



# Kids Club/Hive Time Parent Handbook



Revised Dec 2020



## PHILOSOPHY AND GOALS

The Kids Club staff strives to provide a quality school-age care program. Our aim is to have a program that compliments both the home and school experiences of each child. In order to achieve this, we have adopted the following goals:

- To provide a secure setting staffed with caring, creative, enthusiastic and committed childcare professionals
- To encourage development of respect for self and others, responsibility and feelings of capability in each child
- To endeavor to meet the social, emotional, psychological, cognitive and physical needs of each individual child
- To create an environment that is enjoyable, stimulating and orderly
- To provide opportunities for each child to experience success and develop a sense of self-worth
- To offer children a variety of experiences and activities with the chance to discover and pursue new hobbies and interests and make new friends



## WELCOME TO BIG LAKE'S KIDS CLUB PROGRAM!

We're pleased that you have selected our highly rated childcare program for your child. Our goal is to create a nurturing, quality learning environment that complements your child's school day and/or summer break. We believe that every child is special and unique, and our staff will work to provide an atmosphere that fosters his or her growth in all areas of child development.

Kids Club offers your child choices for creative, physical, and social growth through activities in art, music, sports, language arts/reading, games, technology, community service, creative dramatics and quiet time. Our program focuses on care, safety, friendship, creativity and fun!

We welcome you and your child to our program.

Sincerely,

Allen Berg, Director of Community  
Education & Communication Services  
763-262-8107  
[a.berg@biglakeschools.org](mailto:a.berg@biglakeschools.org)

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# CONTACT INFORMATION

**Liberty Site (Gr K-2):**  
17901 205th Avenue  
Big Lake, MN 55309  
763-262-8284

LibertyKC@biglakeschools.org  
Supervisor: Jessica Lumley

**Independence Site (Gr 3-8):**  
701 Minnesota Ave  
Big Lake, MN 55309  
763-262-7168

IndyKC@biglakeschools.org  
Supervisor: Krystle Kilde

## Admin/Billing Office:

8 a.m. - 3:30 p.m.  
763.262.7169

*Located in CE office at  
Liberty Elementary*

Allen Berg  
**Director of Community  
Education and  
Communication Services**  
763.262.8107  
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**Billing/General**  
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# PARENT CHECKLIST

- ✓ Read the Parent Handbook and understand the program policies
- ✓ Sign your child in and out daily
- ✓ Get to know program staff - ask for feedback on your child's day
- ✓ Notify the site if your child will be absent
- ✓ Model respectful behavior when dealing with staff and students
- ✓ Label all personal belongings
- ✓ Remember when to send a lunch
- ✓ Pay all costs incurred for your contracted days, whether your child attends or not, by the due date
- ✓ Provide written notice of change in contract, vacation, or withdrawal from the program
- ✓ Remember t-shirt and arrival time for field trip days

# GENERAL INFORMATION

## DATES & HOURS OF OPERATION

Kids Club is open Monday - Friday from 6 a.m. to 6 p.m.

**School Year Session:** Sept-May/June (*depending on last day of classes for the current school year*)

See School Year Rates and Dates sheet for exact dates of closures for current school year session.

**Summer Session:** June-August

Please be aware there are a few days before summer session begins and after summer session ends when neither school nor Kids Club is in session. See Summer Rates and Dates sheet for exact dates of closures for current summer session.

## RATES

See Summer/School Year “Rates and Dates” sheet for current session.

## NON SCHOOL DAYS

Registration for each non-school day is **separate** from contracted days and available for registration at the time you register for the school year. Each child must have active contract and register in advance each day: (*No drop-ins available*) See School Year Rates and Dates sheet for exact dates of Non School Days for current school year session.

## LOCATIONS

Grades K-2 attend at Liberty Elementary.

Grades 3-8 attend at Independence Elementary.

Summer locations are based on what grade your child will be in for the upcoming school year. Air conditioning is not guaranteed in either building.

## ABSENCE

Notify your site supervisor if your child will be absent. This is especially important if your child is attending after school and/or summer school as a \$20 finders fee will be charged if your student doesn't arrive after school as expected and our staff have to investigate his or her whereabouts. This is especially important if your child goes home sick, you pick your child up early from school, etc.

## STAFFING

We are committed to staffing our program with qualified and caring staff. All staff must pass a criminal and child protection background check. Year-round staff complete CPR and First Aid training. We strive to maintain a 1:15 ratio for grades K-6.

## DROPPING OFF/PICKING UP

A parent/guardian or authorized pickup must physically walk into the building and sign in/out the Kids Club participant. Please park your vehicle in the parking lot and not in the fire lane. All children must be picked up before 6 p.m. If your child remains in our care after 6 p.m., a late pickup fee will be applied. See Late Pickup Procedure in the policies on page 7 for more information.

## WHAT TO BRING

Participants should bring a water bottle and gym shoes daily. Weather permitting, we will go outside daily; dress children appropriately for the weather. Please label any items brought to Kids Club with your child's name. Summer: also bring a swimsuit and towel daily.

## CONTACT INFORMATION

It is extremely important to ensure the contact information in your Eleyo account is current. This includes parent/guardian contact information and the contact information of emergency contacts/authorized pickup people. In case of emergency, the information provided in Eleyo is what is used.

## SITE CLOSINGS

In the event of inclement weather or other emergency events that cause the district to close, Kids Club typically remains open and will operate as a nonschool day. If parents are notified the day/night before that school will be cancelled, Kids Club will be closed. In all cases, consult the following communication channels for accurate closing details.

**Announcements will be made via:**

- Website - an announcement will be posted on the main district site [biglakeschools.org](http://biglakeschools.org)
- Social Media - a post will be made on the district's Facebook page

Local Media Outlets - WCCO, KARE 11, KSTP and FOX 9 KMSF

In the event of other emergency events that cause Kids Club to be closed unexpectedly, we will notify parents via email, our website and Facebook page, and through local media outlets. Your account will be credited within 10 business days if your child was scheduled to attend on the closed day.

## SNACKS/MEALS

**School Year:**

Kids Club provides a wholesome snack for participants during its morning session and afternoon session. Breakfast is available for purchase on school days. A lunch from home is required on nonschool days.

## Summer:

When the District's Summer Meals program is in session, participants are provided breakfast and lunch Monday - Thursday. On Fridays, and when the Summer Meals program is not in session, a lunch from home is required. We will provide dates of the Summer Meals program once they become available. Meals are served at Independence Elementary. Children attending Liberty Kids Club will be bussed to Independence for district-provided meals. We also provide a healthy snack twice a day everyday.

## SUMMER FIELD TRIPS

Several full day and half day field trips are scheduled during the summer session. In order to participate in field trips, children must arrive at Kids Club at least 1 hour prior to departure time and be wearing the provided Kids Club t-shirt. If a shirt is forgotten, a \$5 rental fee will be applied and a shirt will be provided.

## SUNSCREEN

When weather permits...parents are encouraged to apply sunscreen to their children before bringing them to Kids Club. If parents would like sunscreen or bug spray applied during the day, it must be supplied by the parent and written permission must be provided.

## PARENT BOARD/CALENDARS

Each site maintains a "Parent Board" with important information regarding upcoming special events, Toy from Home days, Non School Day/Early Release information, registration deadlines etc. A daily schedule is posted at each Kids Club site.

### Summer months only:

A monthly calendar will be emailed on the 15th of each month that provides details of summer activities/field trips for the upcoming month.

## QUESTIONS OR CONCERNS

In order to address your needs at the most appropriate and effective level, we suggest the following steps:

1) speak with the staff member involved or the site supervisor; 2) if concerns persist, or discussions with the site supervisor are insufficient, contact the director.

# REGISTRATION

## ELIGIBILITY REQUIREMENTS

Children in grades kindergarten through 8th grade are eligible to enroll in Kids Club. Program availability is on a first-come, first-serve basis; hence, early registration is strongly recommended. A family's account must be in good standing (paid in full) in order to register for, and attend an upcoming session of Kids Club (summer/school year).

## REGISTRATION REQUIRED

A child must be registered and have an active contract in the current session (summer/school year) to utilize the program for any type of care...drop-in care, non-school day, and early release care, etc. (*Drop In care not available during summer months*)

## SPECIAL NEEDS

If you have a child needing support services while in our care, please see page 8 prior to registration.

## OPEN PERIOD

Summer Registration is open February 1-April 1.  
School Year Registration is open May 1-August 1  
Registrations received after registration period is ended will incur a late fee of \$25 and may be held for up to 2 weeks.

## FEES

See Summer/School Year "Rates and Dates" sheet for current session.

## NEW PARTICIPANTS

For "how to" registration information, check out the "Account Management" section. Either before or after registering, please feel free to contact a site supervisor if you would like a tour of our facilities or to discuss individual needs.

## PREVIOUS PARTICIPANTS

If your child has attended Kids Club either during the school year or the previous summer, a new contract still needs to be completed. Please also take a moment to update contact information in your existing Eleyo account.

# CONTRACT OPTIONS & BILLING

## CONSISTENT CONTRACT:

This option is best for families who will use Kids Club on the same exact days every week. Taking a vacation? No problem! Just provide written notification at least two weeks in advance and we won't bill you for those days. Need to add a day last minute? We've got you! Just go online and add a drop-in day (drop-in rate will apply.) *(Not available for summer session)*

## PICK YOUR DAY CONTRACT:

**School Year:** This option is best suited for families who have a variable weekly/monthly schedule. With this option, families must submit a calendar indicating days Kids Club is needed by the 20th of the previous month. Late submissions are subject to the drop-in rate. Need to add a day last minute? We've got you! Just go online and add a drop-in day *(drop-in rate will apply.)*

**Summer:** Due to families often variable schedules during the summer months, Kids Club only offers the "pick your day" contract option. During registration, you simply select the days you will need child care for. If you do not know your summer schedule yet, you can choose just one day to complete registration and then update the additional days needed later. **Days needed must be entered by the 20th of each month prior to avoid drop-in fees.** *(for example...June schedule must be entered by May 20)* If you need to add days after the schedule deadline, you need to confirm space is available with your site supervisor and you will need to pay the drop in fee per day.

## DROP-IN CONTRACT:

This option is best for families who may need a casual day here and there or are in need of their children attending Non School /Early Release Days only. *(Not available for summer session)*

## CONTRACT CHANGES/WITHDRAWAL

Contracts can be changed online or by submitting a change in writing. The first contract change is free; each additional change incurs a \$15 fee. Changes involving additional care or different times of day will be accepted only if space is available. Contract changes take effect two weeks from the day the billing office receives the request. For withdrawal, we must receive written notice at least two weeks before your child's last planned attendance day. You are responsible for fees based on the current contract until the new contract goes into effect.

## BILLING/PAYMENTS

Billing options include:

- **Auto-Pay:** monthly payments will be processed on the 1st of the month
- **Monthly:** invoices emailed on the 20th of each month prior and due by the 1st of each month
- **Self-Pay:** available for families needing to setup a special payment plan (please contact our office)

Any days added outside of contracted days will be billed separately. Payments received after the 10th of the month will be subject to a \$20 late fee. You are responsible for all costs incurred for your contracted days whether your child attends or not, unless we have received a contract change/withdrawal request with sufficient notice.

Kids Club charges a \$30 processing fee for all bank-returned checks. If a check is returned, you must make a cash, money order or credit card payment within three days of notice. Failure to make payment on uncollected checks could result in termination of childcare services.

An outstanding balance over 10 business days may result in the termination of care. Any balance over 60 days outstanding will be forwarded to a district-approved collection agency for recovery. If forwarded, collection fees may be added to the current balance.

## FINANCIAL ASSISTANCE

**County Childcare Assistance** is accepted for our program. Contact Sherburne County Health and Human Services at 763-765-4000 to find out if you qualify. Written authorization for families receiving financial assistance must be received by Kids Club before childcare can begin. If financial assistance is cancelled, you will be responsible for all expenses incurred. If you receive financial assistance, you assume responsibility for fulfilling county requirements (provide information and child care schedules, submit timely reports and make payments not covered by the assistance program).

**Additional Resources:** we understand that short-term financial hardships occur and we may be able to assist you. Please call our office to talk about available options.

# POLICIES & PROCEDURES

## ILLNESS

A child should remain home if he or she has any of the following:

- A contagious disease such as chickenpox, strep throat, pink eye, or impetigo
- Vomiting, diarrhea, upset stomach within the past 24 hours
- Draining ears or eyes that are reddened
- An undiagnosed rash
- Severe cough, sore throat, runny nose, or cold symptoms
- Lice, ringworm, or scabies
- A temperature of 100° or over (children should remain home for 24 hours after it decreases)
- If your child is taking antibiotics for an infection, he/she must not come to class until they have taken the medication for at least 24 hours

If your child appears to be ill, the parent/guardian will be contacted and should pick up the child within one hour.

Please let your site supervisor know of any contagious disease your child has had so we can be on the lookout for other children developing symptoms.

## MEDICATION

Parents must submit a medication disbursement form in order to have prescription and/or over-the-counter medication given at Kids Club. Medication must be provided in the original bottle and must be securely kept by the site supervisor (unless a contract to carry is in place). A physician's written authorization is required if medication is needed for more than 2 weeks. Medicine will be given as prescribed on the bottle. All medication must be picked up at the end of each session.

## ABSENCES

Rates are not refunded for sick days or other absences. If an illness extends beyond one week, contact the billing office. Credit may be given if a medical statement from a physician is provided indicating the extended absence was due to an illness. All parents are responsible for paying for time reserved, not time used. If you choose for your child not to attend on a day scheduled for care, you are still responsible for that day's charges.

## FIRST AID & EMERGENCIES

If a minor injury or accident occurs a staff member qualified in first aid will administer treatment. We will notify parents verbally by calling or speaking to you in person, or by sending a note via email or home with your child. If an injury is more severe, we will follow procedures for medical emergency.

If your child is injured (more than a minor injury), we will contact you by calling your home, work, or the emergency number listed on your child's registration form. If immediate action is needed, 911 will be called and then the parent. After 911 has been called, it is up to the paramedics to decide appropriate action. If the child needs emergency treatment, paramedics will transport the child to the nearest medical facility. The parent will be responsible for all medical charges. Staff members are not allowed to transport children in their vehicles.

## AUTHORIZED PICKUPS

Children will only be released to a parent/guardian or someone listed as an authorized pickup in your online account. In an emergency, you may call us with the name of an authorized pickup. Authorized pickups must be at least 18 years of age. Approval from a site supervisor and a waiver must be signed by the parent for anyone under 18. All authorized pickups must show ID. Please note that an emergency contact should also be listed as an authorized pickup; however, you need to enter a contact as both in our system.

## LATE PICK UP PROCEDURE & FEE

If your child isn't picked up by 6 p.m. (when Kids Club closes), a staff member will call you and any other person(s) listed on your authorized pick up list. If no one answers or the child isn't picked up by 6:30 p.m., local authorities will be called and your child will be put into their custody. An automatic fee of \$1 per minute per child will be incurred for pick ups after 6 p.m. If continued late pick ups occur, removal from the program may occur.

## TOY FROM HOME DAY

On this day, participants can bring a toy from home that they would like to play with. The toy must be appropriate for a school setting and non-violent in nature. We do not recommend bringing expensive or delicate items. Your child will be responsible for the whereabouts and care of any item brought. Kids Club is not responsible for loss or damage.

## ELECTRONIC DEVICES

Any content viewed or listened to on electronic devices (personal or district-owned) must be school and age appropriate. Video games must be rated "E". To keep in line with our program philosophy, the use of electronic devices is limited. Parents may request further limitations. The use of electronic devices at Kids Club is a privilege, not a right. A participant may lose that privilege for not following directions or inappropriate use. Kids Club is not responsible for lost/stolen or damaged devices.

## SPECIAL NEEDS

Kids Club may be able to provide assistance for a child if he/she receives support in the classroom and/or has an IEP. If an IEP is in place, a copy must be provided. Parents must also set up a meeting time with the site supervisor to determine the level of care needed. The child's start date may be delayed until additional staff can be hired with the skills necessary to meet the child's needs. Information regarding a child's needs, will not be used to prohibit a child's enrollment; unless it is determined they will need significant assistance beyond program capabilities. Parents must provide a written schedule that indicates drop off/pick up times specific for your child at least two weeks in advance in order to staff appropriately.

## RIGHT OF REFUSAL

Big Lake Community Education reserves the right to reject registration or discontinue participation in Kids Club program due to matters such as:

- Ongoing discipline or behavior concerns, violations of school policies or state laws
- Delinquent payments, submission of schedules or similar circumstances
- Staff determines that the program cannot meet the needs of the child

## BEHAVIOR



### The Hornet Way

**Big Lake students, staff, parents and community members will dedicate themselves to these Code of Conduct Standards:**

**RESPECT – Be considerate of self, others, their beliefs and property.**  
**HONESTY – Be truthful.**

**KINDNESS – Be caring, friendly and helpful.**

**RESPONSIBILITY – Be dependable and accountable**

**FAIRNESS – Be committed to the just treatment of others.**

## EXPECTATIONS

Kids Club follows the same behavior philosophy as Big Lake Schools, which is called The Hornet Way. Participants are expected to be respectful, honest, kind, responsible, and fair.

## INAPPROPRIATE BEHAVIOR

The following are considered to be inappropriate behavior: physical or verbal abuse, disrespectful language, bullying, not keeping hands to self, direct or non direct threats, leaving group without permission, disruptive and destructive behaviors, disrespecting or not listening to adult in charge.

## CONSEQUENCES

The following actions will be taken if inappropriate behavior occurs (depending on severity of situation, steps may be skipped):

1. Staff will use positive reinforcement or role modeling, intervention techniques, and redirection. Parents will be notified upon pick up.
2. If behavior continues, parents may be asked to pick up their child early. A brief conversation between staff and the parents will occur to discuss the situation. Event will be documented.
3. If behavior continues, a behavior contract will be created and reviewed with child and parents during a meeting.
4. If the child does not conform to the behavior contract, suspension from the program will occur.
5. If the child is unable to follow behavioral expectations after suspension, parents will be asked to make alternative child care arrangements.

A participant may be suspended or terminated from the program at any time. Refunds will not be given. Additionally, a child may lose the ability to attend field trips if inappropriate behavior has occurred recently.



# ACCOUNT MANAGEMENT

Go to [biglake.ce.eleyo.com](http://biglake.ce.eleyo.com) and create or sign in to your account

From here you are able to:

1. Register for a new contract session (Summer / School Year)
2. Make payments & review invoices
3. Manage authorized pickups
4. Change your schedule
5. Add drop-in & non-school days
6. Withdraw from the program

Numbers above reference where to access items in online portal pictured below. Items 4-6 can be accessed only after selecting a contract indicated by the arrow below.

## Adding Authorized Pickups

Login to your account, under “Your Accounts” click on your Kids Club account > click on the “Manage Authorized Pickups” button on the left side and add additional people you are allowing to pick up your child.

## Schedule Change:

Login to your account, Under “Your Accounts” click on your Kids Club account > click on the contract you would like to change under “Current and Upcoming Contracts” > click on the “Change Schedule” button on the left. You will be able to add/remove dates and submit for approval. You will need to do this for each child individually.

## Contract Change or Withdrawal

Login to your account; under “Current and Upcoming Contracts” click on the contract you would like to change and then on the left side choose your option (such as Withdraw Contract).

## Year-End Tax Statements

The Federal Tax ID number and total fees paid for the calendar year is available in a pdf document through the online billing system. This document is available after January 1st for the previous tax year.

## Dependent Care/Flex Reimbursement Forms

Receipts are easily downloaded from your account and can be submitted with your form to your provider.

### WHO TO CONTACT:

Questions regarding any schedule changes, choosing your schedule, adding Non School Days/Early Release Days, need to add Drop In Care etc.

Contact your Site Supervisor:

Independence: 763-262-7168

Liberty: 763-262-8284

Questions regarding billing policies, invoices, payments...contact Kids Club Billing: 763-262-7169

The screenshot shows the account management interface. On the left, under 'Account Management', there are buttons for 'Register a New Contract' (1), 'Register Drop-in Days', 'Register Non-School Days', and 'Manage Authorized Pickups' (3). Below this is a 'Latest Invoice' section with 'Pay' (2) and 'View' buttons. On the right, under 'Current and Upcoming Contracts', a contract is listed with a red arrow pointing to it and the text 'Click here to make contract changes such as adding days'. Below this, a 'Contract for' section shows a 'Change Schedule' button (4), 'Register for Drop-In Days' (5), 'Register for Non-School Days', 'Managed Authorized Pickups', and 'Withdraw Contract' (6). To the right of these buttons are three calendar views for September, October, and November 2017. At the bottom, there is a 'Drop-in Days' section with a 'Register' button.