

# **EXTENDED**

WHITE BEAR LAKE  
AREA SCHOOLS

# **DAY**



Handbook For Families

# Sites and Contact Information

## Welcome to Extended Day

We are glad that you have chosen the Extended Day program for your child! Our program provides a safe, enriching, educational, and recreational environment that encourages the development of positive social skills in elementary school age children. Programs are staffed by trained adults who respect and enjoy working with children.

Staff are required to have a combination of professional training and job experience to support the developmental needs of children. The Extended Day staff work closely with school staff to provide appropriate care for each child.

The Extended Day Program follows all Independent School District #624 School Board approved policies including those outlined in the School Discipline Code.

## Mission Statement

The White Bear Lake Area Schools Extended Day Program provides quality care in a safe and inclusive environment to inspire learning and support families.

## Hours

### Main Office

7:30 AM - 4:30 PM

### School year

6:30 AM to the start of the school & from the end of school to 6:00 PM  
Monday through Friday most weeks.

### Non school days and summer

6:30 AM - 6:00 PM

Annual non school day schedule is created and published no later than July 1 each year.

## What's inside....

Sites and Contact Information .....	2
Welcome .....	3
Registration Information .....	4
Contracts.....	5
Billing and Payments .....	6
Safety Information and Protocols.....	7
General Information .....	8
Illness and Medical Conditions.....	9
Youth with Different Abilities .....	10

## Extended Day Main Office

4855 Bloom Ave  
White Bear Lake, MN 55110

### Christina Anderson, Coordinator

651-407-7510  
christina.anderson@isd624.org

### Anne Vail, Program Specialist

651-407-7512  
anne.vail@isd624.org

### Nicole Oswald, Inclusion Specialist

651-407-7504  
nicole.oswald@isd624.org

### Stephanie Bloxham, Billing & Registration Clerk

651-407-7511  
communityservicesbilling@isd624.org

## Locations

### Birch Lake

1616 Birch Lake Avenue  
White Bear Lake, MN 55110  
651-653-2784

### Hugo

14895 Francesca Avenue North  
Hugo, MN 55038  
651-653-2802

### Lakeaires

3963 Van Dyke Street  
White Bear Lake, MN 55110  
651-653-2817

### Lincoln

1961 Sixth Street  
White Bear Lake, MN 55110  
651-653-2823

### Matoska

2530 Spruce Place  
White Bear Lake, MN 55110  
651-653-2855

### Oneka

4888 Heritage Parkway North  
Hugo, MN 55038  
651-288-1853

### Otter Lake

1401 County Road H2  
White Bear Lake, MN 55110  
651-653-2834

### Vadnais Heights

3645 Centerville Road  
Vadnais Heights, MN 55127  
651-653-2865

### Willow Lane

3375 Willow Avenue  
White Bear Lake, MN 55110  
651-773-6184

# Welcome

## Family Checklist

- Sign your child in and/or out daily.
- Get to know your child's site staff.
- Read all Extended Day e-mail newsletters and notifications. This is the primary way we share important information.
- Provide staff with documentation of any food allergies, social/emotional needs or other conditions that could compromise your child's safety and wellbeing.
- Notify the site staff if your child will be picked up early, attending after school programs or not attending Extended Day before or after school for any reason.
- Pay fees on time.
- Alert site leadership staff to any changes in parent/guardian and authorized emergency pick up contact information; keep your child's records up to date in Eleyo.
- Provide written or e-mail notification to child's classroom teacher of any changes in after school arrangements.
- Dress your child for indoor and outdoor active play daily.
- Label personal belongings and leave valuable items at home. Extended Day is not responsible for lost or damaged personal items. We encourage responsibility.
- Review and talk about the importance of the Extended Day Rules with your child:  
**Be Safe. Be Kind. Be Fair.**



## Program Standards

Staffing and program standards are adopted by the White Bear Lake Area Schools Board of Education and are adapted from guidelines of the Minnesota Department of Human Services and Minnesota After school Accreditation Project. Sites are staffed according to the age and number of children in attendance: 1 staff to 15 students in grades K-6; 1 staff to 10 pre-K students in mixed age groups. Staff supervision is altered during various activities that may require lower ratios. Staff are provided orientation upon hiring. All sites have staff trained in First Aid and CPR.

## Guiding Beliefs

These beliefs and philosophies guide our work and commitment to youth:

- Each child is unique and has individual strengths and needs.
- All children should be provided with the opportunity to succeed.
- Out-of-school time programming provides students with further opportunities to grow and develop, supporting their social and academic achievement.
- Children deserve a fun, safe and engaging place to be before and after school.

## Programming

While in the Extended Day program, students have the opportunity to participate in multiple enriching opportunities. These opportunities are designed with your child's age in mind, and are meant to build upon their work during the school day. Programming is designed to offer experiential learning through:

- Active Play
- Service Learning
- Dramatic Play
- Creative Arts
- Games
- Cooking
- Science Exploration
- Field Trips



For more information check out our website at [www.isd624.org/CommunityServices](http://www.isd624.org/CommunityServices) and click on Extended Day

# Registration Information

## Enrollment and Registration

The Extended Day Program is designed to serve students enrolled in the White Bear Lake Area District. Students enrolled in other districts or private schools may register for non school days and for the summer program. Students may only attend non school day programming that aligns with the White Bear Lake School District calendar.

Students who are entering kindergarten in the fall may enroll in the summer program.

**To register go to: [www.whitebear.ce.eleyo.com](http://www.whitebear.ce.eleyo.com)**

A child is enrolled in the program after the following have been completed:

- Online registration (using Eleyo) questions have been answered, and a contract/schedule has been selected.
- Payment of a non-refundable registration fee has been submitted.
- Families receive a confirmation email through Eleyo that their registration has been accepted.

No registrations will be accepted from families that have outstanding balances from the previous school year or summer program.

## Online Registration

All online registrations must be completed and registration fees submitted a minimum of five business days prior to the day you wish to start the program. Registrations are accepted on a first come, first served basis. Space is limited. We reserve the right to place your child on a waiting list if we are not fully staffed and prepared to support the needs of your child.

## Orientation

Once your contract is approved, you will receive an email notifying you of your child's start date. You will then receive a welcome e-mail with important FAQs, questionnaires, and updates from the Extended Day leadership staff at your child's school. Interested families are invited to schedule a time to meet with site leadership staff to tour our programs and discuss any questions they may have. Additionally, meet the staff and family nights are held at least twice throughout the school year and twice throughout the summer.

## Communication

Communication with families is provided through monthly e-mail newsletters as well as assorted e-mail notices, alerts, and reminders. Notices will be posted at the sign-in table as well.

E-mail is the primary way we communicate families. It is important you read these.

If you cannot reach a site via phone, e-mail the Site Supervisor as we are often away from our desk and have easier access to e-mail.

## Visiting

We encourage families to participate in the program. Families are asked to plan and arrange any special visits with leadership staff in advance. The District requires all family volunteers complete a background check before working with children.

## Family Feedback

Families have the opportunity to provide feedback at sites through various means including surveys, questionnaires, the Parent Advisory Council, and daily communication with any staff. We invite concerns, questions, ideas, and feedback, and believe we cannot continue to improve our programs without your involvement.

## Grievance Policy

If families have any concerns that seem to be unheard or unresolved with site leadership staff, you are invited to contact Christina Anderson, Coordinator, at 651-407-7510.

## Community Partnerships

We believe that being engaged in the community is a key factor in student learning. This is why Extended Day seeks and establishes partnerships with community organizations. Additionally, we work to cultivate and deepen these relationships through ongoing dialogue, partnership, and service throughout the year. Some current partnerships include H2O for Life, BearPower, Tubman, Cerenity Senior Care, and White Bear Center for the Arts. We welcome suggestions of new organizations to partner with, and additional ways in which we can support a commitment to service in our youth.



# Contracts

## School Year Contracts

### Consistent Contract

This contract is for families with a consistent schedule. It can be a mix and match of morning or after school times, but must be the same days/times each week of the month. There is no minimum number of days per week during the school year. Credit is not given for days absent.

### Pick Your Days Contract

This contract is best suited for families who need frequent care, but different days/time each week. Families with a Pick Your Days contract are required to register for the days their child will attend through Eleyo, one week in advance of the date when the schedule is to start. If days are requested with less than 7 days prior to attendance, drop-in rate is charged. If cancelling already enrolled days, 7 days notice must be given or the Pick Your Days rate will apply.

### Drop-in Contract

This contract is designed for families needing only occasional care. The online system allows families to request drop-in days. Services will be provided on a space available basis. If the drop-in request is not approved by the site leadership staff, your child may not attend. Drop-in requests require notice 1 whole business day prior to the day care is required. There is no credit given for drop in days approved but not attended.

## Summer Contracts

### Consistent Contract

This contract is for families with a consistent schedule. Options include full days and half day sections (morning or afternoon). Families are required to choose at least 3 days throughout the week, and the days/times must stay the same each week. This is the only contract to give vacation credit during the summer. Fees are charged based on enrollment, not on attendance.

### Pick Your Days Contract

This contract is best suited for families who need frequent care, but different days/time each week. During the summer, this contract has longer deadlines due to deadlines for notice to field trip locations and increased high risk activities that require strict staffing ratios. During the summer, pick your days contract deadlines are available on Eleyo.

If days are requested online after these dates, acceptance of these requests is not guaranteed. A minimum of 15 days throughout the summer is required for this contract option.

### Pick Your Weeks Contract

Families with a Pick Your Weeks contract can register for specific weeks during the summer. The registration deadlines for these weeks are available on Eleyo.

You must register for a minimum of 2 weeks. Families can choose 4 or 5 days each week, but rate is the same regardless of number of days of attendance guaranteed. A minimum of 15 days throughout the summer is required for this contract option.

## Registration & Participation in Non School Days (NSD)

Extended Day offers all day programming on most days when school is not in session, excluding holidays. The calendar for non school days is created and posted on our website by July 1 each year.

Online registration for non school days is available through Eleyo. Registration closes 2-4 weeks prior to the date. It is family's responsibility to register by the deadline. Families can cancel after the deadline has passed until 7 days prior to programming date for a \$10.00 fee.

If registrations are not submitted by the deadline, families may contact the Extended Day Office and be placed on a waiting list. Families will be notified if an opening occurs and will be charged a \$15.00 late fee per child if accepted after the registration deadline.

## Contract Changes & Withdrawals

Families may request a change of contract through the Eleyo system or by contacting the main office staff. A \$10.00 fee will be charged for each contract change. There is a 2 week notification period required to change all contracts.

Telephone calls or notification to site staff is not acceptable notification.

You are responsible for all costs incurred for your contracted days whether your child attends or not unless we have received a contract change, or withdrawal with sufficient notice.

Complete rates sheets can be found at: [www.isd624.org/CommunityServices](http://www.isd624.org/CommunityServices)  
Click on Extended Day, Registration Information, and Fees and Contract Types.

# Billing and Payments

## Summer Vacation Credit

To receive vacation credit, the Extended Day Office must be notified in writing a minimum of two weeks in advance. Only families on a consistent contract enrolled for the entire summer program qualify for vacation credit. The number of days per week of the consistent contract is how many vacation days during the summer a family can receive. Failure to give a two week written notice will result in being charged the normal weekly fee. Credit will be applied to accounts on the last bill of the summer.

Vacation credit is given during the summer program only.

## Financial Assistance

We offer limited financial assistance to families qualifying for free or reduced lunch prices. Families need to complete the application and send to [communityservicesbilling@isd624.org](mailto:communityservicesbilling@isd624.org). Assistance completing the application is available.

Long term fee assistance is available to qualifying families through Anoka, Ramsey or Washington Counties. Contact the Think Small screening intake line at (651) 641-6665. For additional information on fee assistance, please call the Program Coordinator at (651) 407-7510.

## Tax Information

All year-end tax information related to payments to the Extended Day program can be found online within our billing system. Please contact 651-407-7511 for assistance.



## Monthly Billing

Tuition is billed in advance of services. Invoices represent future services rendered. Payment is due by the 15th of the month of service. Payments may be made online through Eleyo or by check.

## Electronic Invoices

Bills are emailed the last week of each month.

Note: Invoices represent future services rendered

If you do not receive a bill, please consider the following possibilities:

- Have you recently changed your e-mail address?
- If you've listed your work e-mail address, does your employer have security filters that block our communication from being delivered?

Since timely payment of your bill is required we ask that you contact Billing & Registration immediately at 651-407-7511 with any billing questions.

## Payments

Online Payment via credit/debit card can be made through the Eleyo system. All payment information is kept secure. You may enter bank account information or credit card information all through the secure processing system. Payments can be made at any time throughout the month, but must be made by the deadline in order to avoid late payment fees. You can select one-time payment or enroll in auto pay. Accounts enrolled in auto pay will be charged the full amount on the 20th of each month.

## Late Payments

The Extended Day Program is self-supported by user fees, therefore, it is imperative that all fees be paid on time. Payments received after the 15th of the month are considered late. A \$20.00 late fee will be assessed for all overdue accounts. Delinquent accounts are subject to removal from the program, as well as possible collection and/or legal action with associated fees.

## Check or Cash Payments

Checks made out to Community Services can be mailed or dropped off at the main office. If you prefer to pay for fees with cash, you must pay in person at the Community Services Office.

Community Services & Recreation  
White Bear Lake Area School District Center  
4855 Bloom Ave.  
White Bear Lake, MN 55110

Note: A check returned from the bank (NSF) will result in a \$25.00 fee, along with any charges incurred from late payment. More than 2 NSF checks will result in future payments having to be made by cash or certified check.

## Program Fees at a Glance

Early Bird Registration	\$20/summer per child, \$20/school year per child
Registration (annual)	\$30/summer per child, \$30/school year per child
Contract Change	\$10 per contract change
Returned Check	\$25 per check
Finder's Fee	\$10 per occurrence
Late Payment	\$20 per late payment
Late Pick-up	\$15 per 15 minutes

# Safety Information & Protocols



## Signing In and Out

Children are to remain under the supervision of staff at all times. The Extended Day Program is responsible for children from the time they are signed in to the time they go to school OR from the time they are released from the classroom until they are signed out.

In order for us to accept legal responsibility for a child, an authorized adult must sign the child in and out of the program daily.

## Absence Policy & Finder's Fee

If your child will not be attending you must inform site leadership staff prior to the absence. Communicate in person, by phone, via e-mail or a note at the parent center. DO NOT rely on the school or your child's teacher to inform us. Failure to notify site staff that your child will not be in attendance for contracted days after school will result in a \$10.00 Finder's Fee being added to your account.

## Early Arrivals

Extended Day children and families may not enter the building prior to 6:30 AM. No child should be left in the Extended Day area without an adult present to supervise. A \$15.00/child early drop-off charge will be assessed for signing in before 6:30 AM. Consistent early arrivals could result in termination from the program.

## Late Pick-Ups

Families are expected to pick up their children by 6:00 PM. A \$15.00/child per 15 minute late charge will be assessed for pick-up after 6:00 PM. Staff will remain with child until 6:30 PM. If staff have not been contacted or are unable to reach anyone listed as an emergency contact, the child will be released to local law enforcement. Families should arrange for a friend or relative to pick-up their child in the event of an emergency. Consistent tardiness in picking up a child could result in termination from the program.

## Release of Children

The safety of your child is important to Extended Day. Because of this, we require all students to be signed in and out of the program daily by an adult. When you register for the program you will provide the names of people who are authorized to pick up your child. The program will not release your child to anyone who is not listed as "authorized" on your account. If someone is picking up your child who is not listed as "authorized", you must leave a written note or call the program to inform staff.

Be prepared to show a form of picture ID until the staff gets to know you. Please inform any authorized people that they will be asked for ID when picking up your child.

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

- Has not been named as an alternative pick-up for the day.
- Is not identified on the Authorized Release Form.
- Cannot verify identity with proper photo ID.
- Is under the influence of alcohol or drugs.

If an unauthorized person attempts to pick up a child, the family will be called. If they cannot be reached, the child will be held until the proper person arrives. This policy is to protect the child and is not meant as an inconvenience to the family.

## Release of Information

State law classifies all data on individuals. This data may not be disclosed to parties other than the parent or eligible student without consent, except pursuant to a valid court order or certain state statutes authorizing access.

## Safety Drills

The Extended Day program complies with all district safety requirements. Regular drills are held to practice fire, tornado, and lockdown procedures.

## Child Protection

Our staff are mandated by law to report suspected cases of child abuse or neglect.



# General Information

## Field Trips

Field trips may be planned on non school days and throughout our summer program. Families will be informed of the location and time of field trips through emails, calendar notifications, and messages at the Parent Area. Items needed for each field trip will also be included in family communication. Completion of online registration implies family permission for a child's attendance on field trips.

On field trip days, please arrive at least a half hour before bus departure time. This time is used to properly prepare your child for the trip and to ensure your child will not miss the bus.

If a child's behavior places their own safety or the safety of others in jeopardy, families may be asked to pick up the child from the field trip location. If a child's behavior is unacceptable on a field trip, it is possible they may not be able to attend future field trips. Fees will not be refunded to families for missing the bus on field trip days or losing field trip privileges.

## Transportation

Families are responsible for transportation to the site for before school care and back home at the end of the day.

District 624 policy prohibits employees from transporting children. District buses are used to transport children for field trips.

## Dress

Children are encouraged to dress appropriately for inside and outside play. Children will be involved in active play throughout the day.

Please label outerwear, backpacks and lunch boxes with child's name to avoid mix-ups.

## Pets in the Program

Pets are not allowed in the buildings. If a pet is to be brought into the program, families will be notified in advance so that we can accommodate those children who have allergies or a fear of animals.

## Affirmative Action

It is the school district's policy to provide equal educational opportunity for all students. The school district does not unlawfully discriminate on the basis of race, color, creed, religion, national origin, sex, marital status, parental status with regard to public assistance, disability, sexual orientation, or age. Extended Day also makes reasonable accommodations for students with different abilities.

## Meals in the Program

The Extended Day Program is committed to providing children with healthy food choices. We follow the district's guidelines for health and nutrition, and consider ourselves as a peanut aware program.

**School Year Breakfast:** Breakfast is available for purchase before school through Nutrition Services school breakfast program.

**School Year Snacks:** A wholesome snack is provided during the after school session at all sites.

**Non School Days/Summer:** Families should pack a non-refrigerated lunch from home on non school days and during the summer, unless notified of a special event. A breakfast and afternoon snack are provided on non school days.

Hot lunches may be available at your summer site. Menus for these lunches will be available before May 31. Through participation in the federal nutrition program, some school sites are able to offer free hot lunches to all students. Notification of this information is available for families each year by the early bird registration window for the summer program. If your school site does not qualify for free meals, the lunch cost is \$3.00 per day.

### Snacks from Home

In the event that your child would like to share a treat with children in the program, it is required that all treats be individually wrapped and commercially prepared. Please do not bring items containing peanuts or peanut products. Items not meeting these specifications will not be distributed.

## Emergency Closings

**Extended Day will be closed** if the school district is closed because of severe weather or utility emergency.

**If the start of school is delayed,** the before school session of Extended Day will be delayed the same number of hours as school start times.

**If an early dismissal is called during the day for the elementary schools,** after school Extended Day will be closed. Parents will be notified and asked to pick up their children as soon as possible. If parents cannot get to school to pick up their child, arrangements should be made so their child can get home safely.

**Daily fees will not be refunded for emergency closings.**

Announcements of White Bear Lake Area Schools emergency closings, late starts and early dismissals will be made on:

- Local radio
- Local T.V. stations
- The district web page ([www.isd624.org](http://www.isd624.org))
- A SchoolMessenger phone message and e-mail will be sent to all families
- Families can also call the School Closing Hotline (651-407-7540).



# Illness and Medical Conditions



## Illness

Children should be kept at home if they have any of the following conditions:

- Vomiting or diarrhea within the last 24 hrs.
- Undiagnosed rash or a rash attributed to a contagious condition or illness.
- 100° F. temperature or higher before fever reducing medication is given. Child must be fever free for 24 hours before returning to Adventure Club.
- Bacterial infection such as strep throat, ear infection, or impetigo and has not completed 24 hours of antibiotics.
- Uncontrolled cough
- Any contagious illness such as Lice, Scabies, Chicken pox, Ringworm, Hand, Foot, & Mouth disease, Influenza, Impetigo, Pink eye, Pinworm, Strep throat.
- Any child who is unable to participate in child care program activities with reasonable comfort or who requires more care than the staff can provide without compromising the health and safety of the other children.

For the health and safety of all students and staff, families will be called to pick up their child immediately if they show any symptoms related to the list above

## Notification of Diseases

In the event that a student in the program has a communicable disease, staff will confer with the school nursing staff concerning the severity of the disease and follow policies and procedures as set by the school district regarding program notification.

## Sick or Absent Children

The Extended Day Program assumes responsibility for children when school is over each day. Families must notify a site leadership staff if their child will be late or absent. The schools do not notify Extended Day of absences. Attendance is taken daily and a missing child causes major concern. If a child does not report to Extended Day at the close of the school day, the family will be notified. A \$10 finder's fee may be charged if a child is repeatedly absent in the afternoon without notification to the staff.

## Chronic Health Conditions

To ensure compliance with Department of Human Services requirements, it is imperative that you communicate with the leadership staff if your child is diagnosed with any communicable diseases such as strep throat or Influenza. If you are unsure if your child has a communicable disease, please discuss with your site leadership team and they will be able to look it up for you. We appreciate your vigilance.

Families must complete medical information upon registration. The Inclusion Specialist and Site Supervisors review all forms when a new child enrolls in the program. All medical information will be listed for all staff to have easy access. It will be kept private from children and other non-program adults.

Staff work with families and the school nurse to meet the needs of children with allergies or chronic health conditions. If necessary, staff will receive special training on use of inhalers, bee sting kits, diabetic testing, etc.

## Medication Policy

In order for the Extended Day staff to administer medication, a completed Authorization for Administration of Medication at School Form must be on file with the Extended Day site. If the medication is to be given for more than ten days, a doctor's signature is required on the form. Staff members are not allowed to administer any medication, including over the counter drugs, without this form on file.

Changes in medication dosage will require an updated authorization form. Medication must be in the original prescription container.

Staff are trained in medication administration and will document all doses of medicine administered. Extended Day does not have access to student medication that is given to the school nurse. If your child requires regular or emergency medication while in our care, please supply Extended Day staff with this medication. Medication is stored in a locked location. Refrigeration may not be available at Extended Day.

## Emergency Care

Families will be called in the event that their child requires emergency care. If a parent/guardian is unavailable, those indicated as emergency contacts will be notified. Depending on the severity of the situation, 911 may be called prior to the parent. In the event of an extreme emergency situation, the child will be taken by the police or paramedics to the nearest emergency medical facility.

For safety reasons it is important that you provide current emergency contact information on your child's registration. Should changes occur during the year, please inform your site leadership staff immediately.

## Special Dietary Needs

Families are asked to provide the Extended Day staff with any pertinent information about their child's modified or therapeutic dietary needs. If these needs require a rigid diet, please contact the program's Inclusion Specialist to determine appropriate accommodations.

# Youth with Different Abilities

## Inclusive Programming

Extended Day programming is committed to creating an environment where students, staff, and families feel welcome and supported. Our staff members work diligently with parents and district staff to create a safe space where individual student needs are met and appreciated. We value our communication and relationships with our families and hope that you will feel comfortable bringing us concerns, needs, and goals you have for your child while they are participating in Extended Day programming. If you would like to discuss accommodations for programming time, please contact our program's Inclusion Specialist or your site specific supervisor.

## Special Needs Accommodations

Extended Day programming is not designed to provide long-term 1:1 student support. If your child receives 1:1 adult support during the school day, a meeting with staff may be necessary to discuss potential program adaptations. It is the responsibility of parents/guardians to provide information to Extended Day through our registration process. Extended Day staff are able to access school information if you authorize access on your contract. Failure to inform staff of your child's needs may result in a temporary hold or suspension of care to create appropriate accommodations.

## Serious Behavior Concerns

When conflicts over the rights of other people and property develop, we work with students to actively listen to each account and aide in the resolution of the conflict to develop social skills for the future. The following are serious behavior concerns that would be addressed immediately with families.

- Leaving a program area without permission
- Refusal to leave an area when the group leaves
- 1:1 attention for more than 50% of programming time
- Inflicting physical or emotional harm on students or staff
- Behavior resulting from inadequate or untimely administration of medication
- Intentional damage to personal or school property

We prefer to help your child proactively manage any unexpected behaviors. If you would like to discuss potential accommodations for your child before they arise, or begin programming, please contact our program's Inclusion Specialist.



## Behavior Management

The Extended Day program follows all School District 624 approved policies including those outlined in the "Student Discipline Code". Every effort will be made to create reasonable adjustments to the program to accommodate the unique needs of each child. Our students are most successful when we all work together to support them. The following are program expectations for all important roles.

### Staff Expectations

- Review and model expectations frequently
- Provide positive feedback for expected behaviors
- Be a resource for students to process and create "fix-it" plans for unexpected behaviors
- Provide reasonable accommodations to engage all students during programming time
- Communicate respectfully with families

### Student Expectations

- Respect self, other students and staff
- Respect individual differences
- Accept consequences of their behavior
- Communicate needs or concerns to staff
- Receive permission before leaving a space
- Respect others' equipment and property

### Parent Expectations

- Inform staff of any needs their child has
- Discuss any accommodations that are important for their child's success with staff
- Work with staff to create and implement ideas for correction of behavior concerns
- Communicate respectfully with staff and students

## Support Intervention Process

1. After first occurrence, staff will provide positive behavior redirection and time to reflect on expected ways to handle programming situations. Opportunities to "Fix-It" will be used.
2. If same behavior continues, staff will continue to redirect. Staff will also contact parents/guardians and document the behavior on the program's behavior reporting form.
3. If corrective techniques and accommodations are unsuccessful, a meeting with parent/guardians will be required to discuss additional options.
4. If corrective techniques are still unsuccessful, care may be on hold, terminated, or suspended.

