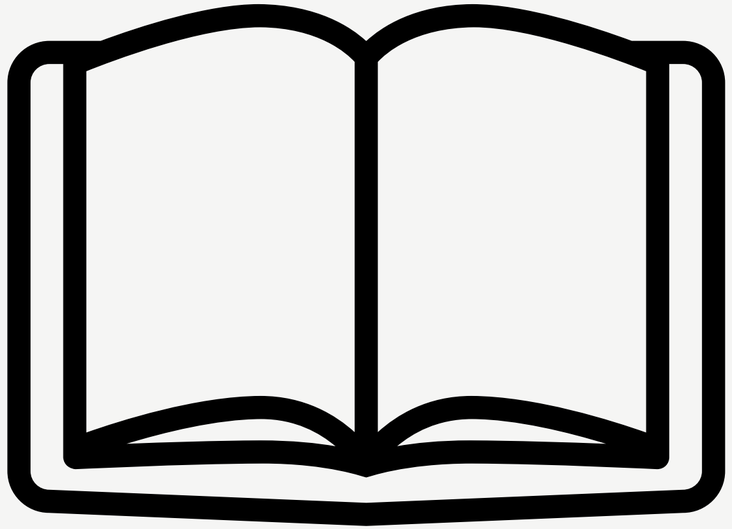
Nam’s School

Before and After School Program Parents HandBook



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Nam’s School in Springfield
821 Boston RD. Springfield MA 01119

Nam’s School
Care with love

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Greeting

Welcome to NAM'S School. We are delighted to commence another dynamic session of our Before and After School Program. This handbook has been designed to address any queries or concerns that parents or participants may have. We kindly request thorough perusal of this Information Packet. Should you require further clarification or assistance, please do not hesitate to contact us at 413-301-501 or namsschoolsfbr@gmail.com .

At NAM'S School, our commitment extends to each and every student in our care. Our staff is meticulously selected and equipped with training to cultivate a nurturing and enjoyable environment for our participants. We believe that everyone has the capacity to acquire new skills, forge meaningful connections, and, notably, enhance their self-confidence. Engaging with our program is not merely an activity; it is an enriching journey that leaves a lasting impression on children. Our aim is to ensure that their time with us is not only positive but also serves as a catalyst for their future growth and development.

Statement of Purpose

GOALS

To help participants grow in spirit, mind, and body. NAM'S School does this by providing challenging activities in both small and large group settings under the guidance of caring, well-trained staff members. Our program offers students an experience that will last a lifetime.

CORE VALUE OF Nam's School

-Diversity
-Respect
-Courtesy
-Integrity
-Endurance
-Indomitable spirit

Also we want to do our student service for their community and give a good influence to others. Because our center believes that children are our country's future. So they are deserved great education

Our center try to provide you child with:

- **Improve personal and family relationships**
- **Better leadership and support to others**
- **New friends**
- **An appreciation to diversity**
- **Reinforced Character Development (Caring, Honesty, Respect, Responsibility)**
- **Physical fitness**
- **Confidence and self-respect**
- **Fun and a safe environment**

Statement of Purpose

Philosophy – NAM'S School offers before – and after school programs as well as all-day winter, spring , and summer martial arts day programs. These programs provide a safe and nurturing environment, in which children learn to respect and appreciate each other while training and playing together regardless of sex, race, nationality, cultural heritage, or religion. Our goal is to see your child grown in spirits, mind, and body.

The NAM'S School' s FACILITY

NAM'S School is located at 821 Boston RD, Springfield MA 01119. Training and other indoor activities take place at the Center. The facility is 4500 sq.feet with three access front and back entrances , an emergency exit, waiting area, and three classrooms. In the back of the Center , there are two restrooms(boys & girls bathroom - total five toilets and three sinks) and there is an office at the front of center. Outdoor activities take place in the backyard.

NAM'S School STAFF

Our before and after school program is only as good as the people who staff it. Our Directors, Specialists, and Counselors are teachers, college graduates and Tae Kwon Do students who have extensive knowledge in recreational programming for children of all ages. The entire staff participates in a week long training session, which includes American Red Cross certification in CPR & Standard First Aid. We also teach skills in Life Guarding & Water Safety Instruction. Criminal Background checks are conducted on all members of our staff.. Our goal is to serve as role models and to help each child gain skills and enhance his or her self-esteem. Please get to know your child's staff and feel free to communicate with them on a daily basis about how your child is doing in our program.

Statement of Purpose

Ages of children severed

Our program serves school-age children, which includes kindergarten children and those attending public or approved private elementary schools. These children typically range in age from 5 to 14 years old.

Statement of Nondiscrimination

Nam's School does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, or age (and any other bases that you wish to include, such as sex, sexual orientation, gender identity, religion, creed, etc.) in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by Nam's School directly or through a contractor or any other entity with which Nam's School arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91, (and state laws or corporate policies, etc.). Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116, Nam's School does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of sex (including gender identity) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by Nam's School directly or through a contractor or any other entity with which Nam's School arranges to carry out its programs and activities.

Statement of Purpose

A Word from EEC

EEC is the agency that oversees the early education and care and after school services for families in Massachusetts. As the agency that licenses child care, EEC has quality standards for all licensed programs to ensure high educational value, as well as health and safety. Having a license means that I have demonstrated that I meet the standards outlined in the EEC regulations.

To obtain your own copy of EEC Family Child Care Regulations, you may download them from the EEC web site at: http://www.mass.gov/Eeoe/docs/EEC/regs_policies/20090122_606_cmr.pdf

For information about my regulatory compliance history, you may contact our local EEC regional office, whose contact information is as follows:

1441 Main St #230, Springfield, MA 01103

(413) 788-8401

Program Calendar

The program will be closed on national holidays and professional development days. Monthly calendars will be provided to inform parents / guidance of scheduled closures.

PAYMENT SCHEDULE

Payments are due on the Friday before the next scheduled week of the program. All payments are set up on our Automatic Billing System.

PAYMENTS

A 20% deposit for each week of camp is due upon registration to hold your spot. Payment in full is due on the Friday prior to the beginning of each week. Payments should be made in person at the NAM'S School . Parents who have a NEFC parent fee must make arrangements for our automatic billing system before your child begins the program. If you have any questions regarding your bill, please call the NAM'S School at (413) - 301 - 5011. Payments may be made by cash, check, or credit card. Please make out all checks to the "NAM'S School".

Please Note : Failure to payment will lead to an additional $20 late fee per week.

*** This price may change in the future.**

Program Calendar

REGISTRATION, CANCELLATIONS & REFUNDS

Any cancellation must be made in writing and sent to the Nam's School, 821 Boston RD. Springfield MA 01119. Please remember the deposit is non-refundable and non-transferable. The only exception is when there is a note from a doctor stating the child cannot attend the program for a medical reason.

GROUP PLACEMENT

NAM'S School places children in groups according to their age range, (Staff to Student Ratio is 1 : 10). We will place students in smaller groups to run age-appropriate games and activities, as well as larger groups where everyone will participate in activities together. Our groups are broken down into teams: 5-7 year olds, 8-9 year olds, and 10 and up; all groups may be blended together to make even groups depending on the ages of the children attending camp. Please let us know ahead of time if you have any special considerations regarding group placement!

Program Calendar

PROGRAM ACTIVITIES

All planned special events and important information will be sent home on a "Refrigerator Calendar" with your child on the first day of each session, located at the sign in table.
Daily Activities include:

- **TaeKwonDo Training (Physical & Mental – including history & philosophy)**
- **Sports**
- **Group Initiatives & Team Building Games**
- **Arts and Crafts**
- **Field Trips each Week (only at summer / winter vacation time)**
- **Movies**
- **Rainy Day Activities**
- **Theme Weeks (ex. Environmental Awareness, Friendship, Culture, etc.)**
- **Reading & Tutoring**
- **Outdoor Adventure (Ropes Courses, Hiking, Nature Walks –only summer vacation time)**
- **Leadership Training**
- **Spray Park (only summer vacation time)**
- **Dance**
- **Music**
- **Traditional Korean Games**

Program Calendar

A TYPICAL WEEK- (Times)

6:30 am – 8:00 am……..Drop off the child and morning exercise
8:00 am – 9:00 am……Transportations to school and kids eat breakfast at school (Before School)

(After School)
1:30 pm – 3:00 pm……Child pick up from school
3:30 pm – 4:00 pm…….. Homework time & snack (packaged snack will be provided)
4:00pm - 5:00pm ---------- Activity or Taekwondo & Game(check the weekly schedule)
5:00 pm – 5:30 pm……Parent's pick up time

DROP OFF & PICK UP POLICIES (Read Carefully Please)
Drop off will take place from 6:30 a.m. – 8:00 a.m. and pick up will take place from 5:00 p.m. – 5:30 p.m. PARENTS MUST SIGN THEIR CHILDREN IN AND OUT EACH DAY. DO NOT JUST DROP THEM OFF! Please note that all parents must come up to the front desk table during these times. If you have any questions regarding drop off or pick up, please let us know.

Program Calendar

ATTENDANCE POLICY

Parents are required to call and leave a message at the NAM'S School when their child will not be attending our program. Attendance will be taken at the beginning and end of each day. Attendance will also be taken on all field trips and activities during the program to ensure the safety of all participants. No child may leave the site without proper supervision and permission from the staff.

LATE PICK UP POLICY (Please read carefully)

A $8.00 fee for each child picked up after 5:30 p.m. will be charged for participants attending our "Late Pick Up" program. All fees are to be paid by the end of the business day! Please make every effort to be prompt at pick up time. Late pick-ups cause undue stress to a child who may be hungry and tired from a full day at our program. In the case of an emergency, and you know that you are going to be late please call the NAM'S School. These fees will be used to compensate the employees who have to remain on site to supervise the children after their scheduled workday.

Plan for Referral Services

In case of a child's termination from our program:

1. **Before & After school Responsibility**
   - **a. Staff will verbally bring their concern to the attention of the director**
   - **b. Staff will meet to determine if their concern needs to be met by further attention.**
   - **c. a review of the child's record will be made.**
   - **d. Staff will present the director with written documentation of his/her concern.**
   - **e. A meeting will be scheduled to discuss the agreement from the parent. A written record of the meeting will be kept. The director will notify parents/guardians in writing of any consequence.**
   - **f. A list of referral agencies will be provided to the parent/guardian. The director will assist parents in appropriate referral of the child and will secure permission for further evaluation. The program director will make an arrangement with listed agencies below to ensure further evaluation or transfer to other programs upon parent's request.**

2. Referral List

DCF (Department of Children and Families) Office 413-493-2600 Hotline at 800 - 792 - 5200

EEC (early Education and Care) 413-788-8401
Family Counseling Center 413-734-4978
AIDS Counseling 413-540-1234
Child Protective Services 1(413)-205-0500
Department of Public Health 413-594-1660
Legal Assistance 1413-781-7814

Children’s Records

The child care program is required to uphold an individual written record for each child, which includes:

A. Information Required at admission, including:

1. **a. a face sheet or sheets, which identifies the child by the following information:**
   b. the name,date of admission,date of birth,age admission,and primary language of the child and parent(s), if other than English;
   c. the parent’s (or parents’) name(s), home address(es), and telephone number(s); c. the parent’s (or parents’) business address(es) and telephone number(s);
   d. the name, address and telephone number of the person to contact in case of emergency when the parent is unavailable;
   e. a physical description or a current photograph of the child;
   f. the name, address, and phone number of the child’s physician or other source of health care,
   g. information on allergies, special diets, chronic health conditions and/or any special limitations or concerns, including medications the child is taking at home or school and possible side effects of those medications;
   h. the child's anticipated days and times of attendance; and
   i. if applicable, the name of the school the child attends.

2. copies of any custody agreements, court orders, and restraining orders pertaining to the child, when provided by the parent;

3. consent for the child’s transportation plan

4. permission to transport a child to a medical facility and for the child to receive emergency medical treatment, including but not limited to an epinephrine auto-injection for suspected exposure to a life threatening allergies in the event that the parent cannot be reached and when delay would be dangerous to the health of the child;

Children’s Records

5.permission to administer basic first aid and/or CPR;

6. a list of any person(s) authorized in writing by the parent to take the child from the program or receive the child at the end of the day;

7. written parental consent for a child to participate in off-site activities.

8. written parental consent for older school age children to leave the program for any reason, including consent for the specific activity, time, and method of transportation, and acknowledgment of parental responsibility for the child once s/he leaves the program;

9. written informed consent for observation of children by anyone other than program staff or the parents of children in the program, if applicable. For observations in which there is no interaction between the child and the observer and no identification of individual children, a general permission may be obtained. When there is interaction between the child and the observer or when individual children are identified to an observer other than parents of children in the program, a specific individual informed consent must be obtained;

10. written consent for the use of unanticipated, non-prescription and topical, non-prescription medications, if applicable;

Children’s Records

11. medical records, including:
    a. a physician’s, nurse practitioner’s, or physician’s assistant’s certification that the child has been successfully immunized in accordance with the current Department of Public Health’s recommended schedules;
    b. a written statement from a licensed health care practitioner within one month of admission that indicates that the child has had a complete physical examination within one year prior to admission;
    c. a statement signed by a physician or an employee of a health care agency obtained within one month of admission stating that the child has been screened for lead poisoning. Pursuant to Department of Public Health requirements, all children, regardless of risk, must be screened for lead poisoning at least once between the ages of nine and 12 months and annually thereafter at ages two and three. Children must also be screened at age four if they live in a community deemed at high risk for lead poisoning by the Department of Public Health. All providers must comply with the criteria for lead poisoning screening as set forth in 105 CMR 460.050.

Children’s Records

B. Ongoing records, including:

1. documentation of annual physical examinations, updated immunizations and lead screening;
2. documentation of the results of vision, hearing and dental screenings, when provided to the program. If any screenings are conducted by the program, the program must:
    a. obtain prior parental permission;
    b. insure that the screenings are conducted by qualified personnel; and
    c. communicate the results to the parents in writing;
3. a record of any medications administered to the child;
4. documentation of parent notification of emergency treatment;
5. a copy of the child’s individual health care plan, if applicable;
6. a record of any referrals made;
7. documentation of parental authorizations;
8. copies of injury and incident reports;
9. copies of periodic progress reports;
10. individual program plans, and periodic review of such plans, for any child with a disability including IFSPs, IEPs, and other documentation as provided by parents;
11. all pertinent correspondence concerning the child.

Children’s Records

C. Updating Records: Children’s records must be reviewed and updated as necessary, but no less frequently than once per year. A written consent provided shall be valid for one year from the date of its execution unless such consent is withdrawn, in writing, prior to that time.

D. Amending the Child’s Record.

1. **A child’s parent(s) have the right to add information, comments, data or any other relevant materials to the child’s record;**
2. **A child’s parent(s) have the right to request deletion or amendment of any information contained in the child’s record.**

TRANSPORTATION

TRANSPORTATION / BUS SAFETY

*** All participants and staff must remain seated while the bus is in motion.**
*** Participants and staff will keep aisles clear for safe passage.**
*** No gum, food, or drink will be consumed on the bus. Also, pens and pencils should not be used during any bus ride.**
*** All participants must follow the directions of the bus driver and monitor.**
*** Bus behavior plans will be given if any student can not follow bus safety rules**
*** Transportation Coordinator - responsible for the supervision of children while they are being transported : Zyana Matos, Tel: 413-735-3573**

1. **Daily Transportation to and from the Program:**

   a. **Prior to transportation, parents or guardians provide authorized pick-up and drop-off information to the program, including emergency contacts and any special instructions regarding transportation. Regular communication between parents and program staff facilitates smooth coordination and ensures that children arrive safely at the program in the morning and are transported home at the end of the day.**
   b. **Children are transported to and from the program daily using designated vehicles approved by the program (program owned vehicles) . These vehicles are equipped with appropriate safety features, including seat belts and child safety seats as required by law.**
   c. **Trained 7D licensed drivers oversee the transportation process, ensuring that children are safely secured in their seats and following all applicable traffic laws and regulations.**

NOTE : If you have any changes on transportation plans to or from our program please call ahead and leave a message on our voice mail with your address. We will not pick up any students that do not call ahead to make the appropriate arrangements. If any address changes come up with drop off or pick up procedures those must be approved through the main offices of the NAM'S School. One way transportation is available for $12 per day and two way transportation is available for $20 per day.

TRANSPORTATION

2. Transportation in the Event of an Emergency:

a. In the event of an emergency requiring evacuation or relocation, program staff follow established emergency procedures to ensure the safety of all children.
b. Emergency transportation may involve using designated evacuation routes, coordinating with local emergency services, or utilizing pre-arranged transportation options such as buses or other vehicles.
c. Staff members maintain updated emergency contact information for all children and communicate with parents or guardians as necessary to provide updates and instructions regarding transportation arrangements during emergencies.

3. FIELD TRIPS (during the summer vacation)

a. Parents or guardians are informed in advance about the details of the field trip, including transportation arrangements, departure and return times, and any specific instructions or requirements for their child's participation.
b. Most all NAM'S School field trips will take place on every other friday. The cost for some of these trips is included into your weekly fee; however several require an extra fee to cover the costs for busing, admission fees, etc. Permission slips are mandatory and only participants who have a signed parental consent form prior to the trip will be allowed to. These slips will be handed out by our staff or our NAM'S School bus drivers the week before the trip. Children who have discipline problems during the week or who have a history of behavioral issues may be held back from some trips. We will make every effort to meet with the parents and discuss these issues before a child is held back. You will get a detailed schedule of all of the trips at least a week in advance.
c. Prior to any field trip, program staff conduct thorough planning and risk assessments to ensure the safety and well-being of children during transportation and throughout the trip.

TRANSPORTATION

d. Staff members accompany children on field trips, supervising them during transportation and ensuring that they follow safety guidelines and procedures at all times.

(1).Children who do not attend field trips will remain at the NAM'S School for a regular day of programming.

(2). All trips will return before the end of the regularly scheduled program day unless otherwise noted. Some field trips require an extra fee to cover the cost of admission and transportation (especially gas) to and from the trip.

(3). During field trips, staff maintain communication with the program's main facility and emergency contacts, providing updates as needed and promptly addressing any transportation-related issues or concerns that may arise.

(4). Please understand that without charging an additional fee, we would be unable to attend the many different, exciting programs that we will experience this year. There will always be an alternative field trip that will be free of charge on that day for campers that are unable to attend the scheduled trip for any reason.

4. To ensure the safety and supervision of children who walk or arrive by public transportation, the program implements the following measures:

a. Children are educated on pedestrian safety practices, including using crosswalks, obeying traffic signals, and staying alert while walking.

b. Staff members ensure that children safely disembark from buses or trains, if applicable, and guide them to the program's premises.

c. The program administrator, Alina Jin, and/or site coordinator Zyana Matos are responsible for documenting the arrival and departure of children who walk or use public transportation.
A record is kept of each child's arrival time in the morning and departure time in the afternoon. This documentation helps track attendance, ensure accountability, and provide a record in case of emergencies.

d. Parents are informed about the procedures for children who walk or use public transportation, including drop-off and pick-up locations, designated safe routes, and arrival/departure times.
Any changes to transportation arrangements or unexpected delays are promptly communicated to parents via phone, email, or other designated communication channels.

TRANSPORTATION

5. Special arrangements for children with disabilities are meticulously tailored to accommodate their unique needs and ensure their safety and inclusion within the program:

a. Personalized Transportation Plans: Children with disabilities requiring special transportation arrangements receive personalized plans that address their individual needs and abilities.
Program administrators, in collaboration with parents or guardians, transportation providers, and relevant support agencies, develop transportation plans that prioritize the child's safety and comfort.

b. Trained Staff Support: Program staff members receive training on how to effectively support children with disabilities during transportation.
Staff members are knowledgeable about the specific needs of each child and are equipped to provide assistance and accommodations as required, ensuring a positive and inclusive transportation experience.

c. Continuous Communication: Ongoing communication between program administrators, transportation providers, and parents/guardians ensures that transportation arrangements remain responsive to the evolving needs of children with disabilities.
Any concerns or adjustments related to transportation are promptly addressed to ensure the ongoing safety and well-being of these children.

6. Respond to disruptive behaviors: The driver will calmly and firmly communicate with the child, reminding them of the importance of remaining seated and buckled for their safety and the safety of others. If necessary, the driver may pull over to a safe location to address the behavior more directly, ensuring that the safety of all passengers is not compromised. The driver may enlist the assistance of accompanying staff members or designated adults on the vehicle to help manage the situation and provide support to the child if needed.

a. Responding to a Medical Emergency: In the event of a medical emergency, such as a child experiencing illness or injury during transportation, the driver will prioritize the safety and well-being of the child. The driver will immediately assess the situation and take appropriate action to ensure the child receives necessary medical attention.

b. Depending on the severity of the emergency, the driver may contact emergency services for assistance and provide relevant information, such as the location of the vehicle and details of the child's condition.
The driver will remain calm and supportive, following any instructions provided by emergency responders or accompanying medical personnel until the situation is resolved.

TRANSPORTATION

7. Method of communication available to the driver :

a. Mobile Phones: The driver carries a mobile phone equipped with relevant contact numbers, including program administrators, emergency services, parents or guardians, and transportation dispatch. Mobile phones enable the driver to make calls or send text messages as needed, providing a versatile means of communication.

b. Emergency Buttons or Alarms: In case of emergencies, the driver may utilize emergency buttons or alarms installed in the vehicle to signal for immediate assistance or alert passengers and nearby authorities.

8. The program follows a comprehensive plan to ensure the safety and well-being of children in the event that they are not present at the pickup location or if a parent or approved adult is not available to receive the child at drop-off. This plan includes the following steps:

a. Attempted Contact: If a child is not present at the designated pickup location, the driver will make reasonable attempts to contact the child's ‘ parent or guardian using the contact information provided by the program.
Similarly, if a parent or approved adult is not available to receive the child at drop-off, the driver will attempt to contact them to arrange an alternative plan.

b. Waiting Period: The driver will wait for a reasonable period of time, as determined by program policies and transportation schedules, to allow for any delays or unforeseen circumstances that may have caused the child or parent/guardian to be late.

c. Contacting Program Administrators:
If contact cannot be established with the parent or guardian, or if the child remains unaccounted for after the waiting period, the driver will notify transportation coordinator or program administrators immediately.
Program administrators will initiate appropriate protocols to ensure the safety and well-being of the child, including contacting emergency contacts listed by the parent or guardian and coordinating with local authorities if necessary.

TRANSPORTATION

9. Parents should be informed of specific details regarding the transportation plan to ensure transparency and confidence in their child's safety:

a. Written Parental Permission: The program requires written parental permission for each child's transportation plan. This ensures that parents are fully informed and have consented to the transportation arrangements for their child.

b. Licensed, Registered, and Inspected Vehicles: Vehicles and drivers utilized by the program are licensed, registered, and regularly inspected in accordance with state laws and regulations. This ensures compliance with safety standards and guidelines.

c. Compliance with Federal Safety Standards: Suitable car seats, safety carriers, restraints, or seat belts that meet U.S. Department of Transportation Federal Motor Vehicle Safety Standards and guidelines are used for each child. This prioritizes the safety and well-being of children during transportation.

d. Transportation Duration:Children are not regularly transported for periods longer than 45 minutes one way between their home or school and the program. This consideration ensures that transportation durations are reasonable and appropriate for children's comfort and safety.

e. Access to Transportation Policies: A copy of the program's complete transportation policies is available for parents to review. This enables parents to familiarize themselves with the program's transportation procedures, safety protocols, and expectations.

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TRANSPORTATION

EARLY PICK UP

The Program Director should have written notice of any children that will be picked up early. Parents/Guardians must come directly to the NAM'S School Office to sign out and pick up their children. The NAM'S School will release a child only to parents, legal guardians or to persons authorized and identified on the Registration Form. If the person picking up your child is not listed on the registration form, your child will be held until you are contacted. Please have your identification ready, as staff members will ask for it.

RAINY DAYS

Our program is held rain or shine. On rainy days, activities are arranged so that participants spend time indoors. They will participate in skits, games, arts & crafts, songs, and more. Outside activities such as nature hikes, capture the flag and mud football will also be a choice. During rainy days, children may get wet and dirty. We will do our best to spend time in buildings, but please dress your child accordingly for the weather. If you have an adventurous child who will choose to participate in an outdoor activity please pack a change of clothes in a sealed plastic bag. Some small group trips may be taken on rainy days with parental consent.

INCLEMENT WEATHER POLICY

The NAM'S School provides services on inclement weather days unless the City of Greenfield declares a state of emergency banning all non-essential traffic on the roads. Please listen to the radio or television if severe weather should arise. If a state of emergency is declared, our program will not be opened that day.

Parent visitation and communication

Our program supports and encourages partnership within the involvement of parents in the early education and care of their children.

(1) Parent Visits: While we welcome unannounced visits by parents to the program and/or their child's room at any time while their child is present, we do have some guidelines in place:

a. All parents must sign in at the front desk upon arrival.
b. Visitors must adhere to all program rules and regulations.
c. For the safety and privacy of all children, parents should refrain from disrupting ongoing activities.
d. Parents are encouraged to communicate with program staff if they have any concerns or questions during their visit.
e. Any observations or feedback from parents during their visit are greatly appreciated and can help us improve our services.

(2) Parent Input: We value and encourage input from parents to ensure the best possible experience for both children and families. To facilitate this, we have established the following process:

a. Parents are encouraged to communicate with program staff regularly through various channels, including in-person meetings, phone calls, emails, or written notes.
b. We may establish parent advisory committees to provide a structured forum for parents to share feedback, ideas, and suggestions for program improvement.
c. We may distribute surveys or feedback forms to parents to gather input on various aspects of the program, such as curriculum, facilities, policies, and communication practices.
d. We schedule regular parent-teacher conferences to discuss each child's progress, development, and any concerns or questions parents may have.

Parent visitation and communication

(3) Plan to communicate with parents whose primary language is not English:

We establish a system for continuous communication with parents and ensure effective communication with families whose primary language is not English.

a. Providing translated written materials such as newsletters, notices, and forms in their native language.
b. Offering interpretation services during parent-teacher meetings, conferences, or events.
c. Utilizing multilingual staff members or volunteers who can assist in facilitating communication.
d. Using technology such as translation apps or services to translate written and verbal communication in real-time.

<u>Plan for Progress Reports:</u>

The program will periodically generate progress reports detailing the development of each participating child within the program. The program offers parents a conference to discuss the content of the report. A copy of the progress report will be given to the parent and a copy kept in the child's record.

(a) Frequency : the progress report will be prepared at least annually, at the midpoint of the child's program year.
(b) Content : The progress report will be based on observations and documentation of the child's progress in a range of activities over time and may include samples of the child's work. The paper addresses the child's growth and development within the parameters of the program's statement of purpose.

Parent visitation and communication

PARENT SUGGESTIONS

Your questions, suggestions and concerns are important to the success of the NAM'S School Before and Afterschool Program. If a staff member is not free to speak with you immediately, please leave your name and phone number, and someone will call you as soon as possible. Remember that you are your child's advocate. You should inform the staff if your child is having difficulty. If your child exhibits inappropriate behavior, the Director and staff need your input. Let them know if changes are occurring at home that are affecting your child's mood or behavior. Do not let a potential problem arise and grow. Also, if your child enjoyed a particular event or activity and you appreciate something special at the NAM'S School, please tell the staff.

Plan for Child Guidance

To guide children positively and consistently, based on an understanding of their individual needs and development, the following strategies will be employed:

1. Encouraging Self-Control and Positive Guidance Techniques:
    a. Recognize and reinforce children's appropriate behaviors through verbal praise, positive reinforcement, and acknowledgment of their efforts.
    b. Set clear and consistent limits to establish boundaries and promote a sense of security.
    c. Redirect children's attention or behavior when necessary, guiding them toward more appropriate activities or behaviors.
2. Teaching Social, Communication, and Emotional Regulation Skills:
    a. Help children learn social skills, such as sharing, taking turns, and cooperating with others, through modeling, role-playing, and guided interactions.
    b. Support children in developing communication skills by encouraging them to express their feelings and needs verbally and providing opportunities for effective communication.
    c. Teach emotional regulation techniques, such as deep breathing or using a calm-down corner, to help children manage their emotions and reactions in challenging situations.
3. Intervening and Teaching Conflict Resolution:
    a. Intervene promptly and calmly when children are physically aggressive with one another, using de-escalation techniques and ensuring the safety of all children involved.
    b. Help children develop more positive strategies for resolving conflicts, such as using words to express feelings, taking turns, or seeking adult assistance when needed.

Plan for Child Guidance

4. Explaining Rules and Procedures:
    a. Clearly explain program rules and procedures to children, emphasizing the reasons behind them and the importance of following them for everyone's safety and well-being.
    b. Where appropriate and feasible, involve children in the establishment of program rules, policies, and procedures, fostering a sense of ownership and responsibility.
5. Promoting Consistency Among Staff:
    a. We will facilitate open communication and collaboration among staff members by conducting one-hour staff meetings every two weeks to discuss and align behavior management techniques, ensuring consistency in expectations and responses.
    b. Provide training and professional development opportunities for staff to enhance their understanding of child development and positive guidance strategies.
6. Communicating effectively with each child:
    a. Educators implement strategies to effectively communicate with each child, tailoring their approach to meet the unique needs and preferences of each individual. This includes using various communication methods such as verbal language, nonverbal cues, active listening, and visual aids to ensure clear and meaningful interaction.
    b. Educators guide children's behavior with the overarching goal of fostering their growth and development while maintaining a safe and supportive environment for the entire group. This involves employing positive guidance techniques that encourage self-regulation, social skills, and emotional intelligence, while also addressing any challenges or conflicts that may arise in a constructive manner. By prioritizing both individual and collective well-being, educators promote a nurturing and inclusive atmosphere where each child can thrive.

Plan for Child Guidance

7. The following practices are strictly prohibited:

(a) spanking or other corporal punishment of children;
(b) subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks;
(c) depriving children of outdoor time,meals or snacks;force feeding children or otherwise making them eat against their will, or in any way using food as a consequence;
(d) disciplining a child for soiling,wetting,or not using the toilet;forcingachildtoremain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting;
(e) confining a child to a swing, high chair, crib, playpen or any other piece of equipment for an extended period of time in lieu of supervision; and
(f) excessivetime-out.Time-outmaynotexceedoneminuteforeachyearofthechild'sage and must take place within an educator’s view.

Plan for Child Guidance

RESPONSIBILITY ABOUT PERSONAL STUFF

PLEASE PUT YOUR CHILD'S NAME ON EVERYTHING THEY BRING TO CENTER!!! TOWLES, UNIFORMS, CLOTHES, ETC. ALL ITEMS LEFT AT CENTER WILL GO IN THE LOST & FOUND FOR ONE WEEK AND WILL THEN BE DONATED TO THE GOODWILL.

Items that should not be brought to program:

- **Toys**
- **Nintendo Ds**
- **Cell Phones**
- **Jewelry**
- **Glass bottles**
- **Radios, IPods**
- **Pocket knives**
- **Hand held video games**
- **No heels will be allowed inside our facility!**

Plan for Child Guidance

Your child's name should be on everything that he or she brings to our program.

It is a physical experience each day. Please understand that your child may come home very dirty. Do not dress your child in attire that cannot get dirty. Please have your child wear sneakers everyday. Sandals are not appropriate footwear. The NAM'S School is not responsible for lost or stolen items regardless of their worth or value.

<u>FUN FRIDAYS</u>

On Fridays only (AT THE DISCRETION OF EACH GROUP COUNSELOR), children will be allowed to bring personal games, Beyblades, etc. which they can use during individual group time at the end of the day. Any items brought to the program are the responsibility of each student. If there are any problems that arise out of this situation, this freedom will be taken away. Please see your child's counselor if you have any questions regarding these items because each group may have their own policies regarding the use of certain games.

Plan for Termination and Suspension

DISCIPLINE and GUIDANCE shall be (1) consistent and (2) based on an understanding of the individual needs and level of development of each child. The goal of all disciplines is to maximize the growth and development of self-discipline, while ensuring the safety of the group. Care will be taken that all rules and limits are clearly explained to the children frequently so that the children understand them and so that they feel secure that the adults in charge care enough to keep them safe. Developmentally appropriate methods of behavior management will be used in dealing with unacceptable behavior. These methods include use of some of the following techniques:

(1) Mental Training (including: Meditation - sitting quietly with eyes closed and/or Quiet Time – time spent in a quiet room (opened area)

(2) Loss of Extra Curricular Activities (including: Field Trips, Swimming, Free Time and/or Fun Friday Activities & Trips.

Behaviors, which might call for Mental or Physical Training include:
*** Repeated defiance of rules set down for the children's safety (only after said rules are thoroughly established)**
*** Repeated behavior which threatens the physical and/or emotional safety of the child, other children or staff (i.e.: hitting, biting, verbal assault, kicking, throwing objects, pushing, and temper tantrums) will result in the following:**

Plan for Termination and Suspension

First Occurrence - "In House" behavior management & warning. The child will be asked to sit quietly until staff has time to discuss what unacceptable behavior they demonstrated and why it occurred. Children may be asked to see the Director or Assistant Director to talk about their actions.

Second Offense - The parent will be called in for a conference that same day. Previous Behaviors will be discussed and a plan of action with staff, parent, and child will be determined. (Ex: Choices may include loss of privileges at home and at our program.)

Third Offense – Written documentation will be filed in the form of an incident report. Parents will be called in for a conference that same day and disciplinary action will be taken based on the severity of behavior. (Possible 1-5 days of suspension from the program).

Fourth Offense – Written documentation will be filed in the form of an incident report. Parents will be called in for a conference that same day and disciplinary action will be taken based on the severity of behavior. (Min. 1 week suspension from the program – Possible 2 week suspension).

Plan for Termination and Suspension

Fifth Offense - TERMINATION from program!

NOTE: Extremely Violent / Threatening Behavior can result in an IMMEDIATE SUSPENSION / TERMINATION. (Ex: Housing a weapon, a child is seriously injured, property is damaged, etc)

THREE STRIKE POLICY

Students will be given a three strike policy when it comes to attending field trips(summer vacations only). Their first strike will be a verbal warning to the student, the second strike will be a warning to the students and the parent will be notified that day & the third strike will be excluded from the trip.

Note to Parents: Please remember that the primary goal of our program is to teach discipline and strong family values. Taekwondo is a martial art and our rules are expected to be followed. Our behavior management plan is set forth to teach children how to listen, follow rules and learn to respect others. Please remember that these rules are for the safety of the children and to teach them that there are consequences for their actions. We will do everything in our power to make sure that staff and parents are in constant communication regarding any positive or negative behaviors at camp. Taekwondo involves physical and mental training designed to help your child grow in spirit, mind & body. At no time will a behavior incident be dealt with in a demoralizing, humiliating or abusive manner. No child will be subject to neglect, denial of food or use of bathroom facilities. Punishment for soiling or wetting is strictly prohibited. No staff member shall be subject to verbal or physical abuse by a child enrolled in the program. This includes humiliation, foul or abusive language or ridicule. If you have any questions regarding our practices, please see the Director immediately.

Webster's Dictionary - "Martial": relating to an army or to military life

Plan for Medication Administration

Medications will only be administered under the following guidelines:
***The first dosage must be administered by the parent at home in case of an allergic reaction.**

*** All medications must be given to the teacher directly by the parent.**

*** The Lead Teacher will be responsible for the administration of medication. In his/her absence, the Program Director will be responsible.**
***Prescription medication must be in its original container with the child's name, address and dosage instructions listed.**
***An Authorized Medication Form (Individual Health care plan) will be provided for the parent to fill out. Each form must be completely filled out including signature and date.**
*** Non-prescription medication will not be administered under any circumstances.**
*** Medications are to be given to a staff member upon the child's arrival at the program.**
*** All medication is secured within a locked area. Medication that requires refrigeration is placed on a labeled shelf in the refrigerator.**

Plan for Medication Administration

1. Prescription Medication

A. Prescription medication must be brought to school in its original container and include the child's name, the name of the medication, the dosage, the number of times per and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician.

B. The Center will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.

C. The parent must fill out the Authorization For Medication Form before the medication can be administered.

2. Non-prescription Medication

A. Non-prescription medication will be given only with written consent of the child's physician. The Center will accept a signed statement from the physician listing the medication(s), the dosage and criteria for its administration. This statement will be valid for one year from the date that it was signed.

B. Along with the written consent of the physician, the Center will also need written parental authorization. The parent must fill out the Authorization for Medication form, which allows the Center to administer the non-prescription medication in accordance with the written order of the physician. The statement will be valid for one year from the date it was signed.

C. The Center will make every attempt to contact the parent prior to the child receiving the non-prescription medication unless the child needs medication urgently or when contacting the parent will delay appropriate care unreasonably.

Plan for Medication Administration

3. Individual Health care plan: All parents must provide an individual health care plan for each child with a chronic medical condition diagnosed by a licensed healthcare practitioner. The plan must describe the chronic condition, its symptoms, any necessary medical treatment while the child is in care, potential side effects of the treatment, and potential consequences to the child's health if the treatment is not administered.

4. All medications will be stored in the kitchen, out of the reach of children (in the right upper cabinet or on the refrigerator door shelf if refrigeration is necessary). All medications that are considered controlled substances must be locked and kept out of reach of children.

5. The Center will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to normal skin) which will include the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication. This completed record will become part of the child's file.

6. All unused medication will be returned to the parent. If the medication can not be returned to the parent, the program must have a plan for disposal of the medication that includes documentation of the disposal. If needed, the program can contact the local DPH office for assistance.

Plan for Medication Administration

Management of Infectious Diseases :

The program will ensure compliance with all regulations and recommendations set forth by the Division of Communicable Disease Control, Department of Public Health, regarding the exclusion of children due to serious illnesses, contagious diseases, and reportable diseases. Regular review and updates of exclusion criteria will be conducted to align with current public health guidance.

1. **Criteria for Excluding Children Due to Serious Illnesses, Contagious Diseases, and Reportable Diseases:**
   a. **Children showing symptoms such as fever, rash, vomiting, diarrhea, severe coughing, or jaundice should not attend the program until these symptoms have resolved or until a healthcare professional confirms they are no longer contagious. Additionally, children diagnosed with contagious illnesses like chickenpox, measles, mumps, pertussis (whooping cough), tuberculosis, or influenza must remain excluded from the program until deemed non-contagious by a healthcare professional or until the recommended exclusion period has passed. Furthermore, any child diagnosed with a reportable disease, as identified by the Division of Communicable Disease Control, Department of Public Health, must adhere to the exclusion guidelines and recommendations provided by the health authority.**
   b. **Children who are not up-to-date with required vaccinations as mandated by public health regulations may be subject to exclusion from the program, especially in cases where there is an outbreak of a vaccine-preventable disease.**
   c. **Parents or legal guardians should be promptly notified of any exclusion due to illness or disease, along with clear instructions regarding the criteria for re-entry into the program. Documentation of exclusions, including dates, symptoms, diagnoses, and clearance status, should be maintained in accordance with regulatory requirements.**

Plan for Medication Administration

2. Parents will be promptly informed when a child in the program is diagnosed with a communicable disease or condition through direct communication channels established by the program. This notification will typically occur via phone call, email, or written notice, depending on the urgency and severity of the situation.

3. Plan to care for mildly ill children : The program's plan for caring for mildly ill children involves meeting each child's individual needs, tailored to their health condition. Educators are responsible for ensuring that children receive adequate food, drink, rest, play materials, comfort, supervision, and appropriate indoor and outdoor activities based on their health status. Educators will closely monitor the child's well-being, adjusting care plans as necessary to ensure their comfort and safety while promoting their overall development and recovery. Collaboration with parents and healthcare providers may also be essential to ensure continuity of care and to address any unique considerations related to the child's health condition.

4. Plan for using insect repellants :

a. Selection of Approved Repellents: The program's approach to using insect repellents aligns closely with the recommendations provided by the Department of Public Health (DPH), emphasizing the paramount importance of safeguarding the well-being of all children. First and foremost, the program meticulously selects insect repellents sanctioned by the DPH, prioritizing those that strike a delicate balance between effectiveness in repelling insects and minimizing any potential health risks to children. This careful selection process ensures that only the safest and most suitable repellents are utilized within the program's environment.

Plan for Medication Administration

b. Staff Training: Equally critical to the program's strategy is the comprehensive training provided to educators and staff members. Through these training sessions, staff members gain a deep understanding of the proper application techniques for insect repellents, including dosage, frequency, and areas of application. Moreover, they are thoroughly educated on the potential risks associated with repellent use, empowering them to adhere rigorously to DPH guidelines and maintain the highest standards of safety at all times. This robust training regimen underscores the program's unwavering commitment to ensuring the responsible and judicious use of insect repellents.

c. Informed Consent: Prior to the application of any insect repellent, informed consent is diligently obtained from parents or legal guardians. This process involves providing detailed information about the specific repellent being used, its active ingredients, and any potential side effects. By fostering open communication and collaboration with parents, the program strives to build trust and confidence while upholding the highest standards of child safety and well-being.

Plan for Medication Administration

HEALTH POLICY

The NAM'S School certifies its entire staff in CPR and First Aid. Parents should not send children who are sick or infectious to the program. Any additional health information or concerns must be relayed to the Director. We have medical consent forms that need to be filled out if your child has any special medical considerations or medicine that they need to take during camp hours. Please let us know at the beginning of the program if your child has any special needs. PLEASE make sure that you give your child their medicine at home if they need it (i.e. for ADD or ADHD) so they will be all set when camp starts. If their medicine needs to be taken during camp hours, please let us know. If your child is ill or unable to attend the program, please call us ASAP (you can leave a message if it is before 7:30 a.m.).

EMERGENCY PROCEDURES

Our trained first aid personnel will respond to minor illnesses or injuries that arise during the day. For any injury or illness that requires additional medical treatment, parents will be notified immediately to pick up their child. If parent / guardian cannot be reached, the person listed as the emergency contact will be called. In an emergency when a guardian cannot be contacted and further medical attention is necessary, the camper will be transported to BayState Franklin Medical Center in Greenfield ma by an authorized NAM'S School vehicle. In the case of an injury which requires immediate medical treatment, the following steps will be taken:

1. **An ambulance will be called.**
2. **Parents / Guardian will be notified.**
3. **The Program supervisor will accompany the child to the hospital.**
4. **NAM'S School staff will remain with the child until a parent / guardian arrives.**

Plan for Medication Administration

AUTHORIZED RELEASES

The NAM'S School will release a child only to persons authorized and identified on the child's registration form. Staff members will ask for identification, please have your ID ready.

In the event a relative or friend not identified on the registration form needs to pick up a child, parents should provide, if possible, advance written notification. If an emergency or unexpected need / should arise for an unauthorized person to pick up the child, precluding advance written notification, a telephone call from the parents or legal guardian must precede the arrival of the unauthorized person. Identification from this person is required. No child will be released to any individual without proper identification.

Mandated Reporting of Abuse and Neglect

1. Any form of abuse or neglect of children while in care is strictly prohibited.

2. The Licensee and all educators will operate the program in ways that protect children from abuse or neglect.

3. Every educator is a mandated reporter under law (M.G.L. c 119, 51A) report to the Department of Children and Families whenever he/she has reasonable cause to believe a child in the program is suffering from serious physical or emotional injury resulting from abuse inflicted upon the child, including but not limited to sexual abuse, or from neglect, including but not limited to malnutrition, no matter where the abuse or neglect may have occurred and by whom it was inflicted.

4. The licensee will notify the Department immediately after filing or learning that a 51A report has been filed alleging abuse or neglect of a child while in the care of the program or during a program related activity.

5. Parents will be notified of allegations of abuse and neglect involving their child while in the care of the program.

    a. Following consultation with the supervisor and initiation of necessary actions, parents or legal guardians of the child will be directly notified of the allegations, ensuring transparency and providing necessary support.

Plan for meeting potential emergencies

- There are two (2) exits in our center. Front exit leads us to Boston Road directly in front of the building. The back exit leads to the back parking lot. The staff can assemble here safely, or exit the property through the locked gate.
- After the evacuation, the senior staff member present (director or site coordinator) will contact the fire department by phone.
- Our staff will contact parents by phone after the evacuation.
- Our staff will match students with attendance and the senior staff member present will check rooms last of all..
- Our staff will do our best to assist younger children to evacuate first and the site coordinator will document the date, the time, the exit route used, and the number of children evacuated.
- The Program Director/Administrator: Alina Jin, Tel: 646- 257-9993
- The Site Coordinator/Transportation Coordinator: Zyana Matos, Tel: 413-735-3573

Plan for meeting potential emergencies

1. The Program Director will announce/conduct an emergency/evacuation and take an Attendance Log. In the event of an actual emergency, this task will fall to the senior staff member present, if the Director is not present.
2. Staff will gather children assigned to them and go to the nearest Exit, close doors behind, and exit building. Go outside through the nearest exit and meet in the rear parking lot.
3. The Program Director will line up children in the parking lot, maintain order, and take attendance.
4. The Program Director will check rooms and view areas to ensure. Everyone has exited the building safely and no one is left behind.
5. The Program Director will conduct monthly Emergency/evacuation drills and maintain logs including data, time, number of children evacuated, and length of time to evacuate. Drills will take place at different times during program hours of operation.
6. In the event of a larger scale incident, if it is necessary to evacuate the students and staff, to another location, this site's alternate evacuation point will be Nam's School in Chicopee 366 Chicopee Street. When doing this, the senior staff member will contact 911 and then all the parents, as well as the EEC.
7. 12 drills will be conducted per year. Most will be related to fire preparedness, but every other drill will involve one of the areas of concern in the "shelter in place" section, focusing on seasonal concerns, as well as missing child and intruder drills. One drill per year will be conducted with fire personnel on site and will be executed as closely to realistic conditions as possible. One drill will be a surprise to most of the staff, with minimal notice given to test the state of ongoing preparedness.

Plan for meeting potential emergencies

Missing Child

1. Immediate Search:
    a. Program staff initiate an immediate search of the premises and surrounding area, focusing on areas where the child was last seen or known to frequent.
    b. Staff members notify other program personnel and enlist their assistance in conducting a thorough search, checking all rooms, outdoor spaces, and common areas.

2. Contacting Authorities:
    a. If the child is not located within a reasonable timeframe, program administrators contact local law enforcement authorities to report the missing child.
    b. Program staff provide authorities with detailed information about the child, including physical description, any distinguishing features, and recent clothing or accessories worn.

Plan for meeting potential emergencies

3. Notifying Parents/Guardians:

a. Program administrators notify the child's parents or guardians immediately upon discovering that the child is missing.
Parents or guardians are informed of the situation, including the steps being taken to locate the child and any relevant information provided to authorities.

4. Documenting the Incident:

Program administrators document all actions taken in response to the missing child incident, including timelines, communications, and outcomes.
Detailed records are maintained to ensure accountability and facilitate any subsequent investigations or reviews.

5. Reuniting the Child:

Upon locating the missing child, program staff notify authorities and parents or guardians immediately.
Program staff ensure the child's safety and well-being while facilitating their prompt reunion with their parents or guardians.

Plan for meeting potential emergencies

Sheltering in Place due to Various Conditions

Most weather related drills will be influenced by the current season, and an attempt will be made by the Director of the School to offer first responders their choice of seasonal drill to attend by no later than September 30 of the current school year. The rest of the drills will be assigned a time thereafter, no later than the first week of October.

Tornados: All students are escorted into the facility, which staff will monitor the students for their safety. Students and staff will then curl into a ball under a desk or an inanimate heavy object inside the building. Staff will encourage children to remain quiet and calm. All parents/guardians will be contacted before the tornado and will be contacted again after the storm to communicate about their child's safety.

Hurricanes: All windows and doors will be shut to ensure no airflow will pass through the building. All students will remain inside the facility until the storm passes. Staff will encourage children to remain quiet and calm. Parents/guardians will be contacted before the hurricane and will be contacted again after the storm to communicate about their child's safety.

Ice Storms: Students and staff will remain inside the facility and hide under a desk or an inanimate heavy object. Staff will encourage children to remain quiet and calm. All parents/guardians will be contacted before the ice storm and contacted again after the storm to communicate about their child. SEE NOTE ABOUT BLIZZARDS. ICE STORMS ARE MORE APT TO CAUSE A SURPRISE EMERGENCY.

Plan for meeting potential emergencies

Floods: Depending on how high the flood gets, students will remain still on high objects, such as desks, until the flood drains out or the rescue team arrives. Staff will encourage children to remain quiet and calm. Parents/guardians will be contacted before the flood and will be contacted again after the storm to communicate about their child's safety.

Blizzards: In case of a blizzard, the facility will shut all doors and windows to ensure no snow would find its way inside the building. Staff will then contact parents/guardians of the driving conditions. Depending on how severe the blizzard gets, staff will monitor the students until a storm passes through. Staff will encourage children to remain quiet and calm. All parents/guardians will be contacted before the blizzard and will be contacted again after the storm to communicate about their child's safety. EVACUATION/CLOSING OPTIONS NEED TO BE DISCUSSED, BLIZZARDS ARE RARELY A SURPRISE, AND DRAG ON FOR HOURS, OR DAYS. AT WHAT POINT DO WE CLOSE (FORECAST IS 12+ INCHES), ETC.

Intruder "Angry Man": See sections on Violent Situations (Individuals), Potential Intruders, and Bomb Threats and Terrorist Attacks. All of these situations will be classified as an "Angry Man" Drill.

Plan for meeting potential emergencies

Fires and Wildfires

In case a fire or a wildfire engulfs the facility, the students will exit the building and staff will quickly get a list of students admitted for that particular day and will have a headcount of the students before leading the students out of the facility. Staff will encourage children to remain quiet and calm. Parents/guardians will be notified of the accident after ensuring the safety of the children.

Utility Disruption (Electricity, Heat, Water, Phone, etc)

When electricity is temporarily not available, the staff will group the students into the front portion of the building where natural light is offered through sunlight. Staff will encourage children to remain quiet and calm. If there is no sunlight, staff will use flashlights from the facility or their phones to help guide the students. Since power is out, the electric company will be contacted and see when the power will be back on. If it will not be back on in a timely manner, parents will be called to pick up their child(ren) due to lack of power. The phones will be down without electricity, so parents will be contacted via staff members' cell phones. If heat is not present in the building, the facility keeps a portable electric heater that will be kept at a distance from the students. Meanwhile, the gas company will be contacted to see if heat will turn back in a timely manner. If heat will not turn on in a timely manner, parents will be contacted to pick up their child(ren). If the water fountain is temporarily unavailable, a staff member will be sent to buy water bottles from Price Rite next door.

Plan for meeting potential emergencies

ANGRY MAN DRILLS

The term “Angry man” will be used in the next three drills, to denote a violent individual. This will be the term used to train the students, to make training a realistic situation less traumatic, and easier to drill.

Violent Situations (Individuals)

All students will be escorted away from the Angry Man and a staff will try to calm the individual by using a soft, calm voice with reassurance that everything will work out. If the staff is unable to calm down the Angry Man, either the staff, site coordinator, or administrator will ask the individual to leave. Staff will encourage children to remain quiet and calm. Police will be contacted if the Angry Man has not calmed down and refuses to leave the facility. Lockdown may not be needed.

Potential Intruders

In case of potential intruders that come into the center, we will have a lock-down in the facility where the senior staff member will make the call via text, walkie talkie, and also word of mouth. The senior staff member must also carry all medications to the nearest room. WHAT IF MEDICATION IS FOR STUDENTS IN ANOTHER ROOM?

No verbal indication should be given of a lockdown while the Angry Man is confronting staff, to avoid escalating the situation. The rest of the staff should just proceed with the lockdown in a calm and orderly fashion and shelter in place until the situation is resolved. The senior staff member will proceed to facilitate the lockdown, before assisting the confronting staff member. During the lockdown, the students and staff will all be sitting against the wall quietly, so the intruder will not be able to see any students or staff.

Two lockable bathrooms are available within the center so any students or staff can choose to shelter, if they are in the bathroom at the time of the incident. All staff will carry cell phones with them, as advised in our staff policies, in case of emergencies and the senior staff member present will call 911 to alert the police. Evacuation, if necessary, will be conducted to the alternate site in Chicopee. Nam’s TKD at 366 Chicopee Street.

Thank You for making it through our 2024~2025 Program Parent Handbook! Any additional questions you have can be answered by any one of the NAM'S School staff and we will be happy to help in any way! Thank you again

Sincerely,

Nam's School at 821 Boston RD.

namsschoolsfbr@gmail.com

413-301-5011

JIN BYOUNG NAM
- **Owner / Founder of NAM'S US TAEKWONDO CENTER / NAM'S SCHOOL**

Sarah Sunhwa Yi
- **Head director of finance department**

Alina Jin
- **Program administrator before & after school program**
- **Responsible for administrative supervision of the program at all times**

Zyana Matos
- **Site coordinator / Transportation Coordinator**
- **Responsible for administrative supervision of the program at all times**

Nahaliel Filomeno
- **Group Leader**

Gabriel Rivera
- **Driver**
- **Group Leader**