencing the following symptoms unrelated to physical exertion:

- A fever
- Any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath
- Muscle aches or chills or feeling feverish
- A change in sense of taste or smell
- Abdominal pain, breathing difficulty or other persistent pains
- Persistent headache
- Symptoms of other contagious disease (head lice, chicken pox, conjunctivitis)
- Symptoms of vomiting, diarrhea, or rash

YOUTH SPORTS POLICIES and PROCEDURES

Electronic Devices

All participants must leave electronic devices (such as cell phones, iPods gaming devices etc.) at home or in their bag. Coaches cannot ensure the safety of such equipment. The North Conway Community Center will not assume responsibility for lost, damaged, or stolen devices.

Medical Information

Please inform the program coordinator and coach in writing if your child has any allergies, dietary restrictions or chronic health problems. The North Conway Community Center staff and volunteers will not administer any medication to your child. Please notify the sports coordinator and coach of inhalers, epi-pens, or other medication that your child must carry with them.

Rules and Behavior Management

Positive behavior management techniques and communication will be used if behavior challenges arise. If it is not possible to resolve the issue, the coach and sports coordinator may determine that early dismissal from the program is necessary. The North Conway Community Center does not tolerate bullying or other offensive behavior. A coach may remove a participant from an activity if necessary. If a participant is physically or emotionally harming themselves or others or is a threat to the safety of others, family members will be notified immediately for pick up.

COORDINATOR and COACHING POLICIES and PROCEDURES

Building Access

While the community center does have open hours, there are times that programs may be running outside of open hours. The building during those times may only be open to program participants. The building can only be open to the general public when a staff member is on site.

Confidentiality

Volunteers are provided a great deal of access to personal information which must be kept confidential. Information includes, but is not limited to medical information and contact information. Do not share contact information without getting permission from the individual.

Injuries/Emergencies

Any first aid applied should be recorded in an accident report. In an emergency, call 911 right away. Parents/guardians/emergency contacts along with the Executive Director or Program Coordinator should be notified. All program participants provide emergency contact information. You will be provided access to these documents, however it is your responsibility to make sure you are familiar with how to access this information. Please ask NCCC staff if you are uncertain. If a neck or back injury is suspected, the person should not be moved. If an athlete hits their head, the athlete should be removed from practice to take a break and parents/guardians should be notified right away.

Timeliness and Absences

In order for programs to operate smoothly, your timely presence is important. Frequent tardiness, unexcused absences, or failure to call in promptly may result in termination.

In regards to youth sports:

Medication

Coaches should not dispense medication to any athlete. If the athlete is required to take medication during practice and plan to take the medication themselves, the family should communicate the plan ahead of time.

Positive Behavior Management

When managing challenging behaviors, it is important to be respectful and clear. Children need structure and consistency. Positive redirection can take the form of a reminder of expected behaviors, a conversation, or encouragement. Consequences or sitting out from an activity should be used sparingly. Communicate with guardians when challenges arise. If it is not possible to resolve the issue, communicate with the program coordinator to determine if early dismissal from the program is necessary. If participants are physically or emotionally harming themselves or others or are a threat to the safety of others, notify guardians for immediate pick up. A follow up conversation should take place with the Program Coordinator and the family.

Thunder/Lightning

Pay attention to weather patterns. If severe weather is imminent, move to a safe place and avoid open fields and being near water.

MICRO GYM POLICIES and PROCEDURES

Building Access

You will be given a pin to access the micro gym. This pin may not be shared with anyone. Failure to comply may result in cancellation of membership or ineligibility to participate in future programs of the North Conway Community Center.

Cleaning

It is the responsibility of the participant to sanitize all equipment used before leaving the facility. Cleaning spray and paper towels will be provided.

Timeliness

It is important to end your workout 5 minutes before the end of your reservation time in order to accommodate for the time required to clean and sanitize equipment. Failure to leave in a timely manner may result in suspension of your membership.

ADULT SPORTS POLICIES and PROCEDURES

Injuries

Any first aid applied should be recorded in an accident report. In an emergency, call 911 right away. Emergency contacts and the Executive Director or Program Coordinator should be notified after that. If a neck or back injury is suspected, the person should not be moved. If an athlete hits their head, the athlete should be removed from practice to take a break and parents/guardians should be notified right away.

Timeliness and Absences

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