



# ACES School Age Care

Parent Handbook | Summer 2020



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# Welcome



We are thrilled you have chosen ACES School Age Care for your child(ren) for the summer. We have lots of exciting changes that I'm happy to share with you!

All children will participate in groups based on the grade they are entering for the 2020-2021 school year. All groups will have a home base with consistent leadership and staff. This will allow ACES staff to implement more age-appropriate activities and will provide students with more consistency each day. We're also excited for parents to have a better opportunity to get to know the staff that are working with their child(ren).

We are pleased to offer optional full day field trips each Wednesday over the course of the summer (separate sign up & additional fee will apply). Other field trips that are scheduled throughout the summer will be included in the daily fee of ACES and all children will be required to attend.

The Summer ACES program will end on Friday, August 21. We will be adding a new opportunity for children to participate in for the two weeks prior to school starting, providing an extra week of programming for families. ACES Adventures will be offered at select sites, and will require a separate registration (much like non school days). We are excited to continue serving families during that time of need.

Regards,

*Samantha Schirmers*

ACES Program Coordinator

## Program Locations

### **Eagle Lake Elementary**

500 LeSueur Ave, Eagle Lake  
Phone: (507) 995-7577  
Email: eaglelakeaces@isd77.org

### **Jefferson Elementary**

100 James Ave, Mankato  
Phone: (507) 995-3903  
Email: jeffersonaces@isd77.org

### **Monroe Elementary**

441 Monroe Ave, No. Mankato  
Phone: (507) 995-3271  
Email: monroeaces@isd77.org

### **Rosa Parks Elementary**

1001 Heron Dr, Mankato  
Phone: (507) 420-8918  
Email: rosaparksaces@isd77.org

### **Lincoln Community Center**

110 Fulton St, Mankato  
Phone: (507) 720-1324  
Email: littleaces@isd77.org

### **ACES Billing Office**

110 Fulton Street  
Mankato, MN 56001  
Phone: (507) 387-5501  
Fax: (507) 387-4770  
mankatocer.com

### **Office Hours**

Mon-Thurs: 8:00 am - 4:30 pm  
Fri: 8:00 am - 3:00 pm  
*\*Closed July 3rd*

## Summer Offerings

### **ACES**

ACES is for students going into first through fifth grade and operates at Eagle Lake, Jefferson, Monroe and Rosa Parks. Families can open enroll at any site of their choosing. Breakfast, lunch and afternoon snack is included.

New option this year! ACES will offer optional full day field trips on Wednesdays. Students must be scheduled to attend ACES on Wednesdays in order to be eligible. Separate registration for Wednesday field trips is required and payment will be collected at the time of registration.

Students that do not sign up to attend Wednesday field trips will participate in planned activities on site.

Field trips that are scheduled for other days during the week are included in the daily cost of the program and all students will be required to attend.

### **Little ACES**

Little ACES is for students going into Kindergarten and operates at Lincoln Community Center. Little ACES utilizes small groups and the Creative Curriculum in preparing students for Kindergarten. Breakfast, lunch and afternoon snack is included. Scheduled field trips are included in the daily cost of the program.

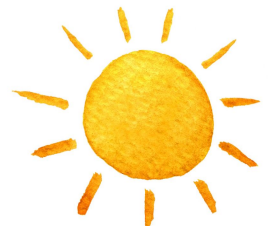
### **Program Dates**

Summer program begins on Thursday, June 11 and runs through Friday, August 21. ACES and Mankato Community Education & Recreation are closed on Friday, July 3.

## New This Year! ACES Adventures

### **ACES Adventures**

ACES is taking the last two weeks of summer programming on the go! ACES Adventures will serve Kindergarten through fifth grade at Bridges Community School and Lincoln Community Center. Separate registration will be required and will be open to ACES and non-ACES families.



All students will attend off-site, full day field trips each day. Breakfast, lunch and afternoon snack is included.

### **Program Dates**

Program begins Monday, August 24 and will run through Friday, September 4, providing families with one extra week of programming!





# Program Standards

## **About ACES**

- Program standards for the Mankato Area Public Schools ACES program are adopted from the guidelines developed by the Minnesota Department of Education which have been reviewed and approved by District 77 and the Board of Education.
- ACES is committed to staffing the program with qualified and caring staff. To ensure the safety of the children in the ACES program, all staff must be approved through MN Department of Human Services and complete training in the areas of program standards, child development, health and safety, and emergency preparedness. Staff also receive certification in CPR and First Aid.
- The ratio for children to staff in ACES is approximately one staff for every 15 children, grades K-5.
- ACES locations are Certified Child Care Centers under the Department of Human Services, subject to the standards of Minnesota Statutes, Chapter 245H. Under this certification, ACES adheres to strict guidelines in the areas of health and safety standards, emergency preparedness, staff training, staff to student ratios and maximum group sizes.

## **Parent/Guardian Checklist**

- Read Parent Handbook and follow program policies
- Sign your child in and out daily on the iPad
- Get to know program staff and ask for feedback on your child's day
- Notify the site if your child will be absent
- Check the parent table and email for important information and updates
- Complete and submit the appropriate forms for medication authorization, health plans (allergy, asthma, seizure, diabetes, etc.), change in contract, vacation requests, and/or withdrawal from the program to the ACES Billing Office within the given timeframe
- Pay all costs incurred for contracted days, whether your child attends or not, by the due date
- Model respectful behavior when dealing with staff and students
- Label all personal belongings

## **Termination of Care**

Dismissal from the program could result from any of the following:

- The staff and/or parent determines that the program cannot meet the needs of the child.
- The child and/or parent refuses to follow the program policies.
- Invoices/fees are not paid.

## **Parent/Guardian Grievance Procedure**

If you have a grievance or a concern, please follow the procedures below. All grievances are requested in writing as well as verbally.

1. Immediately setup a time for a conference/meeting to discuss the concern or issue with the staff person involved and the Site Supervisor for that site.
2. If it is still not resolved, please contact the ACES Program Coordinator to discuss the grievance.
3. If it is still not resolved, please contact the Director of Community Education & Recreation to discuss the grievance.

## **Personal Property**

Children are not allowed to bring items from home to ACES. If items are brought to ACES and become an issue, the staff will hold them and return them when the parent arrives. ACES is not responsible for lost, stolen or damaged items.

## **Electronic Devices Policy**

Student use of personal electronics such as cell phones or smart watches are prohibited at ACES. Personal electronic devices brought to ACES are required to be placed in student lockers, backpacks, or given to the Site Supervisor for safekeeping during program time. Students are allowed to wear smart watches at ACES as long as the device remains off during program time.

## **Child Abuse & Neglect**

Under Minnesota State Law, all professional staff who work with children are required to report all suspected physical and sexual abuse or neglect of children to the relevant authorities.

# **Inclusion & Behavior Management**

## **Accommodations**

ACES welcomes individuals of all abilities. The program will provide reasonable accommodations if needed, to make physical and social integration successful.

Upon notification of need, ACES will gather information from the child's family and school in order to determine what accommodations should be provided. When appropriate, accommodations being used during the school day may be carried over into ACES, providing consistency for the child. The information provided by the family and school will be used to plan for the child's success and inclusion in the program. The child's start date may be dependent on the implementation of these accommodations.

It is the goal of the ACES Program to provide a safe, caring, and nurturing environment for all children and staff in a large group setting. Consistent efforts will be made to meet the needs of the children and their parents/guardians. Staff will work collaboratively with parents/guardians and school personnel to problem solve and find solutions to any developing concerns. Parents/guardians will be expected to work with ACES staff to encourage appropriate behavior and the learning of new skills.

## **Personal Care Assistants**

Personal care assistants (PCA) or other professional staff are welcome during program time to work with students. ACES will need a copy of their background check along with emergency contact information on that person. If the employer cannot provide a copy of the background check, ACES will require a background study to be done at the expense of parents or legal guardians.

During program time, PCA staff need to remain in areas where there is ACES staff supervision at all times. PCA staff need to wear proper identification provided by their employer at all times.

PCA's are welcome to attend field trips on non school days and during the summer. This needs to be approved ahead of time with site supervisors. At this time, there is no additional cost to parents for PCA's to attend field trips.

PCA's may not check students out of the program unless they are pre-authorized pickups noted by parents or legal guardians.

## **Behavior Management Policy**

Disruptive behavior is defined as verbal or physical activity which may include, but is not limited to, behavior that requires excessive attention from staff, or ignores or disregards the rules which guide behavior during the school day and program time. In order to minimize disruptive or unacceptable behavior, ACES uses a variety of

techniques such as preventative measures, role modeling, redirection, verbal intervention or de-escalation techniques, and appropriate consequences. ACES also utilizes parent meetings as a means to discuss how to address behaviors moving forward.

The ACES program has a responsibility to ensure the safety of the individual, other students and staff. The program reserves the right to terminate care immediately should there be a severe act of aggression towards students, staff or property. If a child's behavior materially or substantially violates the rights of others, is disruptive, endangers self, other children or staff, or damages school or ACES property a suspension of 1 to 5 days may be implemented. Behavior having a high frequency, duration, or intensity may result in suspension/dismissal from the program.

### **Dismissal from the Program**

Failure to comply with the terms of the ACES Handbook may result in termination of childcare services. If dismissal from the program occurs, charges will cease with the last date of service, and alternate care must be found immediately, as the child will not be allowed to return to the program.

This Dismissal Policy is inclusive of all ACES Program options including Summer, School Year and Non-school Days. In addition, written documentation of behavioral incidents, or Behavior Reports, accumulate consecutively throughout summer and school year programming. After one (1) full calendar year of absence from the program following dismissal, a child may be considered for re-entry into the program if the following criteria are met:

1. A goal-setting meeting with parents/guardians and staff will be scheduled to discuss improvements in the child's behavior that may need to occur that will allow for a successful return to the program.
2. The parents/guardians understand that the receipt of one (1) Behavior Report may constitute immediate dismissal from the program with no remaining chances for return.
3. All outstanding fees have been cleared from the parent/guardian account.

## **Registration & Enrollment**

In order to participate in the Summer ACES program, a new registration must be completed for any child needing care for the 2020 Summer season. Registration will be accepted on a first come, first serve basis, until the site's maximum capacity has been reached. If the site you choose is full, you will be notified by the ACES Billing Office and your child(ren)'s name will be added to the waiting list. Please see the ACES home page for specific registration dates and deadlines. Registration materials and instructions are available on the ACES home page at [www.mankatocer.com](http://www.mankatocer.com).

*Mankato Area Public Schools Community Education & Recreation (CER) contracts with software providers to securely collect and maintain registration information. Data you provide is used only for the purposes of administering CER programs. This information is considered private and will be kept confidential, between CER and the registered account owner/payer. (Accounts can have multiple owners/payers.)*

## How to Register

Register online at [mankato.ce.eleyo.com](http://mankato.ce.eleyo.com):

- A debit or credit card is required to complete the online registration process
- New families will need to create an account prior to registering
- If you cannot remember your password, contact the ACES Billing Office (do not create a new account)

## Enrollment Requirements

- Children entering Kindergarten must register for our Little ACES summer program.
- Children entering 1st through 5th grade must register for our ACES summer program.
- Each family must pay a \$30.00 registration fee at the time of registration. **This fee is non-refundable.**
- Accounts must be in good standing to register for the summer session.
- Parent/guardian must be able to provide transportation to and from their ACES site.
- Children must be toilet trained and able to use the bathroom on their own.
- ACES is not designed to provide 1:1 assistance for students. If you indicated that your child has special considerations a meeting may be required before your child's start date to determine the appropriate level of support needed. Information regarding a child's needs will not be used to prohibit their enrollment in the ACES Program, unless it is determined they will need significant assistance beyond our program capabilities. See page 5 for more information.
- Families who are registered for a particular season, will have priority registration for the following season. Families must re-register every season to secure their spot in the program. Care does not carry over from one season to the next nor is care guaranteed from season to season.

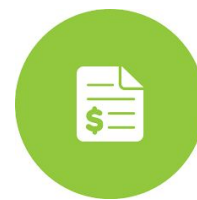
## Contract Options & Fees

Consistent Care		Consistent Care Weekly Rates	
<p>The consistent care contract offers 1-5 days per week. This schedule will repeat on a weekly basis for the duration of the summer.</p> <p>Invoices can be paid by automatic payment or bill me options. Automatic payments require a credit or debit card.</p> <p>Consistent care families will receive as many vacation days as they are contracted to attend each week. For example, a family scheduled to attend (5) days per week will receive (5) vacation days per child for the summer session.</p>		5 days/week	\$140/week
		4 days/week	\$132/week
		3 days/week	\$99/week
		2 days/week	\$70/week
		1 day/week	\$35/week
Fees	Fees are due in advance by the 1st and 15th of each month. A \$15.00 late payment fee will be assessed to overdue accounts.		
Contract Changes	Changes to contracts can be made without penalty until the May 1st, 2020 registration deadline. After the deadline, a contract change form must be completed and the 2 week notice will be required.		

## Financial Information

### Important Billing & Payment Information

- Monthly invoices are sent via email.
- Fees are due in advance on the 1st & 15th of each month.
  - *Due dates will differ for accounts with county assistance*
- If you are enrolled in AutoPay, payments will be deducted on the due date.
- If you signed up for the Bill Me option, you will need to submit payment by the due date.
- Late payments will be subject to a \$15.00 late fee.
- You are responsible for all costs incurred for contracted days, whether your child(ren) attends or not, unless the ACES Billing Office has received a Contract Change/Withdrawal form or Vacation Request form with sufficient notice. See page 11 for more details.
- ACES charges a \$30 processing fee for all checks returned from the bank. 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 for child care services.
- Any outstanding balance over 60 days will be forwarded to a District 77 approved collection agency for recovery. If forwarded, collection fees may be added to the current outstanding balance. Future registrations will be dependent on the approval from the ACES Program Coordinator.



#### Accepted Forms of Payment:

1. Cash (ask for a receipt at the time of payment)
2. Check (cashed upon receipt)
3. Credit Card (Visa, Discover, Mastercard or Amex) payments will show up on your bank statement as a payment to Mankato Public Schools-Community Education

#### Where to Make a Payment:

1. Online at [mankato.ce.eleyo.com](http://mankato.ce.eleyo.com)
2. Mail to: 110 Fulton St., Mankato, MN 56001
3. In person at: Lincoln Community Center, 110 Fulton St., Mankato, MN 56001  
(ACES sites do NOT accept payments)

### Daycare Assistance

ACES accepts daycare assistance through the State of Minnesota (county you reside in). Written authorization for families receiving daycare assistance from outside agencies must be received by the ACES Billing Office before child care can begin. If daycare assistance is canceled, the parent will be responsible for all expenses incurred. If families receive daycare assistance, they assume responsibility for fulfilling all county requirements.

### Dependent Care/Flex Reimbursement Forms

Forms must be brought to the ACES Billing Office for verification and signature. *ACES site staff cannot sign them.*

### Year End Financial Information

The Federal Tax ID number and total tuition paid for the calendar year is available in a PDF document through your [online account](#). This document is available after the 1st of January for the previous tax year. As payment information is considered private and confidential, tax information will only be available to the owner of the account. *ACES will not add or remove owners/payers to tax documents.*



# Contract Changes & Withdrawals

## Contract Changes

Contracts will remain in effect for the duration of the summer, unless a [Contract Change form](#) is submitted to the ACES Billing Office. Contract changes will go into effect two (2) weeks from the day the form is received. Verbal notification is not sufficient. Changes involving additional care can be accepted only if space is available.

## Contract Change Fees

Account owners are responsible for tuition based on the current contract until the change goes into effect. Contract changes are subject to a \$15.00 processing fee.

## Submitting a Contract Change

### **To submit a contract change through the ACES website:**

Go to [www.mankatocer.com](http://www.mankatocer.com). From the ACES School Age Child Care page, select "Contract Change Form" under the Summer 2020 heading and complete the google form.

### **To submit a contract change through your online ACES Account:**

Go to [www.mankato.ce.eleyo.com](http://www.mankato.ce.eleyo.com) and login to your account. Under "Explore All Programs", select "ACES School Age Child Care". Select the contract you would like to change. *If you have more than one child, you'll need to complete these steps for each child.* Click the blue "Change Schedule" button on the left hand side of the screen. This will allow you to modify your child's current schedule. When finished, click "Submit Contract Schedule Changes".

*\*Please note, if invoicing for that month has been completed, the system will not let you choose any date prior to the first day of the following month. After submitting your request, contact the ACES Billing Office if you would like the change to go into effect before the date listed in the system.*

## Withdrawal from the Program

Parents/guardians planning to withdraw their child(ren) from the ACES Program may do so at any time; however, notice must be given in writing per the Contract Change form to the ACES Billing Office two weeks prior to the last date of attendance. Tuition will be charged for two weeks from the date of notification.

## Submitting a Withdrawal

### **To submit a withdrawal through the ACES website:**

Go to [www.mankatocer.com](http://www.mankatocer.com). From the ACES School Age Child Care page, select "Contract Change Form" under the Summer 2020 heading and complete the google form.

### **To submit a withdrawal through your online ACES account:**

Go to [www.mankato.ce.eleyo.com](http://www.mankato.ce.eleyo.com) and login to your account. Under "Explore All Programs", select "ACES School Age Child Care". Select the contract you would like to withdraw. *If you have more than one child, you'll need to complete these steps for each child.* Click the red "Withdraw Contract" button on the left hand side of the screen. Enter your child's last day of attendance and click "Request Withdraw".



## Health & Safety

### Emergency Contact Information

Parents are required to maintain current emergency contact on file for their child(ren). When adding authorized pickup contacts to an account, a daytime phone number and the relationship to the child must be included. This can be done in the online account, by calling the ACES Billing Office or on-site with the Site Supervisor's assistance.

### Accidents

Parents/guardians will be informed by telephone or in person of accidents involving their child during ACES. Children are encouraged to tell a staff member immediately if they are hurt or experiencing discomfort.

- If a child incurs a **minor injury**, staff will administer basic first aid (clean injury, secure bandage and/or apply ice pack) and inform the parent/guardian of the incident when they pick up the child.
- If a child incurs an **injury which may require further medical attention**, staff will contact the parent/guardian immediately so that the child may receive necessary medical treatment and complete an injury/incident report. This would include lacerations, sprains, fractures and head injuries, unless it would be classified as an emergency.
- In an **emergency** when immediate medical attention is needed, or an incident is perceived by staff to be life threatening, staff will call 911 and then immediately contact the parent/guardian. When the ambulance arrives, emergency personnel will determine the appropriate course of action. If the child requires emergency medical treatment, s/he will be taken to the nearest available medical facility. The parent/guardian will be responsible for all medical charges.

### Medication Policy

District policy regarding the dispensing of medication must be followed. A Consent Form for Administration of Medication must be completed and signed by a physician before any medication (over the counter or prescription) can be stored and dispensed. **Prescription and non prescription (over the counter) medication require a physician's signature.** All medication must be in its original container. Expired medications will not be accepted or kept. Medication forms are available at the ACES Billing Office, online and at your ACES site. Return completed forms to your ACES site or the ACES Billing Office.



### Transfer of Medication

Site staff are not responsible for the transfer of medication between sites. Parents/guardians are responsible for bringing their child's medication to and from their ACES school year site and non school day site.

### Health Forms

Health forms may be required based upon the information given at the time of registration. These forms can be found on our website at [www.mankatocer.com](http://www.mankatocer.com).

- [Consent Form For Administration of Medication](#)  
Consent Form for Administration of Medication Form is required before any medication (prescription and non prescription) can be stored or administered by ACES staff.
- [Allergy/Severe Allergy](#)  
Individual Allergy Health Plan/Emergency Care Plan is required for any child that has a listed allergy in their ACES registration form.

- **Asthma or Restrictive Airway Disease**

Emergency Care Plan For Child With Asthma Form or Reactive Airway Disease (RAD) is required for any child that has asthma or RAD.

- **Seizures**

Emergency Care Plan for Child With Seizures Form is required for any child that has a documented history of seizures.

- **Diabetes**

Emergency Care Plan for Child With Diabetes Form is required for any child that has diabetes.

- **Other Health Condition**

Generic Health Condition Emergency Plan Form is required for any other medical condition.

ACES will need updated forms annually or as needed when changes occur such as dosage, medication change or time of day medication is given.

## **Illness Policy**

If children attend the program with any of the following symptoms, the parent/guardian will be contacted immediately to pick-up the child:

- A temperature registering above 100 degrees (auxiliary). Temperature must be normal (98.6° F) for 24 hours before returning.
- Fever, vomiting, diarrhea, any undiagnosed rash, discharge from eye, ears or profuse nasal discharge, severe cold symptoms.

Exposure to communicable diseases (such as scabies, whooping cough, severe sore throat, measles, pink eye, ringworm, fifth disease, mumps, chicken pox, impetigo, diphtheria, scarlet fever, strep throat) should be reported to staff. If your child is contagious, he/she may not attend ACES until 24 hours after medication begins or released by physician.

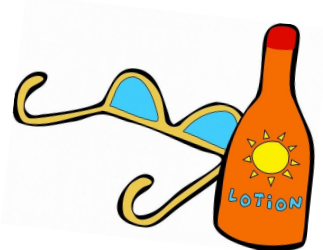
If a parent/guardian is unable to pick-up the sick child within one hour of being contacted, they are expected to contact an authorized person to pick up the child. In cases where the parent/guardian is unable to be reached, the person listed on the emergency form will be contacted.

When isolation of a child due to communicable illness is necessary, the child will rest in a space away from other children until parent/guardian arrives for pick-up.

Outdoor play is an important activity which students participate in daily. Children attending should be healthy enough to engage in all activities. ACES staff are not trained to make a medical diagnosis but only to observe and inform parent/guardian of any signs of illness. If staff observe signs of illness, the parent/guardian will be contacted, and will need to pick-up their child.

## **Sunscreen & Insect Repellent**

At the time of registration, parents consent to the administration of sunscreen and insect repellent by ACES staff as needed. Sunscreen is administered on a regular basis each day for the safety and protection of the child. Parents need to contact the ACES Billing Office if they do not want ACES staff to administer sunscreen and/or insect repellent. Parents will be required to complete a separate waiver and provide alternative protective measures for their child.



## **Inclement Weather/Site Closing**

The security and safety of the children is our top priority. If there is a threat to their safety, ACES will adhere to the following procedures:

### **Inclement Weather/Natural Disasters Procedure**

As a result of the absence of district authority regarding the cancellation of the programs due to inclement weather and or/natural disasters, the Community Education Director will be the defining authority during that time. During off site field trips, travel decisions will be made at the discretion of the Program Coordinator and the bus company/drivers.

### **Hot Weather Procedure**

ACES cannot guarantee that our rooms will be air conditioned during the summer. We will make every effort to utilize air conditioned space in the buildings where it is available. On days when the heat index is high, ACES will limit the amount of time spent outdoors, provide extra water breaks and try to include water related activities to the day's schedule.

## **Signing In & Out**

In order for us to accept legal responsibility for your child, you or an adult from your authorized pick up list must bring your child to the ACES room and sign them in and out every day. This policy is designed to protect your child. Children will not be allowed to leave the site on their own, whether to walk to a parent in a waiting car or walk home on their own.



## **Authorized Pick-Up List**

Children will only be released to people listed on their Authorized Pick-Up List. ACES staff are required to ask for identification from anyone attempting to pick up a child. If an unauthorized person attempts to pick up, parents will be contacted. If parents cannot be reached, their child will be held until they or an emergency contact person arrives.

Parents may add or remove any person from the authorized pick up list by contacting the ACES Billing Office or adding them through the online account under the "Manage Authorized Pickups" button. Anyone under the age of 16 needs prior approval from the Program Coordinator and a waiver must be signed by the parent.

## **Parent Access**

Parents and legal guardians will be allowed access to their child(ren) while attending the program. ACES requires families with custodial arrangements to provide a copy of the legal custody agreement to the ACES Billing Office.

## **Procedure for Late Parent Pick Up**

The ACES program closes at 6:00 pm. Should a child remain at ACES after closing time, the staff will notify persons listed on your authorized pick-up list. Should none of these people be available or able to come for the child, and if the parent has not arrived within a half hour of closing, the local authorities will be called. The child will then be turned over to their custody. If a child is picked up after the 6:00 pm closing time, parents will be subject to a \$1 per minute fee per child. Continued late pick ups may result in removal from the program.