



# **Family Handbook**

Early Childhood Education & School Age Child Care Programming

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## **Mission Statement**

Provide every child positive and accessible experiences that nurture development.

## **Vision**

Every child thrives.

## **Purpose and Philosophy**

Space to Thrive seeks to provide a safe, creative environment for children and youth ages 6 weeks to 12 years. Through a diverse program, provided by trained educators, we support each child in their development, physical well-being, and social and emotional growth. We believe that children learn best through independently-led play, curiosity, and genuine exploration. We use an emergent curriculum approach and strive to support children in exploring nature, their own interests, and social relationships.

## **History**

Space to Thrive began as the Windham School Age Child Care program, created in 2002 by dedicated community volunteers who recognized the need for affordable, high-quality before- and after-school care. After years of effort, the Windham SACC program was established as a nonprofit with a board of directors, meeting state childcare certification requirements and serving families across the district. In time, the Raymond Extended Day program joined with Windham SACC program, strengthening our shared mission to support children and families in both towns. For nearly two decades, the SACC program has provided high quality care to school age children across Windham and Raymond. This foundation has evolved into Space to Thrive.

We are excited to expand our impact with the opening of a brand-new Early Childhood Education building in Fall 2025. This facility represents the next chapter in our history: a space designed to nurture learning, creativity, and growth for children, and to serve as a cornerstone for thriving families in our community.

## **Board of Directors**

Space to Thrive is assisted, supported, and directed by a Board of Directors, consisting of interested adults from the community. Other people who are interested in being involved with this board are encouraged to contact the Space to Thrive Executive Director. The board can be contacted anytime at [board@spacetothrivemaine.com](mailto:board@spacetothrivemaine.com).

## **Continuous Quality Improvements**

At Space to Thrive, we are committed to fostering excellence through an ongoing process of reflection, evaluation, and growth. Guided by our mission to provide safe, creative, and

developmentally appropriate experiences for children, we regularly assess our programs, practices, and outcomes to ensure they meet the highest standards of quality.

We value input from children, families, staff, and community partners, and use this feedback to inform decision-making and program development. Through data-driven evaluation, professional training, and collaborative planning, we strive to continuously enhance the physical, social, and emotional well-being of every child we serve.

Our CQI process is not a one-time initiative, but a culture of learning and improvement, ensuring that Space to Thrive remains a place where children, families, and staff grow together.

## Populations Served

Space to Thrive serves children and families in Windham, Raymond, and the surrounding communities. Our staff recognize and respect differences in culture, language, ability, and family structure, and support each child's unique identity and developmental journey.

### Age Groupings

Our Early Childhood Education center is licensed for children ages 6 weeks through five years old. Our School Age programs are licensed for ages five through twelve.

At Space to Thrive, there may be times when children are grouped with peers outside of their typical age range. During these instances, all state-required ratios will be maintained and safety will remain the highest priority. Cross-age and cross-program groupings are thoughtfully planned, as they provide meaningful opportunities for children to learn from one another, develop leadership and empathy, and build a stronger sense of community within our programs.

### Licensed Capacity

Each School age site is licensed for up to 75 children, and our Early Childhood Education center is *anticipated* to be licensed for up to 74 children. Licensing capacity does not necessarily reflect enrollment numbers.

### Ratios

Our programs follow legal ratios at all times, most often with additional staff present to reduce child to staff ratios. The licensing requirements are as follows:

AGE	CHILD CARE STAFF MEMBER- CHILD RATIO	MAXIMUM GROUP SIZE
6 weeks - 1 year	1:4	8
1 year - 2 ½ years	1:4 1:5	12 10
2 ½ years - 3 ½ years	1:7	21
3 years - Under 5 years	1:8 1:10	24 20
5 years (School age) - 12 years	1:13	n/a

## Interpretation for English Language Learners

At Space to Thrive we employ staff from all ethnic backgrounds. The primary language we communicate in is English. If you communicate more comfortably in another language, please let us know. We will make every effort to make our materials available for you in your home language.

## Discrimination

It is the policy of the Space to Thrive programs to serve all children to the best of our ability. Discrimination is prohibited.

## Hours of Operation

Windham Primary Regular School Days: 6:30 AM-8:00 AM & 3:00 PM-6:00 PM

Windham Primary Early Release Wednesdays: 12:45 PM-6:00 PM

Windham Manchester Regular School Days: 6:30 AM-8:00 AM & 3:00 PM-6:00 PM

Windham Manchester Early Release Wednesdays: 1:00 PM-6:00 PM

Raymond Regular School Days: 6:30 AM-8:30 AM & 3:00 PM-6:00 PM

Raymond Early Release Wednesdays: 12:45 PM-6:00 PM

Summer School Age (Windham and Raymond): 7:00 AM-5:30 PM

School Age Full days: 6:30 AM-6:00 PM

Early Childhood Education: 7:00 AM-5:00 PM

## Holidays

- Labor Day
- Indigenous Peoples' Day
- Veteran's Day
- Thanksgiving
- Winter break
- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Patriot's Day
- Memorial Day
- Juneteenth
- Independence Day

These dates are subject to change each year.

If programs are forced to close early due to circumstances such as unsafe weather/driving conditions or facility issues, families will receive notification and be given adequate time to pick up children. For winter weather related closings and delays, all programs follow the RSU14 decisions.

## Enrollment/Registration Information

Annual registration is required; children are not automatically enrolled for the following year. All registration fees are non-refundable and non-transferable. Families are encouraged to register as soon as enrollment opens for the upcoming school year to secure a space.

Child care licensing requires all children to be fully registered before they can attend the program. Each child's file must include the necessary enrollment documents and immunization records, as well as a signed parent contract.

### School Age Program - Full Day Registration

When school is closed for vacations, holidays, or teacher workshop days, our program may offer full day care. Families who wish to have their child/ren attend must sign up in advance. The Site Director will send sign-ups one to two weeks prior to the scheduled full day(s), and parents/guardians are responsible for signing up by the deadline listed. Changes to full day registration are permitted until two days before the scheduled full day or days. After that point, all sign-ups are considered final, and families will be charged regardless of attendance.

## Fees

Tuition is due based on enrollment, regardless of individual child attendance. Changes in a child's schedule must be provided in writing with two weeks' notice. Refunds are not offered for closures related to storms, facility related issues, or any other reason.

<b>School Age Child Care</b>	<b>25/26 Rates</b>	<b>25/26 ACH Discounted Rates</b>
Monday – Friday, Afternoons only	\$140	\$130
Monday – Friday, Mornings only	\$100	\$90
Monday – Friday, Mornings & Afternoons	\$180	\$170
Single Afternoon (Monday, Tuesday, Thursday, Friday)	\$45	\$40
Single Afternoon (Wednesday)	\$50	\$45
Wednesday <i>Only</i>	\$60	\$55
Single Morning	\$30	\$24
Full Day (prorated based on weekly enrollment)	\$75	\$70
Registration fee (due at time of registration)	\$75	\$75

<b>Early Childhood Education</b>	<b>25/26 Rates</b>
Infants (6 weeks-17 months): Monday-Friday	\$350 / week
Infants (6 weeks-17 months): Monday, Wednesday, Friday	\$275 / week
Infants (6 weeks-17 months): Tuesday, Thursday	\$200 / week
Toddlers (18-35 months): Monday-Friday	\$325 / week
Toddlers (18-35 months): Monday, Wednesday, Friday	\$250 / week
Toddlers (18-35 months): Tuesday, Thursday	\$160 / week
Preschool (3-5 years): Monday-Friday	\$300 / week
Public Pre-K before & after care: mornings & afternoons Mon-Fri	\$160 / week
Public Pre-K before care: 7:00-8:30 Mon-Fri	\$85 / week
Public Pre-K after care: 3:15-5:00 M/T/Th/F & 12:00-5:00 on Wed	\$125 / week
Registration Fee (due at time of registration)	\$100 / child

For School Age programming, each child must be enrolled for a minimum of two sessions per week (two mornings or two afternoons). The only exception is Wednesday early release afternoons, which are offered at a higher rate due to additional staffing needs. Full days and vacation weeks are prorated.

ACH: All Early Childhood Education tuition payments are expected via ACH. Starting for Summer of 2026, payments for all Space to Thrive programs will be through ACH. If other arrangements are necessary, please contact the director to make payment arrangements.

Payment is due each Friday for the following week.

#### Additional Fees

- Late Pickup: \$1 per minute after 6:00 PM (automatically charged through the payment portal).
- Late Payments: \$25 fee added each Monday.
- Returned Payments: Bank return fee, up to \$25.

### Scholarships

As part of our mission to provide accessible child care, Space to Thrive reserves a limited amount of scholarship funds. For more information on scholarships, please contact the Executive Director.

## **Departure**

Parents are required to sign their children out from the program each day. For safety, children will only be released to individuals listed on their enrollment record unless other arrangements have been made directly with the parent or legal guardian. At pickup, all safety requirements must be followed, including compliance with Maine laws. If staff suspect an unsafe pickup situation, they will take appropriate precautions, which may include contacting the police. Photo identification will be required for any individual not personally known to staff.

At times, children may be engaged in a specific activity, outside in nature play, or groups may be further from pickup locations. Please plan for a minimum of 15 minutes to collect your child, and in urgent circumstances, please reach out in advance of arrival to allow staff time to prepare your child for pickup.

Parking on Pope Road (when picking up, dropping off, or participating in any Space to Thrive activity) is strictly prohibited. Any instance of parking on Pope Road may lead to immediate termination of enrollment.

## **Family Participation & Communication**

Families are welcome and encouraged to participate in the program in ways that work for them. Some examples include:

- Reading to the children
- Sharing a family recipe or tradition
- Attending events or celebrations
- Volunteering for classroom activities
- Staying informed by reading newsletters
- Sharing a special skill, story, or cultural activity

All programs have an open-door policy and welcome family visits. To help maintain routines, certain times of day may be better for visiting. Please check with your child's teacher or site director to find a good time.

Parents and guardians are welcome and encouraged to provide feedback, ask questions, and express concerns. All communication with staff is expected to be respectful and courteous. Space to Thrive staff are held to a high standard of professionalism and communication, and we expect this to be mutual. If at any point, parents/guardians are using derogatory language, profanities, or blatantly disrespectful language, this may be grounds for dismissal from the program.

Additionally, all parents and guardians are expected to treat their children and all children with respect at all times, including while participating in any Space to Thrive activities and during pickup and drop-off. Respectful conduct includes refraining from yelling at, criticizing, or berating any child in the presence of staff, volunteers, or other families.



Failure to adhere to this policy may result in a warning, and repeated or severe violations may lead to dismissal from the program and loss of your child's enrollment spot.

All families are expected to use the ProCare app for communication purposes.

## **Materials**

Children must arrive at Space to Thrive programs with personal materials needed for participation. This may include diapers, wipes, a reusable water bottle, an extra change of clothes, and outdoor weather gear. Your child's teacher or site director will specify what materials are needed based on their current placement. All belongings must be clearly labeled with the child's name and all efforts will be made to support children in managing their own belongings as developmentally appropriate. School Age children are responsible for their own materials. School Age staff are not responsible for lost or misplaced items.

## **Staff Member Qualifications, Supervision and Training**

All staff must complete a Maine Child Care Background Check and provide an original DHHS Letter of Eligibility prior to their first day of employment. CPR and First Aid certifications are renewed every two years, and staff complete 20 hours of professional training annually. Within the first 90 days, staff receive training in emergency disaster response, complete the 6-hour online Health and Safety Basics course (with a 2-hour renewal each year), and complete Mandatory Reporting training (renewed every four years). Staff must also be members of the Maine Roads to Quality registry and submit documentation of their highest level of academic and professional achievements. Ongoing supervision and performance feedback are provided both formally and informally, with annual performance evaluations conducted for all staff.

## **Abuse and Neglect**

The staff of Space to Thrive are mandated by law to report any suspected child abuse and/or neglect, as well as any severe incidents.

## **Behavior Management**

### **Child Guidance**

Space to Thrive seeks to support children's emerging awareness of their own feelings and affirm their right to express those feelings. Positive reinforcement and ongoing development of interpersonal skills help children learn to display age- and setting-appropriate behaviors. Instruction supports positive social and emotional development using strategies that include modeling, reflection, redirection, perspective taking, and problem solving.

When children need additional support, there are several avenues Space to Thrive will explore to equip staff, families, and other providers to best support the child. These include consultations with Maine Roads to Quality, Maine Early Childhood Consultation

Partnership, RSU14, The Center for Community Inclusion and Disability Studies, and additional external resources. The ECE program works closely with Child Development Services (CDS). Staff are equipped to assess and discuss developmental concerns and collaborate with families throughout the referral process.

While every effort is made to include each child, meet their individual needs, and access community resources, there may be instances where Space to Thrive cannot provide the level of support a child needs to be successful. Keeping a child in an environment where their needs cannot be met can adversely affect their dignity and self-esteem. In order to support each child's right to an environment where they can thrive, there may be instances where Space to Thrive recommends an alternative placement.

Child Development Services 1011 Forest Ave, Portland, ME 04103 Phone: 207-781-8881

### **Suspension and Expulsion**

In instances where Space to Thrive cannot adequately meet a child's needs, despite having sought external resources and consultations, temporary or permanent unenrollment may be prudent. If a child is displaying behaviors that adversely impact the safety and/or emotional security of other children, families are expected to collaborate with staff to determine a plan for success and safety. If intervention and collaboration is unsuccessful, the Executive Director must present all documentation including incident reports, interventions implemented, staff reports, and family communication, to the Board of Directors. The Board is ultimately responsible for determining expulsion. Families have the right to appeal an expulsion decision.

### **Prohibited Interventions for Staff**

Corporal punishment, verbal abuse, punishment that is humiliating or frightening, threats, and derogatory remarks about the child or their family are not permitted at any time.

### **Curriculum**

Our curriculum is guided by ongoing observation and assessment to ensure it meets the developmental needs of every child. Staff receive regular training, supervision, and support to administer, interpret, and apply assessment data to inform instruction, adapt curriculum, and create individualized learning experiences. We intentionally integrate diverse perspectives, fostering empathy, equity-minded thinking, and a sense of belonging. By honoring each child's individuality and celebrating the value of every family, we cultivate an inclusive environment where all children can thrive.

### **School Age Child Care (SACC) Curriculum**

The SACC program uses an incidental teaching approach to support skill development in interpersonal interactions, emotional regulation, and self confidence. Each site works to build community and belonging through group meetings, facilitated play, and established norms and boundaries. Children are encouraged to engage with nature and outdoor play, explore different materials and activities, and spend time both engaging with peers and

alone. Older children are given opportunity and support to complete homework assignments; all programs support literacy development through group and individual reading time.

### Early Childhood Education (ECE) Curriculum

The ECE program promotes communication, self-expression, problem-solving skills, and social and emotional development. We use an emergent curriculum that fosters curiosity, inquiry, and a close connection with the natural world. Our philosophy prioritizes uninterrupted blocks of child-directed play, trained teacher observation, and being outside as often as possible. This approach emphasizes independence, self-regulation, and a genuine love of learning.

### Daily Schedules

Daily schedules are posted and provide consistent routines. Please see your child's teacher, site director, or the parent communication board for the specific daily schedule. Sample schedules are as follows:

School Age		Public PreK	
3:00-3:15	School Dismissal	8:30-9:00	Arrival & Snack
3:15-3:30	Check In & Free Play	9:00-9:30	Morning Meeting
3:30-3:45	Snack	9:30-11:15	Outdoor Play
3:45-4:45	Outside Play	11:15-11:45	Lunch
4:45-6:00	Indoor Play (gym, cafeteria)	11:45-12:15	Read Aloud
		12:15-1:15	Rest/Mindfulness
		1:15-2:15	Indoor Play
		2:15-2:45	Snack & Pack Up
		2:45-3:15	Closing Circle

### Confidentiality

Confidentiality regarding information about children or their families is essential.

At no time during or following employment with the program may a staff member discuss information about children, parents, or other employees other than with staff and for Space to Thrive purposes to support the child and family. Release of Information permissions are to be signed annually and can be rescinded or updated at any time.

Child files are maintained for every child in the program and are considered confidential, accessible only to Space to Thrive staff as part of their regular duties. Parents and legal guardians may review their child's file at any time upon request. State licensing agents and endorsers from accrediting bodies may also review files during routine visits. Any requests from other parties must be submitted in writing on the appropriate form and will only be granted with parent or guardian approval or a court order.

## Health & Wellness

### Safe Sleep Policy

All infants will be placed on their backs to sleep in cribs that are free of pillows, toys, blankets, and other soft items, in a dark (but not pitch black) room. Swaddling is not permitted, though “arms out” sleep sacks are allowed. Children will transition to sleep mats when developmentally appropriate or by 18 months of age. Space to Thrive provides mat sheets for toddlers and preschoolers; families are responsible for any additional comfort items. Sleeping in swings, car seats, or bouncer seats is strictly prohibited to ensure safety.

### Toileting

Children are supported to use the toilet as independently as possible given their age and developmental stage. Families are encouraged to teach and practice toileting and hygiene independence at home to encourage skill development and comfort. Toileting is not a requirement to move between ECE classrooms. Children cannot be in soiled clothes for any amount of time and all families are encouraged to provide a change of clothes.

### Food & Nutrition

Space to Thrive provides daily snacks and encourages children to try a variety of healthy options. Early Childhood programs offer a morning and afternoon snack, while School Age programs provide an afternoon snack, with both morning and afternoon snacks on full days. Activities may occasionally include cooking or assembling food, and special events may feature treats such as a pizza party.

All Space to Thrive staff will follow CDC guidelines for breastmilk and formula storage. Feeding independence is encouraged and supported as developmentally appropriate.

### Allergies

Children with allergies are required to have an allergy health plan provided by the doctor. Staff will review each plan and work with the family to determine least restrictive safety measures to ensure safety from allergens, as well as steps to take in the event of an allergic reaction.

### Illnesses

Children with a contagious illness (including but not limited to fever of 100.6°F or higher, diarrhea, vomiting, ear infection, sore throat, unexplained rash or skin lesion, eye discharge) will not be allowed to return to the program for 24 hours or the amount of time recommended by a doctor. After a severe infection or illness, families will be required to share a copy of the physician's note to Space to Thrive to allow the child to resume at the program.

If a child cannot fully participate in the program, a parent will be notified, and the child must be picked up within one hour of being contacted. The child will be kept comfortable and isolated from the other children as much as possible.

## Communicable Diseases

In the instance of a suspected communicable disease or condition, child care employees are required to notify the Maine Center for Disease Control and Prevention (MECDC). Space to Thrive adheres to all guidelines, including notifying the MECDC immediately by phone for Category 1 conditions, and within 48 hours for Category 2 conditions. MECDC contacts: Phone: 1-800-821-5821

## Medication

Medicines to be administered during program hours must be in the original container handed directly to staff, and labeled with the child's name, name of medication, dosage and when to be taken. A medication form is required for all medications including topical ointments or over the counter medicine. Staff will document all medication administration on the medication form.

## Emergencies/Accidents

Staff work hard to prevent emergencies and accidents from occurring while children are in our care. Unfortunately, this is not always possible. In the event of an emergency/accident, staff will provide first aid, attempt to contact the child's parents/guardians, emergency contacts, and/or the child's physician. If deemed necessary, Space to Thrive staff will call emergency services. Expenses as a result of emergency care will be the responsibility of the parent/guardian.

## Emergency Preparedness

Each Space to Thrive location has emergency response plans including fire drills, evacuation, lockdowns, and extreme weather. These include designated relocations and evacuations should that become necessary. In the event of an emergency, all parents will be reached via ProCare message. All staff will prioritize the safety of children prior to communication.

In the event of an emergency, staff will remain on site with the children, providing continuous supervision until all children are picked up or the situation is resolved. Staff are trained on these drills and procedures, and they are rehearsed to comply with child care licensing regulations and all accreditation recommendations.

Space to Thrive works closely with the RSU14 School Resource Officers and Windham Police Department to ensure safety plans are established. RSU14 SROs all have master keys to every RSU14 building. The ECE center is a secure building and is continuously monitored by Minuteman Security & Life Safety.

For any child that has any specific communication needs, physical disabilities, or other special needs or considerations, site staff will have contingency plans to accommodate in the event of an emergency. These include, but are not limited to: additional visual materials to be presented during an emergency, immediate phone calls to guardians and emergency contacts to limit time present during emergency transition, additional rehearsals & drills as appropriate, and other accommodations as deemed necessary.

## Serious Injury and Child Death Reporting

Maine Law requires child care providers to report to child care licensing any serious injuries that require medical treatment from a healthcare professional or emergency room. Space to Thrive staff will document all accidents, serious injuries/death, or emergencies on the day of the occurrence and make the report available to parents and legal guardians. A copy of the incident report must be signed by a parent and will be kept in the child's file. These situations will be reported to child care licensing within 24 hours of occurrence.

## Rights Of Children

Children receiving child care from providers have the following rights.

- Children must be free from emotional, physical, sexual abuse, neglect and exploitation.
- Each child has the right to freedom from harmful actions or practices that are detrimental to the child's welfare, and to practices that are potentially harmful to the child.
- Each child has a right to an environment that meets the health and safety standards in this rule.
- Each child must be provided childcare services without regard to race, age, national origin, religion, disability, sex or family composition.
- Children must be treated with dignity, consideration and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the provider and staff members.
- Each child has the right to the implementation of any plan of service that has been developed for that child in conjunction with community or state agencies by the provider.
- Each child has a right to developmentally appropriate activities, materials, and equipment.
- Children with disabilities have the right to reasonable modifications to provider policies and practices.

## Policies

The Executive Director, in collaboration with the Board of Directors, is responsible for reviewing and assessing these materials to ensure they remain current, effective, and aligned with best practices. Revisions to the handbooks and program policies may occur continuously as policies are monitored to ensure compliance with licensing regulations, accreditation standards, and the evolving needs of children, families, and staff. This ongoing review process supports the program's commitment to quality, safety, and continuous improvement.

The Maine Child Care Facility Licensing rule book is available at any site, or is available online [here](#).

## Contact information

<p>Executive Director Hannah Marshall 207-252-9837 director@spacetothrivemaine.com</p>	<p>Windham Primary School Age 24 Educational Way, Windham, ME 207-807-6944 primary@spacetothrivemaine.com</p>
<p>Administrative Director Caylee Stamps 207-899-5007 cayleestamps@spacetothrivemaine.com</p>	<p>Windham Manchester School Age 709 Roosevelt Trail, Windham, ME 207-807-4221 manchester@spacetothrivemaine.com</p>
<p>School Age Director Justine Down justinedown@spacetothrivemaine.com</p>	<p>Raymond School Age 434 Webbs Mills Rd, Raymond, ME 207-318-2848 raymond@spacetothrivemaine.com</p>
<p>Early Childhood Director Meg Reed 207-572-1094 megreed@spacetothrivemaine.com</p>	<p>Early Childhood Education 184 Pope Rd, Windham, ME ece@spacetothrivemaine.com</p>