



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

# North Conway Community Center Program Handbook

## Overview of NCCC

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### 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](mailto:carrie@northconwaycommunitycenter.org)  
Program Coordinator: Robert Kelly (603) 356 2096 [robert@northconwaycommunitycenter.org](mailto: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  
Member: Brenda Drew

### 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](http://www.northconwaycommunitycenter.org)

# GENERAL POLICIES and PROCEDURES

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## **Cancellations**

The North Conway Community Center has the right to cancel or combine any program with insufficient enrollment or COVID-19 outbreaks locally or within the program. 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:

- Avoid close contact with people not in your household
- 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)
- Clean and disinfect frequently touched surfaces often (in your home, car, at work, etc.)
- Monitor your health and report symptoms 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 transmission 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.

## **Health Screening**

Due to the COVID-19 pandemic, health screenings for each participant will be required. If a participant does not meet the criteria or has a fever, they will need to return home. A doctor's note, negative COVID test, or 10-day quarantine may be required before returning to programs depending on NH and CDC guidelines. Reporting symptoms of COVID-19 or exposure to someone diagnosed with COVID-19 is a requirement. Failure to report symptoms or exposure may result in suspension from the program or ineligibility to participate in future programs of the North Conway Community Center.

## **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

### **Sharing Prohibited**

The sharing of food or personal gear (such as water bottles, mouth guards, helmets, sports goggles, etc.) will not be allowed. Participants should come prepared with their own snacks, water bottle, and personal gear.

## **YOUTH SPORTS POLICIES and PROCEDURES**

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### **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 with guardians 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.

### **Spectators**

During practices, parents/guardians and other spectators are encouraged to remain in their cars in a designated parking area. Indoor practices will not be able to accommodate spectators in the gymnasium. During outdoor practices however, when/if watching from the sidelines or outside cars in the parking area, spectators should maintain a safe distance of at least 6 feet from others and wear a face covering when closer contact is necessary.

## **COORDINATOR and COACHING POLICIES and PROCEDURES**

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### **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. That being said, if you have any COVID-like symptoms or are exposed to someone diagnosed with COVID-19, it is important to communicate as soon as possible and stay home until you are certain you are not at risk of contracting the disease or spreading the disease. A doctor's note or negative COVID test may be required before returning to practice. 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.

#### **Spectators**

During practices, parents/guardians and other spectators are encouraged to remain in their cars in a designated parking area. Indoor practices will not be able to accommodate spectators in the gymnasium. During outdoor practices however, when/if watching from the sidelines or outside cars in the parking area, spectators should maintain a safe distance of at least 6 feet from others and wear a face covering when closer contact is necessary.

#### **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**

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### **Building Access**

You will be given a unique pin to access the building. 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.

### **Face Coverings**

Participants must wear face coverings over the nose and mouth at all times in the hallways and restrooms. Participants are not required to wear a mask inside the micro gym with the door closed.

### **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. A half hour without any person present is required between reservations in order to allow fresh air to circulate into the space. Failure to leave in a timely manner may result in suspension of your membership.

## **ADULT SPORTS POLICIES and PROCEDURES**

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### **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**

In order for programs to operate smoothly, your timely presence is important. Please notify the volunteer coordinator of a planned late arrival or absence. With the need for health screenings, unexpected late arrivals will not be allowed. If you have any COVID-like symptoms or are exposed to someone diagnosed with COVID-19, it is important to communicate as soon as possible and stay home. A doctor's note or 10-day quarantine may be required before returning. Failure to report symptoms or exposure may result in ineligibility to participate in future programs of the North Conway Community Center.