



The **vision** of New Outlook is to provide a community that engages youth in opportunities that nurture belonging, independence, resilience, and social responsibility.

The New Outlook Teen Center was established in 1993 to create a safe gathering place for youth to spend time with friends and enjoy creative activities.

We are a private 501(c)(3) not-for-profit organization.

The logo for New Outlook, featuring the words "new Outlook" in a stylized, lowercase font. The "O" in "Outlook" is significantly larger and has a decorative, wavy line above it. A horizontal line is drawn underneath the entire text.

new Outlook®

Family and Participant Handbook



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School Absence: If a youth is absent from school for any reason, they may not attend New Outlook on that day.

Resources for Parents

New Outlook is pleased to provide both useful resources *and* opportunities for parents to be involved. Following are current resources/opportunities:

- In collaboration with Families First, New Outlook offers a monthly parent evening, focusing on issues facing teens today.
- New Outlook's website is a fantastic resource for parents. On our website, you will find:
 - descriptions of New Outlook's programs
 - our monthly program activity calendar
 - fundraising events and opportunities to give
 - links to articles for parents
 - copies of our registration forms and handbook

*If you are interested in attending one of our monthly parent evenings, please contact Lisa Harrington at lisa@newoutlookteencenter.org

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Introduction to the New Outlook Teen Center

Established in 1993, the New Outlook Teen Center provides after school and summer adventures programming for youth, ages 11-18, in the SAU-16 School District. New Outlook's enduring mission is to create a community that engages youth in opportunities that nurture belonging, independence, resilience, and social responsibility.

Programs Offered

New Outlook offers a daily drop-in program during the school year and an outdoor adventures day-camp during the summer months.

Our drop-in and summer adventures programs are open to all youth (6th through 12th grade) in the SAU-16 School District. Drop-in programs include a homework club, young women's and men's adventure groups, cooking and nutrition classes, health and wellness activities, an arts and culture program, an environmental education and gardening group, recreational outings, and community service opportunities.

Our summer adventures program is open to incoming sixth grade through 12th grade students. It runs for eight weeks, during the months of July and August, and includes week-long theme camps. A sample of past camps include: white water rafting, hiking, surfing, arts and culture, and culinary adventures.

Lost and Found: New Outlook is not responsible for items that may be left behind. Lost valuables, such as cell-phones or iPods, will be held by New Outlook's Program Director. If items are not claimed within four weeks, they may be given to a charity or to other participants.

Communications with Parents and Guardians: New Outlook believes strongly in maintaining frequent communications with families of participants. This may include one-on-one discussions or a discussion with a youth and their parent/guardian- especially when special acknowledgements or concerns are warranted. Contact will be made with a parent/guardian through phone calls, letters, or face-to-face requests. Although careful discretion will be used, staff will contact parents/guardians at home or work when necessary. These communications are not intended as an inconvenience, but to support participants in our efforts to guide their positive development.

Parent and Guardian Feedback and Communications: Parents and guardians are always welcome to initiate communications with New Outlook staff members for any reason. We welcome your feedback, ideas, and constructive criticism. If a parent or guardian needs to communicate specific instructions about rules, behaviors, or regulations related to their child's participation at New Outlook, we ask that these communications are submitted in writing.

glect, physical, psychological, and/or sexual abuse of a minor, adult or elderly person. Any such suspicion must be reported to a staff member and the Executive Director and information must be documented. A report will be made to the New Hampshire Division of Children, Youth and Families and notes will be placed in the participant's file.

- Under certain circumstances, a court of law may order records and/or testimony from staff members who have worked with a participant or family (if they are involved in a legal proceeding).
- A staff, intern, or volunteer may consult routinely with a supervisor and/or community professional about a specific situation regarding a youth or family. The intention is to provide both youth and family with the best possible service or interventions within a network of community partners.

Additional Policies and Procedures

Medication: If a participant requires prescription medication, we strongly encourage its use while attending New Outlook. Staff members are not responsible for holding or administering medication. If a participant has a prescription for a metered dose inhaler (for asthma), or an epi-pen (for allergic reactions), **they will be required to carry these medications with them at all times during their attendance at New Outlook.** Failure to bring a necessary prescription, inhaler or epi-pen will mean that the participant cannot attend New Outlook's activities. All medications must be in their original containers.

Hours of Operation

Office Hours: 10:00 am to 2:30 pm, Monday through Friday, during the school year. 8:00 am to 4:00 pm, Monday through Friday during the summer.

Drop-in and Summer Programs: Drop-in programs are open to youth from 2:30 pm to 6:00 pm every day after school. Summer program hours vary and are dependent upon timing of trips and activities.

Pick-Up: Unless a specific event or activity is scheduled for after 6:00 pm, please arrange to have your child walk home or be picked up *no later than* 6:00 pm. If circumstances will delay your arrival, please call to notify us and discuss options to ensure your child's safety. New Outlook staff will close and lock the building promptly at 6:00 pm.

Holidays: New Outlook will be closed during the following days:

-New Year's Day, Christmas Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veterans Day, and Thanksgiving Day (including the day after).

-All scheduled school vacation weeks (unless otherwise indicated)

-School cancellations due to inclement weather

Attending New Outlook

Registration: All youth who are interested in attending New Outlook are required to fill out a registration form. This form includes parent/guardian contact information and medical emergency information and requires the signature of a parent or guardian. If registration form is not received by the youth's third visit, they will be asked to leave.

Fees: Currently, New Outlook does not charge a fee to register for the after-school drop-in program. However, we do offer a fee-based, monthly theme camp during the school year. We also charge a nominal fee for participation in our young women's and men's adventure groups. New Outlook also charge a sliding scale registration fee for the summer adventures program. This fee is determined by family income.

Coming and Going : When a youth arrives at New Outlook, he/she is required to sign-in at the front door. Signing-in is very important as it informs staff of those youth who are on-site. When a youth leaves New Outlook, whether for a brief time or for the day, he/she is required to sign-out, write their destination, and notify a staff member.

Middle School Youth: During our after-school drop-in program, middle school youth may sign-out for a maximum of 25 minutes with a buddy.

High School Youth: During our after-school drop-in program, high school youth may sign out for a maximum of 35 minutes.

Fighting: Participants are strictly prohibited from engaging in any physical altercations.

Violation of the aforementioned rules will result in the following consequences:

- 1) 1st Offense:** The participant's parents will be called and asked to pick up their teen at New Outlook or at the activity site.
- 2) 2nd Offense:** A meeting will be scheduled with the participant's parents/guardians regarding next steps.

Confidentiality

All employees, interns, volunteers, and participants of New Outlook, who have access to identifying or other personal information, adhere to strict confidentiality standards guided by state and federal law. Except as required by law, confidential information about a participant will only be released with written permission via a signed release form. If released, information will be given to the requesting party only on a need to know basis. Exceptions to these standards are listed below:

- Staff, interns and volunteers are ethically and legally obligated to protect the physical safety of participants and the community. If it is suspected that a participant is a danger to him/herself or others, confidentiality may be suspended to protect those at risk.
- Staff, interns and volunteers are ethically and legally obligated to report the suspected ne-

Vehicles: Unless otherwise indicated by a parent/guardian, participants are not permitted to leave New Outlook in another participant's car. In addition, there is no eating or drinking in any New Outlook vehicle and seat belts must be worn at all times.

New Outlook Spaces: Participants are not permitted in offices or in the backyard without a staff person present. In addition, the right side of New Outlook's building is strictly off limits.

Use of Internet: Participant use of the internet is closely monitored by staff. Sites or games that glamorize drugs, tobacco, profane language, sex, or violence are prohibited. The following sites are also prohibited: My Space, Facebook, instant-messaging sites, and any site that contains parental advisories.

Violation of the aforementioned rules will result in the following consequences:

- 1) **1st Offense:** The participant will be warned by a staff member that they have broken a rule.
- 2) **2nd Offense:** The participant will be warned by a staff member that they have broken a rule again. The participant may be asked to complete a community service at New Outlook.
- 3) **3rd Offense:** The participant's parents/guardians may be called and asked to pick their teen up at New Outlook or at the off-site location. The participant will then be required to meet with a staff member before returning to New Outlook.

Stealing: Stealing is strictly prohibited.

Prohibited items: Lighters, matches, cigarettes, weapons of any kind, drugs, or alcohol

***Please note:** The staff at New Outlook do their very best to ensure the safety of your child while he/she is in our care. However, when a child signs out, whether for a brief period or for the day, we cannot be responsible for actions or incidents that take place while he/she is off-site.

Rules and Expectations

New Outlook is committed to creating a safe, positive environment for all youth participants. Following is a list of general rules to be enforced during all New Outlook activities and outings.

Behavior: Participants are expected, at all times, to treat staff and peers with respect and consideration. Bickering, teasing and bullying are strictly prohibited.

Public Displays of Affection (PDA): Cuddling and kissing are prohibited at New Outlook. However, hand-holding is allowed.

Listening and Following Directions: For the safety of all (particularly during off-site trips) it is mandatory that participants listen to staff and follow directions at all times.

Swearing: Participants are to refrain from using inappropriate or derogatory language at New Outlook.

Care for the Environment: It is important that participants respect their physical environment at all times. This means: cleaning up after oneself, treating other's belongings with care, and treating all sites (i.e. New Outlook, parks, trails, beaches, museums) with respect.

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