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| Key Zone Logo (9-12).jpg |
| K.E.Y. Zone Family Handbook |
| (Knowledge, Enrichment and Youth Development) |
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| Updated 06/02/15 |



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Dear K.E.Y. Zone families,

We would like to welcome all families to the 2017-2018 K.E.Y. Zone program. We once again look forward to a great year at all of our centers. Please read and retain this handbook for future reference.

**K.E.Y. Zone Program**

K.E.Y. Zone provides a safe and supervised environment for youth to receive educational support and participate in enrichment activities. Program goals include fostering enrichment and learning, development of life skills, promoting regular attendance in school, and providing year-round opportunities for fun and adventure through the following activities:

* Academics
* Creative Arts
* Health and Wellness
* Science, Technology, Engineering & Math (STEM)
* Service Learning Projects
* Homework Help
* Mentoring

**K.E.Y. Zone Youth Expectations**

* Be Respectful
* Be Safe
* Be Responsible
* Have Fun!

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**SCHOOL YEAR ATTENDANCE**

In the interest of safety and for staffing purposes, please complete and submit a monthly calendar to your program site coordinator indicating the sessions in which your child/ren will attend the program. Notify the program site coordinator, school and teacher as soon as possible if there is a change in your child/ren’s schedule. Flex families pay for 12 sessions per month. If you exceed that amount you will be charged a convenience fee of $10 per day, which will be applied to your next month’s bill.

**SUMMER & BREAK WEEK ATTENDANCE**

Summer and Break Week information will be handed out throughout the school year. See Site Coordinator for questions. During break weeks, parents must sign their child in and our each day.

**AFTERNOON Pick-Up**

The program ends at 6:00PM. For student safety, parents/guardians must sign their children out of the program each day. Staff will not allow your child/ren to leave with anyone but the custodial parent or other authorized person. Please notify staff in advance if you wish to have your child/ren leave with a different person.

If an emergency occurs and you are running late, please call the site to ensure proper supervision until you arrive. **Late Fee--A late fee of $2.00/child for every 5 minutes past 6:00PM and is to be paid to the staff on duty at the time.** If you receive financial assistance, you will be personally responsible for this charge.

**REGISTRATION, PROGRAM FEES AND PAYMENT**

A $30.00 child registration fee is applied for the school year program and again for the summer program.Fees are due with completed registration materials and are non-refundable.

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| Contract Option A | After School Only | (5 days/week) | $167.00/month/child |
| Contract Option B | Flex | 12 Sessions/month | $120.00/month/child |

All families will have completed all registration forms and fees before child can begin at the K.E.Y. Zone program.

All families (including St. Louis County) can expect a bill emailed to them from Duluth Community Education (not the K.E.Y. Zone office or Mark Connor) on the 15th day of each month August, 2017 through April, 2018. If you do not receive a bill through your email, it is either due to that you do not have an email account or your email account is not current or correct. Please call the K.E.Y. Zone office at 218 336-8900 x 2 to make any necessary changes.

All families (including St. Louis County) are expected to pay their monthly fee by the 1st of each month, September 2017 through May 2018. If you are having difficulties keeping your payments current or if you are not receiving your monthly bills, please call the K.E.Y. Zone office at 218 336-8900 x 2 to make a payment arrangement, ask about financial assistance information or update your contact information.

All families (including St. Louis County) will be charged a $10 late fee on the next month’s bill if payments are received after the 15th of the month.

**If payment is 2 months past due, you will receive a last day notice which is effective immediately. Your child/ren will no longer be able to attend the K.E.Y. Zone program. There is also no guarantee that your child/ren may re-enter after bill is up to date as there may be a waiting list at the center that your child/ren attends.**

Due to the high volume of families we serve, it is KEY Zones expectation that you take full responsibility for paying your bill on time and also to contact the KEY Zone office with any concerns that may arise regarding your monthly bill and payment.

Families may pay their balance by submitting a check made out to ISD 709 or by credit card by logging on to [www.duluthcommunityed.org](http://www.duluthcommunityed.org). Receipt of payments and our Federal Tax Identification Number can be retrieved here as well.

Scholarship information is available by calling Mark Connor at 336-8900 x2 or emailing [mark.connor@isd709.org](mailto:mark.connor@isd709.org) (*School year only*)

K.E.Y. Zone has a Child Care Registration Number with St. Louis County. Please inform your case worker and Mark Connor if you are utilizing this system for payment.

**TRANSPORTATION-*Available at select sites***

Transportation home is limited to students who have a pre-arranged agreement with the Family Liaison or Site Coordinator and **meet all of the following guidelines**:

1) Family lives within the school boundary lines of the program/school site

2) Parent or guardian **does not** own a vehicle

3) Family member is home to meet transported child

4) Student is attending K.E.Y. Zone program 3 or more days per week

In the interest of safety, students will be returned to program site if there is no one home to meet them. It will then be the parent/guardian’s responsibility to pick their child up at the site.

K.E.Y. Zone staff may not transport students in their personal vehicles.

**GROUP SAFETY AND BEHAVIOR**

K.E.Y. Zone staff work to help all students feel comfortable and confident, and to keep the program physically and emotionally safe for all children.

In the event an intervention is necessary, the following steps are taken:

***1st Time:*** *Verbal Warning.* The child will be reminded of the expectations and guidelines for behavior.

***2nd Time:*** *“Think Time.”* The child will be asked to sit out of the activity and will be reminded of expectations and guidelines. Redirection or guidance into a more positive activity will be provided. The child will remain supervised at all times.

***3rd Time:*** *Removal from program area*. The child will be removed from the activity area for the day and parents will be notified.

Potentially dangerous or inappropriate behaviors will result in immediate removal from the program and the parent/guardian will be called to pick up the child. A conference with the parent, student and Site Coordinator will be arranged to discuss behavior, expectations and consequences. ISD 709 policies related to bullying and other behaviors are outlined in the School Discipline Policy, available at [www.isd709.org](http://www.isd709.org).

**Out of School Time Discipline Rubric for Repeated Behaviors**

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| **Behavior** | **Step 1** | **Step 2** | **Step 3** |
| **Mild Behaviors**  (Any behavior that demonstrates a lack of respect for the feelings and well being of others)  *Repeated incidents such as:* name calling, mocking, put downs, rude gestures (eye rolling, dirty looks, sighing), taunting and related behaviors.  (School Day behaviors are also taken into consideration) | --Conversation about behavior/choices using the Y model (looks like, sounds like, feels like)  --Conference with victim  --Same Day Action:   * Remind child of Y chart expectations * Move child out of regular room and into “Buddy Group” for the day * Child Writes Fix-It Plan * Staff documents incident in Binder * Staff talks face-to-face with parent about repeated behaviors and go over Fix-it-Plan and all parties sign form   *SC Facilitates* | --Conversation about choices.  --Action:   * Take a Break from Activity * Review Fix-It Plan * Logical Consequence (wherever incident is happening, loss of privilege for day, Ex: disobeying rules that group set up; going up slide the wrong way and can’t go on slide for remainder of day.) * Move child out of regular room and into “Buddy Group” for the rest of day and following day * Staff documents incident in Binder * Staff talks face-to-face with parent about repeated behaviors and go over Fix-it-Plan and all parties sign form   *SC Facilitates* | --Removal from program area  --Call to Parents  --Action:   * Removal from Program for remainder of day, Staff calls parents to pick up child from program * Letter of apology * Personal Behavior Plan developed by student, parent and FL/SC * Referral to School Resources * Staff documents incident in Binder * Staff talks face-to-face with parent about repeated behaviors and go over Fix-it-Plan and all parties sign form   *SC Facilitates* |
| **Moderate Behaviors**  (Any behavior that may cause injury)  *Repeated incidents such as:* damaging property, incidents of rough play, exclusion, gossip/ spreading rumors, insults, negative written notes, negative behaviors toward specific person, and related behaviors. | --Student with moderate behaviors should have a Fix-it-Plan in place already  --Action:   * Review Fix-It Plan * Removal from Program for remainder of day, Staff calls parents to pick up child from program * Letter of apology * Personal Behavior Plan developed by student, parent and FL/SC * Staff documents incident in Binder * Staff talks face-to-face with parent about repeated behaviors and go over Fix-it-Plan and all parties sign form   *SC Facilitates* | --Action:   * Review Personal Behavior Plan * Removal from Program for remainder of day plus 1-2 days depending on severity of incident, Staff calls parents to pick up child from program * Referral to School Resources * Staff documents incident in Binder * Parents and SC/FL must meet before child can return to program.   *SC Facilitates* | --Action:   * Child is removed from program until the following school year * Staff documents incident in Binder * Parents and SC/FL must meet before child can return to program. Depending on age/maturity of child, they will be included in meeting.   *SC and Program Director Facilitates* |
| **Severe Behaviors**  (Any behavior that may cause injury)  *Repeated incidents such as:* biting, harassment (racial, ethnic, gender or religious), stealing, hitting, kicking, punching, repeated/chronic failure to comply with rules, spitting, vandalizing, verbal or written threats, slapping, grabbing, hair pulling, kneeing, damaging property and related behaviors. | --Student with severe behaviors should have a Personal Behavior Plan in place already  --Action:   * Review Personal Behavior Plan * Removal from Program for remainder of day plus 1-2 days depending on severity of incident, Staff calls parents to pick up child from program * Referral to School Resources * Staff documents incident in Binder * Parents and SC/FL must meet before child can return to program.   *SC Facilitates* | --Action:   * Removal from Program for remainder of day plus 3-5 days depending on severity of incident, Staff calls parents to pick up child from program * Staff documents incident in Binder * Parents and SC/FL must meet before child can return to program.   *SC and Program Director Facilitates* | --Action:   * Child is removed from program and is not able to return * Staff documents incident in Binder * Parents and SC/FL should meet.   *SC and Program Director Facilitates* |

**Please note:**

* Threats of harm to self or others will be dealt with immediately on an individual basis in relation to severity.
* The severity of each incident will be individual evaluated and may warrant variance from the rubric as determined by Site Coordinator.
* Multiple infractions in close proximity may result in additional consequences as determined by the Site Coordinator.
* Staff retains the right to remove any participant from program or call 911 if safety of program/ program participants/staff is jeopardized

**ILLNESS**

If your child develops a fever or becomes sick while attending the program staff will contact you to make arrangements to take your child home.

Your child will rest under supervision until you or the person you designate to pick them up arrives.

If your child has a contagious illness, please keep them home until a medical professional determines they are no longer contagious.

Please alert the Site Coordinator of a contagious illness so we may notify other participants in the program.

**MEDICATION**

Ideally, prescription and nonprescription medication will be given to child/ren by the parent or School Nurse prior to attending the program.

If your child needs to take medication while attending the program, please contact the Site Coordinator to make these arrangements.

Medication must be sent to the site in its original container, accompanied by a medication permission slip.

If your child has an EPI pen, please provide one to be kept at the program

## **MISSING CHILD**

**Afternoon program children who do not arrive on scheduled day ARE considered missing.**

* Staff will check with school office and/or child’s teacher to see if the child was absent, picked up early from school, or was sent home on the bus.
* Staff will ask friends or siblings where the missing child might be.
* If no information is found, Site Coordinator will contact the parent/guardian immediately. We will call all numbers listed, including emergency numbers.
* Parent/guardian will be contacted within 15 minutes of school dismissal time.
* If you know that your child will not be attending KEY Zone, please call the Site Coordinator at your site.

**RUN AWAY POLICY**

If a child leaves the designated area without permission from the staff, the following will be followed.

A staff person will look for the child in logical places around the school/site. (Bathrooms, playgrounds, classrooms, etc)

* When the child is found and brought back, the staff will explain to the child why this is such a serious matter and what the consequences are.
* If this was a deliberate run away, contact Program Director immediately. The parent/guardian will be notified and asked to pick up the child. It is up to the discretion of the Site Coordinator and Program Director as to whether the child should be dismissed from the program.

If a child cannot be found, staff will contact Program Director immediately, who will then call 911 for assistance in locating the child. A complete description should be put together. Expand search using available staff on foot, car, etc. Parent/guardian must be notified immediately after 911 is called to make them aware of the situation.

* Once a child is found, parent/guardian will be asked to take the child home.
* Child will be dismissed from the program, pending further investigation by Site Coordinator or Program Director.

**CHRONIC HEALTH CONDITIONS**

Staff must be aware of any children with chronic health conditions (i.e. asthma, diabetes, etc.). Please note any special conditions so staff members are aware.

**POISONING**

All poisonous substances will be kept out of the reach of children. This includes medications, cleaning substances, and toxic paint and chemicals. All medications and toxic substances must be clearly labeled containers listing the ingredients and the necessary precautions and antidotes. In case of a suspected poisoning, call Poison Control.

**MINOR INJURY REPORT**

A minor injury is one that can be handled by our staff without the need to call for help.

* Apply first aid as needed. Be sure that any open cut or scrape has been washed with soap and warm water.
* Apply an ice pack to any minor bump. REPORT any bumps to supervisor, and parents.
* Fill out a “Parent Notification” slip to send home with the child and tell the parent/guardian of the accident.

**MAJOR INJURY REPORT**

A major injury is one that requires a call for help or the need for a doctor’s visit or any injury that is beyond the skills of the staff.

* If the injury is beyond our ability, we will call for help. We will call 911 if we feel it is necessary.
* We will do our best to bring the injury under control and make the child as comfortable as possible.
* We will call the parent/guardian. If unable to reach the parent/guardian, we will call the other authorized people on the child’s emergency card.
* We will do our best to keep the child calm and have another staff person keep the other children away and busy.
* Fill out an incident report and give the report to the department supervisor within 24 hours (the sooner the better) after the injury.
* Site supervisor will call child’s home during evening hours to check on status of the child. Supervisor will document call and notify department supervisor on status of child.

**ACCIDENTS**

K.E.Y. Zone staff members are trained in first aid and CPR. Should an accident occur, first aid will be given immediately and, if necessary, the child will be transported to a hospital, accompanied by a staff person. ***Please be sure K.E.Y. Zone has your current work, cell and home phone numbers on file so you can quickly be notified of an emergency. Please be sure to have updated numbers for Emergency Contacts as well.***

**MANDATED REPORTING**

We are mandated reporters. Anyone who knows, has reason to believe, or suspects abuse or neglect is occurring is obligated to make a report to the St. Louis County Human Services. It is a misdemeanor to fail to make a required report.

**INCLEMENT WEATHER/SCHOOL CLOSING**

When schools close due to inclement weather K.E.Y. Zone programs close as well. School closings are announced on the radio, TV stations, the Duluth News Tribune website and at [www.isd709.org](http://www.duluth.k12.mn.us).

If weather conditions become poor during the school day and school afternoon activities are cancelled K.E.Y. Zone may close early (about ½ hour after school is dismissed). Staff will contact parents regarding the early pickup.

If there is a late start K.E.Y. Zone will be closed for morning session.

**COMMUNICATION**

K.E.Y. Zone staff are committed to providing open, two way communication with families. Face-to-face is generally the best way to communicate, but when we want to share information with all parents, it is more efficient to email or send letters home. From time to time, K.E.Y. Zone may also communicate through the school newsletter.

Our communications will be in a respectful tone and will be shared in a timely manner. We all want what is best for your child, and the best way for us to do our job is if we have open and respectful communication with our families. We also expect that our families are open and respectful with our program staff.

Please feel free to speak with K.E.Y. Zone staff any time with questions, feedback and ideas. The K.E.Y. Zone staff will be happy to talk with you. We value your thoughts and opinions about our program, and we want to make your child’s experience as positive and fulfilling as possible.

Teachers and K.E.Y. Zone staff will connect on a regular basis to ensure academic support is tailored to individual student needs. Feel free to talk often with teachers and K.E.Y. Zone staff regarding your student. K.E.Y. Zone will also use school and program newsletters to share information.

If at any time you have a concern regarding issues that happen at your child’s program, first contact the Site Coordinator at you site to discuss the issue. If the issue does not get resolved, the Site Coordinator will then direct you to his/her supervisor.

**PERSONAL ITEMS (Toys, Cards, Electronics)**

Please leave valuable toys and other items at home. If Site Coordinator gives permission for personal items to be brought to program, clearly label those items with his/her name. Leave cell phones, handheld games, IPods or other electronic devices at home. If they’re brought to the program a staff member will hold them until the end of the day and return them to the parent/guardian.

K.E.Y. Zone is not responsible for items lost, stolen or damaged when brought to the program.

**SNACK/WATER BOTTLES**

K.E.Y. Zone provides a healthy snack at the beginning of the afternoon program during the school year. Notify the site coordinator and indicate on the registration form if your child has dietary restrictions or allergies. Students are encouraged to drink plenty of water. Please send a labeled water bottle with your child.

**SUNSCREEN/BUG SPRAY**

When necessary, please apply sunscreen to your child/ren prior to program. For reapplication purposes during the summer, provide spray on sunscreen for your child. It’s helpful to label your child’s supply and talk with them about being responsible with this resource.

Bugs are livelier at different times and locations throughout the year, especially during the summer. Provide bug spray for your child if you’d like them to wear it. It’s helpful to label your child’s supply and talk with them about being responsible with its use.

**FACEBOOK**

Find us on Facebook for program updates, closing notices, announcements and pictures:

**KEY Zone, Duluth, MN**

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**CONTACT INFORMATION**Contact information is listed below. Please do not hesitate to contact us if you have any questions or concerns.

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| Center | Phone | Address |
| Congdon Park | 336.8825 x1 | 3116 East Superior St |
| Homecroft | 336.8865 x5 | 4748 Howard Gnesen Rd |
| Lakewood | 336.8870 x2602 | 5207 N. Tischer Rd |
| Laura MacArthur | 336.8900 x3111 | 720 N. Central Ave |
| Lester Park | 336.8875 x2689 | 5300 Glenwood St |
| Lowell | 336.8895 x2947 | 2000 Rice Lake Rd |
| Myers-Wilkins | 393.4463 | 1027 N 8th Ave E |
| Piedmont | 336.8950 x2795 | 2827 Chambersburg Ave |
| Stowe | 336.8965 x3904 | 715 101st Ave W |
| Melissa Fanning  Co-Director | 722.4745 x107 | 28 E Village View Drive |
| Carrie Copperud  Co-Director | 336.8900 x3108 | 720 N Central Ave |
| Mark Connor  Billing and registration | 336.8900 x2 | 720 N Central Ave |

Thank you, again, for being a part of K.E.Y. Zone. We are looking forward to a great year!