

**Schools of Eastern Carver County  
Community Education  
School Age Care**

# **Club Care Family Handbook**

(Updated May 10, 2018)

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## **Welcome to Club Care**

We are glad that you have chosen District 112 for your childcare needs. Club Care is sponsored by the Community Education Department of Eastern Carver County Schools. This family handbook outlines the Club Care program, guidelines, and procedures. Please know that Club Care reserves the right to amend its policies and procedures at any time. Program staff will update the Club Care Family Handbook in a timely manner in the case of any policy and/or procedure changes.

## **Mission Statement**

Club Care operates to support families in their childcare needs, give students enriching opportunities in and out of school time, and provide young people with opportunities for personal growth, social skill acquisition, recreation, and fun.

## **Contact Information**

### **Billing and Registration**

#### **Club Care Program Administrative Assistant**

**Rita Mortensen**

952-556-6401

[mortensenr@district112.org](mailto:mortensenr@district112.org)

### **Assistant Community Education Director**

**Sue Harberts**

952-556-6410

[harbertss@district112.org](mailto:harbertss@district112.org)

## **Expectations of Staff, Families, and Children**

### ***Staff***

- provide a positive and enriching environment for children
- accept and support each child as a unique individual
- be a positive role model
- communicate effectively with children, families, and other staff
- participate in activities with children

### ***Families***

- read program handbook, billing information, and information posted at site
- share information about your child's needs with program staff
- follow the guidelines/procedures established by the program and keep financial account current
- keep account and child information up-to-date
- inform site staff when your child will not be in attendance
- inform site staff if someone else will be picking up your child

### ***Children***

- follow Club Care rules
- respect Club Care staff
- respect other students
- respect property of Club Care and other students
- be responsible for actions

## **Program Description**

### **Club Care provides...**

- recreational and enriching activities including art, science, technology, engineering, music, cooking, drama, indoor/outdoor play, field trips, and special events
- opportunities for growth and social skill development
- a child-centered, developmentally appropriate learning environment
- group and individual activities
- parent and family support in partnership with the elementary schools
- a welcoming, fun environment where children feel good about attending

## Program Components and Hours

**School year program** begins the first day of school and concludes the last day of school

Monday - Friday	Before School	6:30 am - start of the school day
	After School	end of the school day - 6:00 pm

**Kidz Venture** is offered on most school release days from 6:30 am - 6:00 pm. Kidz Venture days offer a variety of onsite activities and field trips. Registration will be available online and is separate from school year registration. More information regarding Kidz Venture registration can be found in the **Enrollment and Registration** section of the handbook. Information regarding Kidz Venture days will be posted at site a few weeks prior to each set of days. Kidz Venture is open to Club Care students only.

**Summer program** typically begins the Wednesday following the end of the school year and concludes one week prior to the start of the next school year.

Monday - Friday	6:30 am - 6:00 pm
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**Holidays** Club Care is closed on major holidays. Tuition fees are not assessed when Club Care is closed in observance of district holidays.

**Community Education** classes including science, drama, athletics, art, game clubs, etc. These classes are available to Club Care students at their site for an additional fee. Community Education classes can be found in the District 112 Community Education Catalog published three times throughout the year as well as online at [www.ce4all.org](http://www.ce4all.org). Any questions regarding Community Education classes can be directed to the Community Education Main Line 952-556-6400.

## Enrollment and Registration

**Registration** is available online at [www.ce4all.org](http://www.ce4all.org) In order for registration to be processed, we required the following:

- Completed online account/contract including emergency contact information, authorized pick-ups, allergies, medications, and any special needs
- \$25 non-refundable registration fee
- A valid and frequently checked e-mail address

If you do not have computer access please call the Community Education Office at 952-556-6401, to request a paper registration form.

**Please allow two weeks for the processing of registration.**

Club Care reserves the right to delay enrollment due to the following conditions:

- the need to increase staffing
- the need to obtain additional information about the student

- non-payment of previous Club Care or other Community Education charges

In the case of delayed enrollment families will be notified in advance with a program start date. Club Care also reserves the right to deny Club Care services due to non-payment of previous Club Care or other Community Education charges.

### **Contract Options**

#### Full Schedule - Requires a Consistent Weekly Schedule

- Families may request permanent contract changes via their online account. Please allow two weeks for the processing of any requested contract changes. All contract changes incur a \$10 fee per child.
- Vacation/Sick credit is available to families, more information regarding Vacation/Sick credit can be found in the **Financial** section of the handbook.
- Drop-in days may be added at the “Drop-In” rate and will be invoiced the following billing cycle. Drop-in day requests should be completed online and are accepted on a space-available basis. Club Care cannot guarantee that drop-in space will be available.

### **Program Withdrawal**

In the event that the use of Club Care is no longer needed families are required to submit a two week written notice or online request in order to withdraw from the program. In the event that appropriate notice is not received Club Care reserves the right to bill the account for a two week period.

### **Program Dismissal**

Club Care program staff reserves the right to terminate or deny a contract for child care services due to:

- non payment of Club Care charges
- parent/guardian’s inability to follow Club Care policies and procedures
- child’s inability to adapt to Club Care rules

### **Updating Information**

Parents/Guardians are responsible for keeping all enrollment information up to date. For safety and emergency purposes, it is extremely important that families update their account information with any contact information (phone numbers, address, etc...), medical information, emergency contact information, authorized pick-up, etc... changes that occur.

### **Kidz Venture/Non-School Days**

**Registration** for Kidz Venture days will be available online in September. Online registration will close 15 business days prior to the start of each set of Kidz Venture days. Any registration requests made after online registration has closed will be processed on a space available basis. Club Care cannot guarantee space for Kidz Venture days after the registration deadline.

**Cancellation** of accepted Kidz Venture days will be refunded, with a \$5 per child processing fee, up to 5 business days prior to the start of each set of non-school days. Any cancellation requests after the deadline will not be refunded.

Kidz Venture days will be invoiced on the following billing cycle.

## **Financial Information**

### **Program Fees**

Club Care charges are generated from the contract submitted online. Invoices are generated one time per month and sent to families via email. If you do not have computer access please contact the Community Education office, 952-556-6401, to make billing arrangements. Payment is due the 15th of each month. The May payment will cover the remainder of the school year. All Club Care accounts must be current prior to the start of a new session.

It is the responsibility of the parent/guardian to frequently access and manage their online account at [district112.ce.eleyo.com](https://district112.ce.eleyo.com)

**Payment** is due the 15th of every month and can be made by:

- Credit/Debit card automatic payment
  - At the time of registration families will be given the option to set up automatic payment using a credit/debit card. Automatic payment will be charged on the 15th of each month. Families can add automatic payment to their account at anytime throughout the year.
- Online payment using a credit/debit card
  - A credit/debit card payment can be made online at any time.
  - <https://district112.ce.eleyo.com/>
- Check or Money order - made payable to Community Education
  - dropped off or mailed to:  
Community Education - Club Care  
110600 Village Road  
Chaska, MN 55318
- Cash payments must be made at the Community Education Office during office hours which are Monday - Friday 7:30 am - 4:00 pm

### **Late Payment Fee**

A \$25.00 late payment fee will be assessed to accounts that have a balance of any dollar amount after the 15th of each month. If you are unable to make your payment by the due date, contact the office at 952-556-6401 to discuss payment plan options. If payment or payment plan arrangements are not made by the final working day of the month Club Care reserves the

right to terminate child care services.

### **Returned Checks**

Parents/guardians will be notified in writing if a check has been returned due to insufficient funds. The exact amount of payment along with the appropriate bank fee must be re-submitted by cash or money order within 10 days of the notice or child care services may be terminated. Upon payment child care services may be reinstated.

**Contract Change Fees**, in the amount of \$10.00 will be charged for each contract change submitted. Contract change requests can be submitted online or by completing the contract change form available at site. Please allow 2 weeks for the processing of contract changes.

**Finder's Fees**, in the amount of \$10.00 will be charged in any instance in which Club Care staff is pulled from programming to look for a child who has not been reported as absent for the day. More information about absence from program policies can be found in the **Attendance Policies and Procedures** section of the handbook.

**Vacation/Sick Credit** is available to families registered for a full schedule. Families registered for a:

- 5 day a week schedule have access to 5 days of vacation/sick credit
- 4 day a week schedule have access to 4 days of vacation/sick credit
- 3 day a week schedule have access to 3 days of vacation/sick credit

In order to use a vacation/sick day credit, the child must be absent from Club Care for the entire day. It is the parents'/guardians' responsibility to complete the vacation/sick credit form, available [online](#), in order to receive a credit for the day(s) missed. Once the allotted days have been used, payment is required for any additional absences. Any unused vacation/sick days are forfeited at the end of each session.

### **Emergency Closing Credits**

In the case that Club Care is closed due to an unforeseen emergency, all families registered for the session affected by the closure will receive a credit for the session's cost. Credit will be reflected in the next billing cycle.

### **Child Care Assistance**

Club Care works with County Child Care Assistance Programs to accommodate for all families as allowed. If you are in need of child care assistance contact the Club Care program Administrative Assistant at 952-556-6401, for the appropriate contact information or contact your county's social services office for more information.

**Dependent Care Reimbursement** forms may be faxed to 952-556-6409 or emailed to [mortensenr@district112.org](mailto:mortensenr@district112.org). Please allow up to 48 hours for the Community Education office to verify, sign, and return reimbursement forms.



## **Attendance Policies and Procedures**

### **Sign-In and Sign-Out**

Sign-in/out information assists the program in accurately tracking attendance, documenting individuals that have had access to children and the building. Children must be signed in and out daily by an “authorized pick-up”. They must be signed out by one of their authorized pick-ups. Club Care staff is unable to release children to walk or ride a bike home.

No person will be allowed to sign a child out who:

- has not been named as an authorized pick-up
- cannot verify identity with proper photo ID
- is under the influence of alcohol or drugs
- Is under the age of 16

### **Secure Entrances**

To enhance the security of the club care programs and align with the district security measures, Club Care has implemented a new security procedure. Equipment has been installed at each elementary building to allow for the Club Care entrance to be locked during program hours. Club Care entrances are equipped with a doorbell and camera. In order to gain access to the building parents/guardians will ring the doorbell, upon visual identification, staff will remotely unlock the door, and the parent/guardian may enter the building. In the case that someone new or unfamiliar to staff is picking up or dropping off a child staff will ask for photo identification before allowing the person to enter the building.

### **Authorized Pick-Ups**

Club Care will not release children to anyone who is not listed as an “authorized pick-up”. Parents/guardians must add individuals as authorized pick-ups via their online account. All individuals who are listed as authorized pick-ups should be prepared to show a picture ID until the individual becomes familiar to staff, this includes a child’s parents/guardians. If an individual, who is not listed as authorized, is picking your child up please call or email to inform Club Care staff of the change.

### **Late Pick-Up**

Club Care closes at 6:00 pm daily. All children are required to be picked-up by 6:00 pm. In the case that a late pick up occurs Club Care staff will take the following steps:

- after 6:00 pm staff will attempt to contact the parent/guardian
- after 6:15 pm, if a parent/guardian has not been reached, staff will contact the child’s emergency contact(s) to pick up the child
- after 6:45 pm, if a parent/guardian or emergency contact has not been reached, staff will contact the local police

After 6:00 pm a **fee** of \$5 for the first 5 minutes and \$1 for every minute thereafter, per family is

assessed until the child is picked up. The iPad check out system and staff observation will validate the time of child pick up. The iPad will automatically connect with your account to assess the late fee.

A family may be dismissed from Club Care if late pickups become an ongoing issue. Please make the necessary arrangements to ensure that your child is picked up by 6:00 pm.

### **Absences**

If your child will be absent from Club Care, please contact the site via phone or email to inform staff of your child's absence. When calling or emailing please indicate the following information:

- your name
- your child's name
- your child's grade (in case of duplicate names)
- the date of the absence
- phone number where you can be reached

Reporting your child absent from school does **not** automatically inform program staff that your child will be absent from Club Care for the day. A finder's fee may be assessed for any child not reported as absent for the day, more information regarding the Finder's Fee can be found in the **Financial Policies** section of the handbook.

### **No Show Procedure**

When a child does not arrive at Club Care as expected, program staff will take the following steps:

- check with school staff to verify the child's attendance at school
- thoroughly search the school
- contact the parents/guardians
- contact the local police

### **School Suspension**

In the case that a child is suspended from school, the child will be unable to attend Club Care effective immediately, for the duration of the suspension. Payment is required unless you choose to use vacation/sick credit for the time period.

### **Family Communication**

Communication between home and Club Care is important to the success of children in our program. Please feel free to share any information that may affect your child's time in Club Care with staff at any time. If you need to share important confidential information about your child please call, email, or set-up a meeting with the Out of School Time Supervisor.

If any concerns about the Club Care Program or staff arise please set up a time to discuss the issue with the Out of School Time Site Supervisor and/or Club Care Program Specialist.

## **Family Area**

Each Club Care site has a designated family area, in which parents/guardians can find important Club Care dates, registration information, curriculum information, special reminders, Community Education materials, District 112 materials, etc... Please check the family area on a regular basis as this information can change frequently. Program staff may also occasionally email or call families with important updates/information.

## **Custody of Children**

Club Care is obligated to release children to either parent unless otherwise informed by a court order. Families are responsible for making copies of court orders available to Club Care staff. Program staff will follow the custody arrangements outlined in the court order provided.

## **Child Protection**

All staff who work with children are required by Minnesota State Law to report any and all suspected physical, emotional, and sexual abuse or neglect of children to the appropriate authorities.

## **Emergency Closing and Preparation**

**Closing Notifications** are announced on all major Twin Cities television channels, as well as WCCO radio. Notifications will be listed under "Eastern Carver County Schools". Club Care follows district emergency closing policies.

- **Late Start** - If school is starting two hours late, Club Care will be closed for the morning
- **School Closing** - If school is closed for the day, Club Care will be closed
- **Early Dismissal** - If school is dismissed early, Club Care will be closed for the afternoon
- **Cancellation of After School Activities** - Club Care will remain open until all children are picked up

Please make arrangements with your children ahead of time about what should be done in the case that school is closed due to weather or other unforeseen circumstances. More information regarding emergency closure credits can be found in the **Financial Policies** section of the handbook.

## **Emergency Preparation**

Fire drills, tornado drills, and lockdown drills will be performed regularly in Club Care to ensure that staff and children are aware of the procedures in case of an emergency.

## **Medical Information and Policies**

### **Allergies/Chronic Health Conditions**

Parents/guardians are responsible for reporting all allergies and chronic health conditions at the

time of enrollment. **Please inform site staff of all medical conditions and any additional information needed regarding the treatment of medical conditions should they happen to occur while your child is at Club Care.**

### **Medication**

A completed Medication Authorization Form needs to be signed by the child's doctor and parent/guardian and on file with Club Care in order for staff to administer any prescription or over the counter medications. All medications must be provided to Club Care staff in the original packaging. Staff will administer medication in its original form and according to prescription and/or packaging guidelines. Club Care staff is unable to cut, crush or alter medication in any way. Parents/guardians should give the first dose of any medication in order to observe the child's reaction. Epi Pens and inhalers will be made available to children at all times with staff supervision.

### **Illness**

Club Care is committed to providing a safe and healthy environment for all children. Children should be kept at home if they show any of the following symptoms:

- a fever of 100 degrees Fahrenheit or higher before fever reducing medication. The child must be fever free without fever reducing medication for 24 hours before returning to Club Care.
- vomiting or diarrhea within the last 24 hours
- undiagnosed rash or a rash attributed to a condition or illness
- a bacterial infection such as strep throat, ear infection, or impetigo and has not completed 24 hours of antibiotics
- uncontrolled cough
- any contagious condition such as lice, scabies, chicken pox, ringworm, hand foot and mouth disease, influenza, impetigo, pink eye, pinworm, strep throat
- any child who is unable to participate in program with reasonable comfort or who requires more care than staff can provide without compromising the health and safety of other children

If a child becomes ill at Club Care staff will take efforts to make the child as comfortable as possible and notify the parents/guardians to pick up the child. In the event that staff cannot reach the child's parents/guardians, the emergency contact(s) will be asked to pick up the child.

**Communicable Diseases** also known as infectious or transmittable diseases should be reported to Club Care within 24 hours of diagnosis. If a case has been reported or staff suspects the possibility of exposure to a contagious disease, a form letter will be posted in the Family Area.

### **First Aid and Emergency Procedures**

Club Care staff are certified in First Aid and CPR. In the case of any injury, basic first aid will be administered. Any time first aid is administered parents/guardians will receive written notice via an Accident Report. If serious injury occurs that requires advanced medical attention, 911 will

be called immediately. Children will be taken to the nearest hospital if deemed necessary by Emergency Medical Technicians and parents will be notified as soon as possible. Expenses incurred will be the responsibility of the family.

### **School Nurses**

School nurses are not on duty during Club Care hours and the Club Care staff do not have access to the nurse's offices in order to access medication, including Epi Pens and inhalers. If your child has been prescribed an Epi Pen or inhaler, Club Care requests parents/guardians provide Club Care with an Epi Pen and/or inhaler separate from that which is kept at school.

### **Inclusion and Access**

Club Care welcomes individuals of all abilities. Please notify Club Care at the time of enrollment of any special needs your child may have. The program will provide reasonable accommodations if needed to make integration successful. Please note that the program start date may be dependent upon the implementation of the necessary accommodations.

### **Sunscreen**

Club Care recognizes that:

- One serious (blistering) sunburn in childhood can double the risk of skin cancer
- The vast majority of total lifetime sun exposure occurs by age 18
- Children average three times more exposure to the sun's rays than adults
- Regular use of sunblock with SPF 15 or higher during the first 18 years of life can lower the risk of certain types of skin cancer by up to 78%

*(The American Academy of Pediatrics and the American Cancer society)*

In order to promote good health, safety, and to protect students from harmful sun exposure Club Care encourages the regular use of sunscreen on students during all outside events and activities.

Club Care follows these guidelines regarding the application of sunscreen:

- It is the responsibility of parents/guardians to apply sunscreen to their child before releasing them to the care of program staff.
- One brand/type of sunscreen with an SPF of at least 30 will be available for children enrolled in the Club Care program that have granted permission to the application of sunscreen at the time of program registration.
- Children will apply sunscreen, under the supervision of staff, at least once before participating in outside activities and re-apply if outside for more than four hours.
- Club Care asks that families provide sunscreen for any children who have a sensitivity or allergy to sunscreen. Please bring sunscreen that is safe for your child in the original container, labeled with your child's first and last name.

Students are also encouraged to use the following sun protection measures:

- Wear hats that protect their face, neck, and ears
- Wear sunglasses that cover as much of the eye area as possible
- Wear rash guard shirts while swimming outdoors

**Outdoor Play**

Club Care will go outside, weather permitting, on a daily basis. Please be sure that your child has appropriate attire for the weather conditions. This includes labeled boots, snow pants, hats, mittens/gloves, winter jacket in the winter months and a light jacket, sweater, or sweatshirt in the spring and fall.

**Cold Weather Policy**

During the cold weather months Club Care will follow the district outdoor weather policy regarding outdoor play. Club Care will remain inside if the temperature is 0 degrees Fahrenheit or lower. That includes an actual temperature of 0 degrees or the actual temperature factoring in the wind chill reaching 0 degrees Fahrenheit.

**Warm Weather Policy**

During the warm weather months, decisions regarding outdoor play and field trip attendance will be made based on the heat index, cloud covering, and wind speeds. The National Weather Service defines the heat index as the combination of air temperature and relative humidity to measure the “actual feel” temperature. Club Care program staff will use the National Weather Service’s Heat Index Chart as a guide for decisions regarding outdoor play and field trip attendance.

**NOAA's National Weather Service**

**Heat Index**

Temperature (°F)

	<b>80</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>88</b>	<b>90</b>	<b>92</b>	<b>94</b>	<b>96</b>	<b>98</b>	<b>100</b>	<b>102</b>	<b>104</b>	<b>106</b>	<b>108</b>	<b>110</b>
<b>40</b>	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136
<b>45</b>	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	
<b>50</b>	81	83	85	88	91	95	99	103	108	113	118	124	131	137		
<b>55</b>	81	84	86	89	93	97	101	106	112	117	124	130	137			
<b>60</b>	82	84	88	91	95	100	105	110	116	123	129	137				
<b>65</b>	82	85	89	93	98	103	108	114	121	128	136					
<b>70</b>	83	86	90	95	100	105	112	119	126	134						
<b>75</b>	84	88	92	97	103	109	116	124	132							
<b>80</b>	84	89	94	100	106	113	121	129								
<b>85</b>	85	90	96	102	110	117	126	135								
<b>90</b>	86	91	98	105	113	122	131									
<b>95</b>	86	93	100	108	117	127										
<b>100</b>	87	95	103	112	121	132										

**Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity**

- Caution
- Extreme Caution
- Danger
- Extreme Danger

**The following actions will be taken in the case of extreme warm weather:**

- outdoor activities may be limited to short periods of time
- strenuous outdoor activities (i.e. soccer games, tag, etc...) will be avoided
- children and staff will be offered and encouraged to take more frequent water breaks
- outdoor play and/or activities may be limited to the morning hours to avoid the hottest hours of the day

Club Care encourages families to dress children in loose fitting, lightweight, and light colored clothing on days in which extreme heat is cautioned. Club Care staff is informed of common signs of heat illness, as well as first aid measures to take in the case that a student or staff begin to show signs/symptoms of heat illness.

## **Programming**

### **Curriculum**

Club Care curriculum is choice based to ensure that the emerging hobbies and interests of all children can be explored. Each site plans activities and events that support the needs of the children and staff. Weekly lesson plans are posted in the Family Area at each site. Activities offered by Club Care include but are not limited to: arts/crafts, STEM, cooking, language and literacy, dramatic play, physical activity, outdoor play, and field trips

**Field Trips** are scheduled on some Kidz Venture days, and on average, twice per week during the summer program. Field trip costs are included within the daily/weekly Club Care tuition.

Information regarding field trips will be posted at site as well as on the Club Care website. [http://www.ce4all.org/pages/Community\\_Education/K-5\\_Youth/School\\_Age\\_Care](http://www.ce4all.org/pages/Community_Education/K-5_Youth/School_Age_Care)

### **Supervision**

All staff work together to know the whereabouts of all children. Staff spread out throughout the program areas to ensure that children are being supervised. Staff use two-way radios in order to be in constant contact while monitoring children's whereabouts. Each site has implemented a system to track children as they move between the various program areas. Ask the Out of School Time Supervisor at your child's school for more details on the system being used.

### **Club Care Staff**

Each Club Care site is staffed with an Out of School Time Supervisor, program assistants, and

program paraprofessionals. Each group of staff holds a specific set of responsibilities within the program, but all staff interact with children and families on a daily basis. Staff attend trainings throughout the year to further develop their knowledge and skills in the field of school age care.

### **Staff-to-Child Ratios**

Club Care follows the Minnesota Department of Human Services guidelines for staff-to-child ratios. For children in kindergarten - 5th grade, Club Care hires and schedules 1 staff for every 15 children. Staff-to-child ratios are adjusted for field trips and other activities based upon the need of additional supervision.

### **Toys and Personal Belongings**

Club Care has a wide variety of developmentally appropriate games, toys, books, and equipment available to children for learning and recreation. Children are encouraged to keep personal items at home unless they can be comfortably shared with others. Club Care is not responsible for any personal items that become lost or broken.

**Personal Belongings** including clothing, lunch boxes, backpacks, etc... brought to Club Care should be clearly labeled with the child's full name.

### **Appropriate Dress**

- Children should wear comfortable clothing that allows for participation in all activities
- Tennis shoes are required to play in the gym and preferred for warm weather outdoor play.
- Outdoor play is a part of every day, every season. Please plan accordingly with appropriate clothing, outdoor gear, and footwear for each season.

### **Meals and Snacks**

During the **School Year**, morning and afternoon snack are provided daily and included in the daily/weekly tuition. Club Care students have the option to purchase school breakfast via their district lunch account before the school day begins. Club Care works to support healthy eating habits by providing fresh fruits and vegetables as part of snack and/or cooking project at least twice each week. Club Care works with the District Nutrition Department to accommodate many special dietary needs. Any special dietary needs should be noted at the time of enrollment.

On **Kidz Venture** days, morning and afternoon snack are provided. A bagged lunch including a beverage must be provided by parents/guardians on Kidz Venture days unless otherwise noted.

During the **Summer Program**, a light breakfast and afternoon snack are provided daily. A daily bagged lunch including a beverage must be provided by parents/guardians unless otherwise noted.

### **Behavior Guidance**



Club Care is committed to providing a positive and safe environment for all children. Staff work to establish clear and consistent limits and expectations for appropriate behavior. Program staff encourage children to understand behavior and related consequences and help children develop safe and appropriate ways of expressing their feelings and interacting with staff and other children.

### **Behavior Guidance Plan**

In the case that inappropriate behavior occurs the following actions will be taken:

1. Warning
  - a. Staff will give the child a verbal reminder of the rule and/or appropriate behavior
  - b. Behavior that threatens the safety of others will result in a separation from the group or area without a warning
2. Redirection
  - a. If the inappropriate behavior continues to be displayed the child will be directed by a staff member to a new activity or program area
3. Thinking Time
  - a. If the inappropriate behavior continues the child will be asked to sit quietly away from the group
4. Cooperative Behavior Modification
  - a. The child will discuss, with a staff member, what happened and what alternative actions they could take in the future
  - b. The child will return to the activity concluding the discussion with staff
5. Parent Notification
  - a. Parents/Guardians will be informed of the incident by phone, email or with a written Incident Report when the child is picked up
  - b. If the behavior is not resolved with steps 1-4 of the Behavior Guidance Plan parents/guardians may be contacted and asked to pick up their child
  - c. Continued incidents may require a conference with the family be held to create a plan of action to resolve the behavior concerns
  - d. If the behavior continues, the child may be suspended from Club Care. Parents/Guardians will be notified of the action, to be effective immediately

Termination of child care may occur if a child exhibits unacceptable behavior and the procedures for behavior modification have not been successful. The dismissal will be given to parents/guardian in writing with a one-week notice.

Physical contact by staff is avoided unless a child is threatening the safety and wellbeing of themselves and/or others. A staff member trained and certified by the Crisis Prevention Institute (CPI) may need to restrain a child until they are calm enough to control their actions.

### **Volunteers and Community Partners**

Club Care may occasionally accept the assistance of parent and/or community volunteers. Volunteers are supervised by a staff member at all times and per District policy never left unattended with children.

Club Care is committed to teaching children about community involvement and may partner with other community organizations for special events, support, education, or activities. Club Care sites may also interact with outside organizations by participating in annual service learning projects. Parents/Guardians will be informed in advance of any interaction with individuals from community organizations.

## **District Policies**

Club Care is a program of Eastern Carver County and follows all district policies. These policies can be found on the website: [www.district112.org](http://www.district112.org)

## **Club Care Locations**

### **Bluff Creek Elementary**

2300 Coulter Boulevard  
Chanhassen, MN 55317  
Supervisor: McKenzi Moore  
612-221-7790  
[mooremc@district112.org](mailto:mooremc@district112.org)

### **Chanhassen Elementary**

7600 Laredo Drive  
Chanhassen, MN 55317  
Supervisor: Melissa Clarke  
612-221-7453  
[clarkem@district112.org](mailto:clarkem@district112.org)

### **Carver Elementary**

1717 Ironwood Drive  
Carver, MN 55315  
Supervisor: Courtney Saurer  
612-221-8397  
[saurerc@district112.org](mailto:saurerc@district112.org)

### **Clover Ridge Elementary**

114000 Hundertmark Road  
Chaska, MN 55318  
Supervisor: Eric Groen  
612-221-7803  
[groene@district112.org](mailto:groene@district112.org)

### **La Academia & Kinder Academy**

1800 Chestnut Street  
Chaska, MN 55318  
Supervisor: Phil Mosley  
612-363-9829  
[mosleyp@district112.org](mailto:mosleyp@district112.org)

### **East Union Elementary**

15655 County Road 43  
Carver, MN 55315  
Supervisor: Courtney Saurer  
612-221-8752  
[saurerc@district112.org](mailto:saurerc@district112.org)

**Jonathan Elementary**

110300 Pioneer Trail West  
Chaska, MN 55318  
Supervisor: Megan Stromley  
612-221-8289  
[stromleym@district112.org](mailto:stromleym@district112.org)

**Victoria Elementary**

9300 Red Fox Drive  
Victoria, MN 55386  
Supervisor: Laurie Howley  
612-363-9828  
[howleyl@district112.org](mailto:howleyl@district112.org)

**Community Education Contact Information**

**Community Education, Club Care**

110600 Village Road  
Chaska, MN 55318  
Administrative Assistant: Rita Mortensen  
952-556-6401 (Phone)  
952-556-6409 (Fax)  
[mortensenr@district112.org](mailto:mortensenr@district112.org)