

# **FAMILY HANDBOOK**

## **KIDS & COMPANY L.E.A.D.**

**PROVIDING:  
BEFORE-SCHOOL CHILDCARE  
AFTER-SCHOOL CHILDCARE  
FULL DAY SUMMER PROGRAMMING**



**Excellence.  
Every School.  
Every Student.  
Every Day.**

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Kids & Company includes before-school care and after-school care for grades K - 6.

L.E.A.D. includes after-school care for grades 7 – 8.

The reference to The Program in this handbook includes all these programs.

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*Updated February 2016*

## **MISSION STATEMENT**

The Program, as an integral part of an inclusive caring community, is committed to providing quality, year-round, extended-day programming for youth by building nurturing relationships and offering meaningful learning opportunities, that promote positive lifelong skills.

## **PHILOSOPHY**

The Program is a quality, extended-day childcare program located at each elementary and junior high school in the Hopkins School District. The Program provides enrichment opportunities for before-school and after-school for elementary children, grades K – 6, and after-school only for junior high age children, grades 7 & 8, as well as on non-school days and during the summer.

The goal of The Program is to provide a safe, educational, and recreational program conducive to learning and social interaction. Children are encouraged to pursue their interests and develop friendships, independence and confidence.

We promote respect and understanding for individual differences by maintaining a caring and challenging environment that allows freedom of choice and exposure to new experiences. The Program is committed to an ongoing program of professional development for each staff member.

## **FAMILY COMMUNICATIONS/INVOLVEMENT/COMMUNITY SERVICE**

Families are a valuable resource for our program. In order to maintain open and clear communication, The Program will regularly send out calendars and newsletters; provide information about each child; and offer family conferences. Each family will be assigned a mail slot to receive daily communications. There is also a Family Information Area where staff will post information. Sites will also offer regular family events throughout the year. Hopkins Public Schools offers a Language Line and interpreter assistance as needed for families.

Orientation is offered to each family on their first day in the program. This gives families a chance to talk with staff about specific information concerning their child's success in The Program.

The Program offers a variety of community involvement activities and service projects throughout the year. As part of Hopkins Public Schools, The Program partners with the district, community, and other resources to assist families as needed.

Family members are encouraged to join us in any of our planned activities, field trips and events.

## **ADVISORY COMMITTEE**

Each school has parent/family groups and committees, which include: PTO, MAAP stakeholder teams, and a district community education advisory council. All of these committees are available to families and offer opportunities for input, feedback, and community partnerships. Please contact your Lead Supervisor for more information.

## **PERSONAL BELONGINGS**

**Clothing:** The Program is a recreational as well as educational program. So that children can participate fully, they must dress appropriately for indoor and outdoor play.

**Toys:** We may designate days each month when children may bring a toy from home. The Program will not be responsible for loss or damage to these items. Toys should be labeled and fit in your child's backpack. If it is not "toy from home day," please do not send toys to school with your child.

## **MEALS AND SNACKS**

On school days breakfast and/or lunch may be purchased through the school nutrition program or children may bring their lunch from home. Menus that include healthy nutrition guidelines are distributed monthly.

Children must bring a bag lunch and beverage on all non-school days. All food brought in by parents (to be served to a group of children) must be commercially prepared.

A nutritious snack, designated by school nutrition guidelines, is served each day after school and on non-school days.

## **OUTDOOR ACTIVITIES**

Outside play gives children an opportunity to run off excess energy. Children must be prepared to go outdoors every day. This includes planned outdoor field trips. The Program staff will assess the weather conditions to determine if the activity will be carried out as planned.

Children with a doctor's authorization may be excused from outdoor activity.

## **COLD WEATHER POLICY**

The Program will follow the district guidelines. If the outside temperature falls below zero, children will stay inside.

## **WARM WEATHER/SUN POLICY**

- Sunscreen will be applied before going outside during warm weather.
- Every attempt will be made to stay out of the sun during peak hours.
- Drinking water will be available as often as possible.

## **SMOKE FREE ENVIRONMENT**

Hopkins School District is a smoke-free school district. Smoking is not permitted in the buildings, on the grounds, or in the presence of children.

## **ARRIVALS AND DEPARTURES**

For your convenience, Kids & Company is open Monday - Friday from 6:30 a.m. to 6:15 p.m. for grades K-6. L.E.A.D. is open Monday – Friday from the end of the school day until 6:00 pm. for after-school programming. All parents of children enrolled in the before-school and/or after-school program must:

- Sign-in and make contact with a staff person each morning as you leave your child at The Program.
- Sign-out and make contact with a staff person each evening as you take your child from The Program.

## **PICK-UP AUTHORIZATION**

For each child's protection, the only people authorized to pick up a child are those designated as the parent/guardian and other individuals identified as Emergency Contacts. If a child is to be released to anyone other than person(s) listed, written notice must be received prior to pick-up time. In the case of last minute changes, a phone call will be acceptable. If staff does not know the person, they will ask to see picture identification. A court order may be requested if staff are unclear of pick-up arrangements.

## **NON-SCHOOL DAYS**

Currently enrolled families will receive non-school day information. Enrollees who register for the non-school days by the deadline are **guaranteed** space on those days and are responsible for payment unless written notification (email is sufficient notice) of cancellation is received in the billing office at least two-weeks prior to the non-school day. A \$10 fee per child will be charged for each change or cancellation. Those who do not register by the deadline will be enrolled, if space is available, and charged at a higher rate.

## **FIELD TRIPS**

Field trip costs are included in The Program fees. The Program will inform you in advance of all trips. Field trip permission slips must be signed and returned to the site **prior** to each trip.

During the year, we may offer some optional field trips with an additional cost for the trip.

Transportation for field trips will be provided through the designated Hopkins Public Schools charter company unless otherwise noted on permission slip.

Children are required to wear The Program shirt on all field trips. Additional shirts can be purchased at each site.

## **SUMMER PROGRAM**

The Program offers age appropriate summer programs. Highlights include weekly field trips, special event days, and swimming opportunities.

The Summer Program, grades 1 – 4, is located at some elementary schools each summer.

The Program also offers summer programming at a junior high building:

- BLinK for students entering grades 5 – 6
- LEAD for students entering grades 7– 8

The Program will be closed approximately three days for summer preparation prior to the start of the summer and approximately two weeks prior to the start of school. For more detailed information, see our Summer Program brochure.

## **HOLIDAYS AND PROGRAM PREPARATION DAYS**

There is no charge for the following days in which The Program is closed:

- Break between end of school year and start of summer program.
- Break between summer program and start of school.
- Holidays:
  - Independence Day (or observed date)
  - Labor Day
  - Thanksgiving and the day after
  - Christmas Eve and Christmas Day (or observed dates)
  - New Year's Eve Day and New Year's Day (or observed dates)
  - President's Day
  - Good Friday
  - Memorial Day

*Please refer to yearly calendar as specific dates vary.*

## BILLING

The Program operations rely on parent fees.

- All fees are prepaid. Statements will be sent to your email account on file around the 15th of each month. The bills are generated monthly according to your child's schedule.
- Payment is due in the billing office on the first day of each month. Methods of payment are:
  - Automatic deduction on your credit card (see list below)
  - Visa, MasterCard or Discover by calling 952-988-4080
  - Check, cash or money order
  - Online: <https://hopkins.thatscommunityed.com>

- All payments must be mailed or delivered to:

Kids & Company District Office  
Eisenhower Community Center  
1001 Highway 7, Room 170  
Hopkins, MN 55305

Office hours are: 8:00 a.m. – 4:00 p.m.

- Payment can also be placed in the Community Education drop box, under the canopy, outside the front door of the Eisenhower Community Center.

**Please note—payments will not be accepted at The Program site.**

- Failure to pay your bill by the due date may result in withdrawal from the program. We encourage auto-pay to avoid late fees.
- A \$20 fee per account will be charged for late payments.
- Credit will only be given for prearranged vacation to qualified users. Two-week written notification required.

Please address all inquiries concerning bills to the Accounts Manager at 952-988-4080 or email: [Kids.Company@HopkinsSchools.org](mailto:Kids.Company@HopkinsSchools.org).

## CHILDCARE ASSISTANCE

The Program accepts state and county subsidies for childcare. Contact the Accounts Manager at 952.988.4080 or email: [Kids.Company@HopkinsSchools.org](mailto:Kids.Company@HopkinsSchools.org) for more information.

## DESCRIPTION OF PROGRAMMING PROVIDED

### 1. **Component:** Period of program usage

- The BEFORE-SCHOOL component begins at 6:30 a.m. until the beginning of the school day. Children participate in structured activities, have time to finish homework and socialize with peers. This is available to grades K-6 only.
- The AFTER-SCHOOL component for Kids & Company begins at the end of the school day until 6:15 p.m. This is a time for children to have a nutritious snack, finish homework, and socialize. A variety of activities are offered during this time. This is available to grades K – 6.
- The AFTER-SCHOOL component for LEAD begins at the end of the school day until 6:00 p.m. This is a time for youth to have a nutritious snack, finish homework, and socialize. A variety of activities are offered during this time. This is available to grades 7 – 8.
- NON-SCHOOL DAYS: When school is not in session, The Program is open for full-day coverage, except on major Holidays. Dates are scheduled separately from the before-school and/or after-school care. Once the dates are approved, cancellation requires a two-week notice and a \$10 cancellation fee. Vacation credit is not available for non-school days.
- DROP-IN—Drop in care for those with a consistent schedule or Pick Your Days Plan is accepted on a space-available basis. Drop-in charges incurred will be invoiced on the next billing cycle. Contact your site supervisor in advance if you need to add a Drop-In Day.

### 2. **Plan Options**

- CONSISTENT SCHEDULE—This is a consistent weekly schedule and the days of the week cannot vary. Schedules can be for a minimum of 1 day per week, but for the same day of the week. Full time is 5 days/week for same component. Part time is 1 – 4 days/week for same component.
- PICK YOUR DAYS—This is a varied monthly schedule. Schedules for childcare for the upcoming month must be submitted via your online account by the 15<sup>th</sup> of the preceding month. Schedules submitted after the due date will be drop-in only. Schedules are submitted through your on-line account. Schedule changes are not permitted once the submitted schedule is approved. Pick Your Days plan users are required to be on Auto Payment via ACH or credit card.



## ENROLLMENT

To ensure a smooth transition into the program, please contact The Program site supervisor regarding any special information that could help The Program staff get to know your child. Contact information is located at the end of the handbook.

Your account must be **PAID-IN-FULL** (if a previous client.) All accounts must be paid to date for registrations to be processed.

Notify the Accounts Manager at 952-988-4080 as well as your site of any changes in phone numbers, addresses, or emergency information.

Notify your child's classroom teacher if there is a new schedule with The Program.

## FEES

\$35.....Non-refundable Annual Enrollment Fee per child.

\$8.....Additional charge for Late Start days for students enrolled in before-school care for those specific days.

\$15.....Schedule-Change Fee per child that is assessed each time a schedule is changed. Requires two week written notice.

\$10.....Non-school Day Cancellation Fee per child. Requires a two-week written notice.

\$20.....Late Fee for payments received after the 1st of the month. Set up auto-pay and avoid late fees.

A 60-day notice will be given to parents in the event of a fee increase.

## VACATION CREDIT

**FULL-TIME**—Consistent schedule enrollees (at least one component, 5 days per week, throughout the school year) earn five days of vacation credit during the school year depending on their contracted schedule for school days only. All vacation requests require a two-week written notice to The Program Billing Office. If a vacation is not taken during a given school year, it will expire. Children may not attend The Program during the requested vacation period. Child must be enrolled full-time for the entire school year to earn vacation credit. Vacation credit does not apply towards non-school days.

**PART-TIME**—Consistent Schedule or Pick Your Days enrollees do not earn vacation credit.

## **NON-SUFFICIENT FUND CHECKS**

When a check is returned due to non-sufficient funds, it is the responsibility of the parent to bring or mail the amount of the non-sufficient fund (NSF) check and late fee in cash, money order, or certified check to the District Office, within two days after notification. NSF checks may require that future payments be made by money order or certified check and may result in termination of your childcare slot.

## **FINDER'S FEE**

For the safety of each child, it is important that you contact the site if your child will not attend The Program on a regularly scheduled day. When staff is required to search for your child, a \$10 "finder's fee" will be assessed. This fee will appear on your next bill.

## **SCHEDULE CHANGE OR WITHDRAWAL**

We understand that schedules may change during your child's enrollment in The Program. Please follow the procedure below when requesting a permanent change in a contracted daily schedule:

- Contact the billing office, **in writing** (email is sufficient notification), at least two weeks prior to the date of the required change or withdrawal.
- Email schedule changes to: Kids.Company@HopkinsSchools.org.
- A \$15 schedule-change fee will be assessed and will take place two-weeks after written notification is received.

If withdrawing from the program and a two-week written notice is given, the \$15 fee is waived.

If you cancel a Non-School Day with at least a two-week written notice, you will be charged a \$10 cancellation fee per child. If a cancellation is received with less than two-week notice, the full daily fee will be charged.

## **LATE START DAYS**

Hopkins Public Schools schedules late-start days during the school year. The Program will provide care for children grades K-6 who are contracted to use the **BEFORE SCHOOL** component on these days. An additional charge per child will be added to your account for each late-start day if you are contracted to use before-school care on late-start days. Registration for Late Start days is NOT available via your online account.

## **LATE PICK-UP**

Students in Kids & Company must be picked up before 6:15 p.m. Students in LEAD must be picked up by 6:00 pm. A late charge of \$1 per minute will be assessed for late pick-up, per family. The late charge will appear on your next invoice.

Families must have an emergency pick-up plan. We understand that conditions are sometimes beyond one's control (inclement weather, traffic, etc.), but if these conditions arise, you should put your emergency pick-up plan into effect and notify The Program staff as soon as possible. Staff need to know who will pick up your child right away.

In an emergency, staff will remain with the child(ren) until 7:00 p.m. If The Program staff have not been contacted by that time and no one listed on the emergency card can be reached, the child(ren) may be released to the local police department. Continued late pick-up will result in a warning and may result in termination of your childcare.

## **PET POLICY**

Staff will notify families when a pet/animal is part of The Program, or if a pet will be visiting the program on a given day.

## **ABSENCE**

If your child will be absent from The Program on a regularly contracted day, please call and inform the site. See Finder's Fee on page 8.

## **ILLNESS**

If a child becomes ill while at The Program, the child will rest in a quiet area, until a family member or emergency back-up person can be contacted to pick up the child. You will be charged your contracted daily rate. A child may not attend if absent from school that day or with any of the following symptoms:

Fever	Undiagnosed Rash
Vomiting	Sore Throat
Head Lice	Diarrhea
Contagious Illness	

## **MEDICATION**

A registered nurse is assigned to each school during the regular school day. If medication is prescribed, please schedule dosage at home or during regular school hours when the nurse can administer it. When necessary, The Program will administer prescription medications. Medications must be kept in original prescription bottles and a Medication Release Form must be completed and signed.

If your child has special medical needs, please set up a time to meet with staff to determine training to administer necessary treatment.

## **ACCIDENTS/EMERGENCIES**

We make every effort to maintain a safe environment for children. Staff are trained in CPR, first aid, and general emergencies (i.e. fire, tornado). Emergency information is obtained when registering for The Program. If a child has a MINOR INJURY, first aid will be administered and a family member will be informed.

If a SERIOUS ACCIDENT occurs, which may need medical attention, the staff will contact a family member immediately so that the child may receive necessary medical treatment.

In an EMERGENCY, when immediate attention is needed, the staff will call 911, and then immediately contact a family member. After 911 has been called, it is up to the paramedics to decide on the appropriate action. If the child needs emergency treatment, it will be at the nearest available medical facility. The family will be responsible for all medical charges.

## **INSURANCE**

Hopkins Public Schools offers a student accident insurance policy for children without coverage. Medical insurance coverage for children participating in The Program is the responsibility of the family. Contact your school office for further information.

## **SPECIAL NEEDS**

Each child brings its own uniqueness to the program. We will consider the application of any child enrolled in the Hopkins Public Schools.

If your child will receive services through Special Education, please contact the Lead Supervisor at the site where your child will attend so that we might set up a plan to best serve your child's needs.

Children whose limitations create a safety issue of unreasonable risk of harm to themselves, others, or property may not be accommodated.

## **RATIOS**

The Program will maintain an overall ratio as follows:

Kindergarten – Grade 3      1:12      Grades 4 – 8      1:15

Staffing will be adjusted to increase supervision on field trips and for high-risk activities.

## **GROUP SIZES**

The number of children in an area at one time will be determined by:

- Size of the space
- Number of staff
- Staff skill level

The Program strives to limit the number of children to a maximum of 35 in one given space. Exceptions will be breakfast, snacks and lunch, group time and large group assemblies. During these times an adequate number of staff will be strategically placed around the area.

## **UNEXPECTED SCHOOL CLOSINGS**

When Hopkins Public Schools are canceled prior to the time when children arrive, parents will be notified regarding The Program availability. This announcement will be made through Connect-ED, on WCCO radio (830 AM), WCCO Channel 4, KSTP Channel 5, KARE 11, or the Hopkins Public Schools web site: [www.hopkinsschools.org](http://www.hopkinsschools.org). This includes regular school days and non-school days.

When the start of the school day is delayed (i.e. two hours late) due to weather, The Program will make every effort to open at the regularly scheduled time. If in doubt, please call your site before you bring your child.

When Hopkins Public Schools are closed early, all other District programs, including The Program, will also close. Parents are instructed to pick up their children immediately. Families must have an alternate pick-up plan for their child when school is closed due to weather or other circumstances and the plan must be on file at school.

You will be charged your contracted daily rate.

Refunds will not be granted due to unexpected school closings or late starts.

## **GRIEVANCES**

Please follow the procedure below for addressing a grievance concerning The Program or a staff person. Submit all concerns in writing.

1. Immediately set up a time to discuss the concern or issue with the staff person involved and the Lead Supervisor at your site.
2. If it is not resolved, discuss it with the Program Manager.
3. If it is still not resolved, contact the Youth Programs Coordinator.

## **GUIDELINES FOR MANAGING BEHAVIOR**

The Program strives to establish and maintain a behavior guidance system that reinforces positive behaviors. The following methods will be used to accomplish this:

- Staff will act as positive role models.
- Both the group as a whole and the needs of the child as an individual will be taken into consideration.
- Rules will be appropriate for each child's age and stage of development.
- Rationale for rules will be explained and related to the child's well being, and to the rights and safety of others. (Be Kind, Be Safe, Be Fair)
- Rules will be consistently enforced.
- Consequences will be logical, such as redirecting children to other activities or limiting choices.

We evaluate The Program on an on-going basis to determine the program's ability to meet each child's needs. Below are steps taken, in order, if a child is experiencing difficulty in the program.

1. Staff will talk with the child about the action.
2. Child will be asked to explain the situation to the parent/guardian.
3. Staff will conference with the parent/guardian and child regarding the child's behavior. Staff may consult with other school personnel (i.e. classroom teacher, counselor, nurse).
4. Parent/guardian will be notified to pick up their child and the child will be suspended from The Program for 1 to 3 days.
5. If child experiences 3 suspensions in a 6-month period, the child will be dismissed from the program.
6. If the behavior, at any time, cannot be managed, the child will be immediately dismissed from the program.

## **DISMISSAL**

Failure to comply with the terms of the *Family Handbook* may result in termination of your childcare.

**DISTRICT OFFICE**

Eisenhower Community Center  
1001 Highway 7, Room 170  
Hopkins, MN 55305-4722

**952-988-4080**

FAX: 952-988-4147

[www.hopkinsschools.org/community-education](http://www.hopkinsschools.org/community-education)

**Accounts Manager**

952-988-4080

[Kids.Company@HopkinsSchools.org](mailto:Kids.Company@HopkinsSchools.org)

**Program Manager**

952-988-4083

**Youth Programs Coordinator**

952-988-4098

**LOCATIONS**

**Alice Smith Elementary**

801 Minnetonka Mills Road  
Hopkins, MN 55343

**952-988-4212**

**Eisenhower Elementary**

1001 Highway 7  
Hopkins, MN 55305

**952-988-4274**

**Gatewood Elementary**

14900 Gatewood Drive  
Minnetonka, MN 55345

**952-988-5215**

**North Junior High**

10700 Cedar Lake Road  
Minnetonka, MN 55305

**952-988-4770**

**Glen Lake Elementary**

4801 Woodridge Road  
Minnetonka, MN 55345

**952-988-5132**

**Meadowbrook Elementary**

5430 Glenwood Avenue  
Golden Valley, MN 55422

**952-988-5062**

**Tanglen Elementary**

10901 Hillside Lane  
Minnetonka, MN 55305

**952-988-4913**