



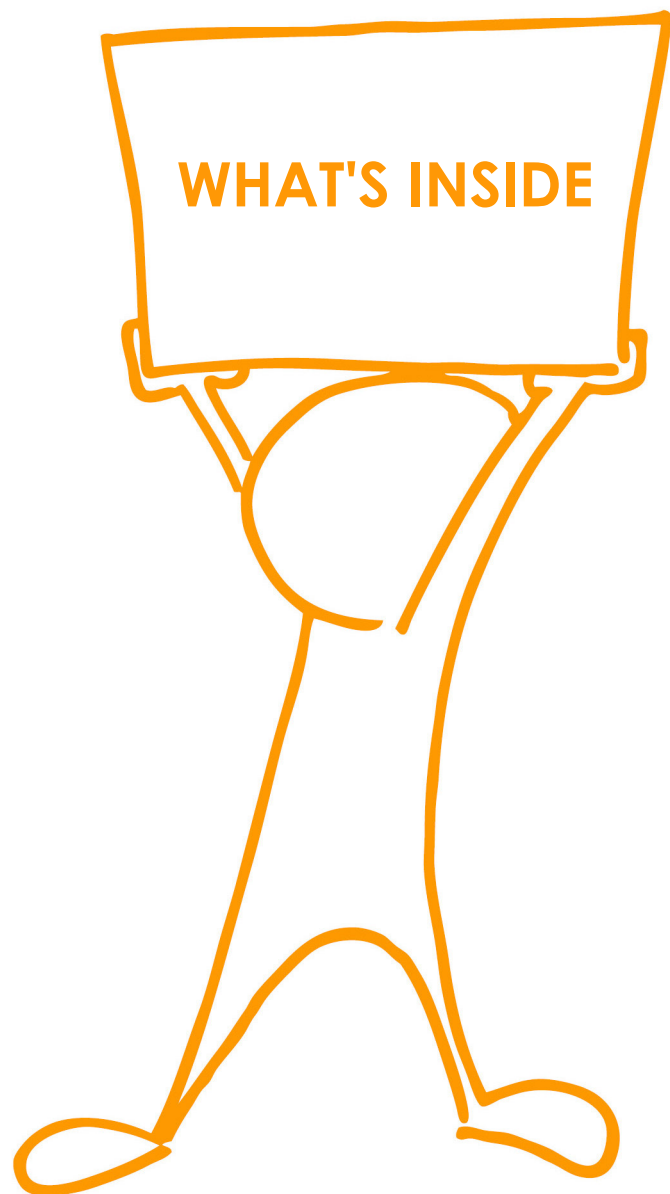
# SAC FAMILY HANDBOOK

*Where fun and learning never ends!*

EXTRA ↑NNINGS  
ENCORE!

[www.197sac.tridistrictce.org](http://www.197sac.tridistrictce.org)

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## WELCOME TO ISD 197 SCHOOL AGE CARE

### **Vision**

IDS 197 School Age Care strives to continually improve and deliver a program that promotes an environment where children can explore and develop their creative, personal, physical, and ethical attributes; where strengths are fostered, active learning is child driven, their individual uniqueness is embraced and the fun and learning never ends.

### **Philosophy/Mission?**

Dear Parents and Guardians,

This program handbook outlines what you may expect from Extra Innings and Encore. We hope it will be helpful information. You will only be getting one handbook while your child(ren) is/are in SAC. Please keep this handbook in a convenient place for future referral. You may also download additional copies as needed from our web site.

School Age Care reserves the right to amend policies at any time.

We hope your family's experience with School Age Care will be positive and enriching. We encourage you to stop by anytime to see what we are doing! Comments and suggestions are always welcome.

Welcome to School Age Care!

# ABOUT SCHOOL AGE CARE

## **Extra Innings**

ISD 197 School Age Care Extra Innings program serves students in grades K-4. Our school year program offers both before and after school care. Extra Innings programs are located in each elementary school and provides care to current ISD 197 elementary students.

## **Encore**

The Encore program serves students in grades 5-8. The morning Encore program is located at each of the middle schools. The after school Encore program is located at the Noreen Center which is part of St. Stephens church. The students are bused to the Noreen Center after school. Students need to be picked up from the Noreen Center. Encore provides care to current ISD 197 middle school students.

## **School Release Days (SRD)**

We offer full day programming on non-school days. Our host sites on School Release Days are Garlough Elementary school and Mendota Elementary school. If your child attends Garlough, Moreland, or the Encore program they will go to Garlough Elementary School on School Release Days. If your child attends Mendota, Pilot Knob or Somerset, your child will attend Mendota Elementary School on School Release Days.

School Age Care provides a safe, fun, caring and enriching environment for students in ISD 197. Our onsite staff -to-child ratio ranges from 1:12-1:15. On fieldtrips we reduce that ratio to range from 1:6-1:10.

We make every effort to accommodate special needs and to ensure integration into the program by working with the child, parents, school personnel and staff. Program staff reserves the right to speak with district staff regarding a child's behavior. A child's IEP will be accessible to the SAC staff.

If a child is not successful in our environment with the level of support offered, alternative care arrangements may be recommended.

Children in School Age Care have the option to participate in activities such as science, environmental, literacy, gym games, outdoor play, individual & group activities, arts & crafts, cooking, quiet time, service learning, and youth advisory councils. Extra Innings and Encore meet and exceed the standards set by the Minnesota Department of Human Services and is open to all children regardless of race, creed or national origin.

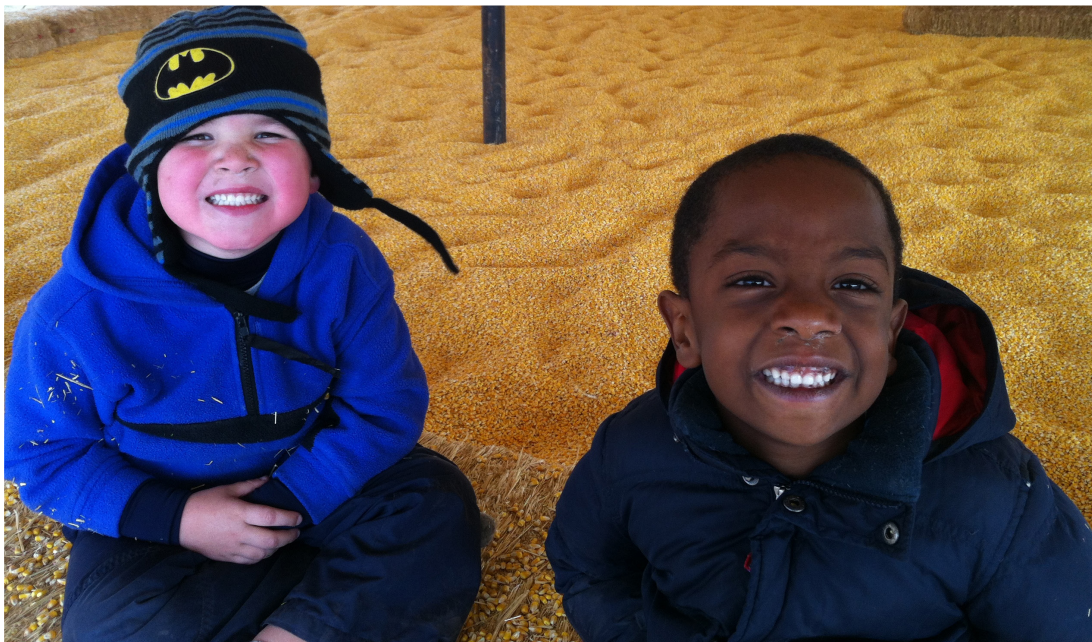
## **Summer Program**

SAC offers a full time summer program. Registration for summer opens in March. The summer program hours are 6:30 a.m.-6:00 p.m. for a full day, 6:30 a.m.-12 noon for a half day morning, 12 noon-6:00 p.m. for a half day afternoon, and 9:00 a.m.-4:00 p.m. for the core day. The program will be closed for the last two weeks of August each year. Breakfast and an afternoon snack are available each day for no additional cost. Milk is always provided at breakfast, lunch and snack.

# SCHOOL AGE CARE STAFF

All SAC Staff are caring people experienced in the fields of elementary education, child care, social work, park & rec, etc. Supervisory staff are experienced professionals with four year degrees. All staff are involved in on-going staff development training/ Background checks, CPR, AED, First Aid and mandated reporting are also required of staff. Crisis Prevention Intervention training, the practice of de-escalating children and safe restraints/hold is also a training all SAC staff have.





## PROGRAM HOURS

Before School	6:30 a.m. to start of school
After School	End of school until 6:00 p.m.
School Release Days & Summer	6:30 a.m. - 6:00 p.m.

## PROGRAM DATES AND LOCATIONS

### School Year

The Extra Innings program (K-4) is open for before and after school care in each elementary building each day ISD 197 is in session. The Encore program (5-8) is open in each of the middle schools. Encore after school is located at the Noreen Center located in St. Stephen's Church. (Site locations are listed on the back page)

### School Release Days

We offer full day programming on most School Release Days (SRDs) throughout the school year at select locations.

### Summer

We offer summer care for children going into grades K-8. We offer full day, half day, core day, and drop in options!

### Dates Closed

We are closed for two days in June following the school year and the last two weeks in August. This allows time for our staff to get the sites ready for your child and to participate in staff development. We are closed all major holidays, including but not limited to: Labor Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day and Independence Day.

If the holiday falls on a weekend it will be observed either the previous Friday or the following Monday.

# ENROLLMENT & PAYMENT INFORMATION

## Registration

- All registrations are handled online. New families can log onto [tridistrict.thatscommunityed.com](http://tridistrict.thatscommunityed.com) to create an online account. Once you have your account created you will be able to access your child's schedules, make schedule changes and register for School Release Days, and get payment receipts & tax statements.
- The School Age Care program provides equal childcare opportunities for every child regardless of race, religion, ethnicity, creed, or special needs.

All children accepted for enrollment must consistently demonstrate appropriate social skills, follow adult direction, show readiness for group child care and follow safety rules.

## Payment Policies

- Payments will be accepted by Visa, Mastercard or Discover credit/debit cards, personal checks, money orders or cash.
- Credit card transactions will occur on the first business day of the month. Delinquent accounts will be assessed a \$25 late payment fee and your care will be suspended until your account is brought current.
- Accounts with joint custody – each parent will need to open their own account and register their child separately. Each parent will need to pay the registration fee.
- Full payment of tuition is due whether or not your child attends. No refunds will be given for absences due to illness or vacation.
- Tuition is due on the 15th of each month or the closest working day to the 15th. Tuition must be paid in full by the 15th to avoid a late charge and potential suspension from the program.
- There will be no tuition credit given when the program is closed due to snow days or extreme cold weather days.
- All account information can be found on the website by setting up a login and password with our Billing & Registration Secretary. The website is available 24 hours per day. All financial and scheduling information pertaining to your child(ren) can be found online at [tridistrict.thatscommunityed.com](http://tridistrict.thatscommunityed.com).

School year and summer program registrations will not be accepted if accounts are delinquent in status. These stipulations apply to county co-payments as well.

Please Note: Re-entry into the program by families who have an outstanding balance will be evaluated on a case-by case basis. In the event re-entry is granted, all outstanding tuition fees must be paid in full prior to the first day of service. In addition, all new monthly tuition fees must be paid in full prior to the first day of each month of service.

There will be no deduction of fees for student absence. Nonpayment is cause for student dismissal from the program.

## Dependent Care Reimbursement

Families using Dependent Care Reimbursement Accounts through their employer may submit the forms to the office for verification. Only the actual amount paid is verified.

## Returned Checks

Checks returned due to insufficient funds or closed accounts are assessed a service charge. If two non-sufficient funds (NSF) checks are received, all further payments must be made by money order or cash.

## County and Federal Assistance Programs

Families participating in child care assistance programs receive bi-weekly billing invoices to sign. These forms must be returned immediately to the office or the charges are placed directly on the families account. Payment is then the responsibility of the parent/guardian.

## Refunds/Credits

Refunds or credits are not given for:

- School closing days due to snow or extreme cold weather.
- When children are absent due to illness, behavior suspensions, or delinquent account suspensions.
- School Release Days

## **Absence**

If your child is going to be absent from SAC, parents/guardians must call the SAC site where their child(ren) attend and leave a message of their child(ren)'s absence. The school staff does not inform SAC of a child's absence. If notice is not received, parents/guardians are called to verify the location of their child. A Finder's Fee will apply.

## **Financial Aid**

Minimal financial assistance is available based on first come first served. Contact the SAC Billing Secretary for information on financial assistance. Dakota County also provides child care assistance, 651-544-5611.

## **Tax Statements**

Please read above, under Registration, for tax information.

## **Contract Changes**

If you need occasional care outside your contract, you must contact Jen at 651-403-7546, prior to using care. Please understand that, due to staffing demands and available space, we may not be able to accommodate your request. Your rates may change. Every schedule change will be charged a \$25 processing fee. The site supervisor reserves the right to decline a schedule change. Because the office has every child's schedule and schedule change, they have staffed accordingly. Please do not assume that there may be someone absent and that you can fill their spot. Requests to change or reduce your contract or withdraw from the program are subject to approval and require a two week notice. Be sure to check your email for approval notices. You are responsible for tuition according to the old contract until the change goes into effect. There will be no contract changes allowed the first two weeks of the school year.

## **Withdrawal From the Program**

A full two week notification of withdrawal is required. Tuition is charged for two weeks from the notification date. All outstanding balances must be paid in full. If you withdraw from the program prior to the session beginning, any registration fees paid will be forfeited.

# **ADDITIONAL CHARGES**

## **Finder Fees (School Year)**

Your child's safety is our first priority. If your child does not arrive on a day they are scheduled, we may have to make several phone calls to locate your child. This often takes a staff member out of the ratio for a period of time. You will be charged a \$5 Finder's Fee for this. This fee is per child, not per family. Families may be dismissed from the program if there are five Finder Fee's recorded on your account. You must call the SAC site your child attends and let them know or leave a voice mail that your child will be absent. A message left with the school secretary or your child's teacher will not get relayed to SAC. You must call SAC.

## **Late Pick Up**

Our program closes promptly at 6:00 p.m. If you arrive after 6:00 p.m. you will be charged \$10.00 for every 15 minutes you are late. (e.g., if you arrive at 6:04pm you will be charged \$10.00. If you arrive at 6:17pm you will be charged an additional \$10 for a total of \$20). Time of pick up is based on district clocks. Late fees will be added to the next billing cycle. After three late pick-ups your child will be suspended for three days. Repeated lateness after that may result in dismissal from our program.

If your child is not picked up at 6:00pm we will attempt to call you. If you cannot be reached, we will call the contacts you have listed on your emergency form until we find someone who is able to pick up your child. If your child is not picked up by 6:30pm we will contact the local police and the child is turned over to their custody.

## **Late Payment**

Each month you will receive your bill via email. You will be billed on the 15th of the month prior according to your contract. Payment is due by the first business day of the month. Payments received after the posted deadline will incur a \$25 late fee and childcare will be suspended until the payment is received. Enrollment in our Auto-Payment Program is the most convenient way to pay your bill. Your credit card or electronic check payment will automatically be run on the due date. Payments may also be mailed or dropped off in person to the SAC office at:

District 197 SAC  
121 W. Butler Ave.  
West St. Paul, MN 55118



# ADDITIONAL CHARGES CONTINUED

## Drop-In

If your child attends outside their regularly scheduled days/times, additional fees will apply. You cannot "switch" days/times during the week.

## School Release Days - SRD (School Year)

Registration for care on School Release Days is optional and is an additional fee per day. Please refer to the online fee schedule for current rates). A \$10 late registration fee will be charged to each SRD registration received after the Early Bird Registration deadline. Same day registration will be \$55. Same day registration will be accepted only if space is available.

## Forgotten Lunch (SRD & Summer)

On non-school days, families provide a bag lunch. Milk, juice or water is provided. We do not have access to a refrigerator/freezer or stove. Lunches should be packed accordingly. If a lunch is forgotten and time allows, families are contacted to bring a lunch to the site. Otherwise the SAC staff will prepare a lunch with the on-site supplies; a \$6 fee will be charged.

## Forgotten Field Trip T-Shirt (Summer)

All campers must wear their SAC Summer t-shirt on field trip days. If the t-shirt is forgotten, SAC will allow the child to wear a loaner t-shirt; a \$5 fee will be charged. At the time of registration, families are given a one-time option to purchase a second t-shirt for \$10. Replacement t-shirts cannot be purchased at a later date. (Multiple rentals do not result in the purchase of an additional t-shirt).

There will be no deduction of fees for student absence. Nonpayment is cause for student dismissal from the program.

For registration, billing or School Release Day information please contact Jen Matz at 651-403-7546 or [jmatz@tridistrictce.org](mailto:jmatz@tridistrictce.org).

## Parent Involvement

We encourage parents and guardians to visit our program and we welcome parent involvement. We appreciate your input, questions, concerns, and suggestions. Please feel free to send an email to the SAC site supervisor, program Coordinator or Facilitator. We send out evaluation surveys to get feedback about our program and for suggestions on how to make it better.

You are always welcome at SAC.

## Programming

- SAC offers children activities for groups of children as well as for individual play. Play areas include art, dramatic play, literacy, science, computers, games, and manipulative and constructive toys.
  - The children spend time outdoors every day throughout the year. The gym is available for individual or group games before and after school.
- Due to liability and staffing, children registered in the program may not bring friends or guests to the program who are not registered.

## Meals & Snacks

A snack is served every afternoon at all SAC programs. We offer a variety of fruits, vegetables, grains and protein. Milk and water are also available.





# FIELD TRIP PROCEDURES

## School Year Field Trips

SAC offers opportunities for children to go off site on a variety of field trips. Children are transported by school district busses. By registering your child to attend SAC on field trip days you are giving your child permission to go on the field trip. SAC may occasionally take walking field trips; permission for these trips is given at the time of registration.

All information pertaining to field trips will be posted at each site and on the SAC web pages. Please take time to review any new information posted so your child will be prepared for the activities.

It is our policy that children must ride the bus to and from the field trip. Parents may not drop their child off at the field trip site, ever.

## Summer Field Trips

Monthly calendars will be available on site and on line. Please watch for posted information about when we depart/return for field trips. Our field trips will take place on varying days throughout the summer program. Although most trips occur on Fridays, there are no "set" days for field trips.

Child care is not provided in site during all-site field trips because all SAC staff members attend field trips with the children. All children attending SAC during the time of a scheduled field trip must attend the field trip. You may make other care arrangements during that time; please note that refunds are not given for these days.

All information pertaining to field trips will be posted at each site and on the SAC web pages.



Please take time to review any new information posted so your child will be prepared for the activities.

It is our policy that children must ride the bus to and from the field trip. Parents may not drop their child off at the field trip site, ever.

As a general rule, your child will not need (nor be allowed) spending money on field trips. We try to make our trips "all inclusive" to allow all children the same opportunities as well as for parent/guardian convenience. There will be a few field trips where spending money will be allowed but limited. Please watch for more information to be posted at your site.

# POLICIES

## Sign In/Out

For the safety of the children, parents/guardians are required to enter the building with their children in the morning and sign in at the parent table. Staff assumes the responsibility of the children once they are signed in. When picking up their child, the parents/guardians are required to enter the building and sign their child out. Please always be prepared to show your picture ID when picking up your child(ren). Failure to sign your child in or out of the program may result in termination from the program.

## Release of Children

Children are released only to persons listed as authorized to pick up the child, unless staff have been notified otherwise in writing. Please inform them that the staff will request a picture ID.

## Custody Issues

If there is a court order regarding custody schedules and or restraining order against a parent SAC must have the appropriate copies of the court papers on site in order to enforce the order. Without such information, SAC assumes joint legal and joint physical custody. If a situation warrants their involvement, local authorities may be contacted for assistance.

## Safety Drill Procedures

The children and staff of the SAC program will participate and record five fire drills, five lock-down drills and one severe weather drill during the school year. During the summer program there will be two fire drills, two lockdown drills and one severe weather drill.

## Pool/Beach Policy

When swimming is part of the daily schedule, we reduce our staff to child ratio to a 1:6. SAC only uses pools and beaches that are lifeguarded. SAC staffs the swim area heavily and does buddy checks during safety breaks.

## Child Abuse/Neglect

Minnesota State Statute mandates all staff working directly with children to report and evidence or suspicion of child abuse or neglect. That includes a parent who is intoxicated when picking up a child at SAC.

## Illness

- If your child has a fever of 100 degrees or more, or has vomited, the child should stay home for 24 hours after the symptoms are gone.
- If a child becomes ill at SAC, the staff will have the child rest in a quiet area of the room, isolated from the rest of the children and will contact the parent to come pick them up. If you cannot be reached, the staff will call an emergency contact person on the registration form.
- Parents are to contact the SAC site when their child comes down with a communicable disease. When a communicable disease has been reported, a notice will be posted at your site.

## Medication

- Written parent/guardian permission and written physician orders on the Medication Dispensing form are required.
- Medication must be in the original prescription bottle.
- Medication must be accompanied by specific instructions about when and how it should be given.

For over-the-counter to be administered, medication also requires a Medication Dispensing form to be completed. A new authorization is required each year. Medication Dispensing forms are available at your site. Medications put in children's lunchboxes, backpacks, etc. are not allowed.

## Sunscreen & Insect Repellent

During the summer months, parents/guardians must supply sunscreen and insect repellent if they want their child to wear it. SAC staff will assist your child in putting it on. Application of sunscreen and/or insect repellent requires written permission and can be done at the time of registration.

## Pet Policy

We will inform you in advance if we are expecting animals/pets of any kind at our program. We do not allow any animals to visit/drop-in to our program without pre-approval from the site supervisor.

# WEATHER POLICIES

## Snow Days

If School District 197 schools are closed due to heavy snow or extreme icy conditions (poor driving conditions), the SAC program will be closed.

SAC does not refund any days due to the cancellation of school.

## Cold Weather Days

If School District 197 schools close due to extreme cold weather, the SAC program will be open and run as a School Release Day. The SAC program will ONLY be open at Garlough and Mendota Elementary. If your child attends any cold weather day, your account will be charged only the School Release Day fee. If your child does not attend SAC on cold weather School Release Days no adjustments will be made to your account.

SAC does not refund any days due to the cancellation of school.

If your child attends Garlough or Moreland Elementary Schools, or Friendly Hills or Heritage Middle Schools they will report to Garlough Elementary School for the Cold Weather School Release Day. If your child attends Mendota, Pilot Knob or Somerset Elementary Schools they will report to Mendota Elementary School for the Cold Weather School Release Day.

Due to short notice of Cold Weather School Release Days, programming at SAC may vary. You will need to send a lunch with your child. You are welcome to send along your child's homework. Breakfast, an afternoon snack, and milk will be provided.

## Closing Early

If school closes early due to inclement weather, our staff will be on site. They will attempt to contact every parent whose child is enrolled for that afternoon; however, you will need to pick up your child as soon as possible after school is released.

# ACCIDENTS & INCIDENTS

Parents/guardians are informed of any accident/incident involving their child at SAC.

- In case of a minor injury, SAC Staff members administer first aid and complete an FYI Form for the parents/guardians to take when they come for their child.
- In case of a serious accident, families are called to take their child for medical attention. A FYI Form is completed for parents/guardians to take when they come pick their child up.
- In case of a life threatening emergency, 911 is called. Paramedics determine whether the child needs further treatment or needs to be transported to the hospital. The family is notified immediately and is responsible for all medical charges. When you enroll your child in SAC, you are giving permission to SAC to make whatever emergency measures are necessary for the care and protection of your child while under our care.

## Insurance

Independent School District 197 does not carry accident or health insurance for the children. Parents/guardians are responsible for insurance and health coverage for their children.



# EXPECTATIONS

## What Families Can Expect From SAC

- Provide a safe, supervised and inviting atmosphere where children are encouraged to pursue their own interests, develop friendships, feel welcomed, and grow in confidence and independence.
- Provide a qualified, caring staff who show a genuine respect for children, act as positive role models and promote each child's self-esteem.
- To provide for the children a variety of developmentally appropriate activities, including but not limited to active play, indoor and outdoor activities, sports, games, dramatic play, self-directed play, science, cooking, arts & crafts, homework help, and academically enriching activities.
- To provide regular opportunities for children and youth to learn and practice essential social skills that will help them get along with others in daily life.
- Keep families informed through flyers, e-newsletters, site newsletters, and updated information boards.
- Two-way communication between parents and SAC staff, that parents and staff are working as partners to meet the needs of the children.

## What SAC Expects From program Participants

- Respect the rights of others and yourself.
- Be responsible for our actions.
- Respect the property of other and the program.
- Use acceptable language.
- Use appropriate physical contact.
- Follow the direction of the SAC staff.
- Remain with a staff person at all times. Ask permission to leave an area.
- Abide by all district policies.

## Behavior Guidelines

SAC Staff center their behavior guidance techniques on positive reinforcement, positive role modeling by adults, intervention techniques and redirection. The staff provides the children with guidance that promotes a positive self-concept. The staff helps children find solutions to current situations understand consequences and develop self-control.

Staff will focus on a positive approach to behavior through positive role modeling. Reinforcement of desirable behavior will encourage children to conduct themselves in a positive manner. Parents and staff will work together to set expectations in a group setting based on the child's developmental needs. If the child demonstrates inappropriate behavior, the staff will immediately discuss the situation with the child so he/she will understand why the behavior is not appropriate. In correcting a child's unwanted behavior, the staff says and shows the child what (s)he should be doing rather than focusing on the unwanted behavior. The staff also explains the reasons for the rules the children are asked to follow.

Physical contact in disciplining a child is avoided unless it is necessary to restrain a child from harming himself or another. It is reasonable to expect children to follow basic rules of safety, courtesy, and fair play. If however, a child has difficulty meeting these expectations on a regular basis, a parent/staff conference will be scheduled to decide what action is needed to remedy the situation. If the problem/behavior still cannot be resolved, the Coordinator will give the parents a notice of dismissal in writing, allowing them two weeks to make other child care arrangement. A child who has consistent behavior or discipline problems may be subject to suspension or expulsion.

If any child hits another child or staff member their parent will be called to pick them up immediately. The program reserves the right to deny or discontinue participation of any child, if such participation causes an "undue burden" or modification to the nature of the program.



## **Bullying Prohibition Policy**

A safe and civil environment is needed for participants to learn, grow, explore and develop healthy human relationships. Bullying, like other violent or disruptive behavior, is conduct that interferes with participants ability to learn and staffs' ability to educate participants in a safe environment. The SAC staff cannot monitor the activities of participants at all times and eliminate all incidents of bullying between participants.

However, when such conduct affects the programming and environment of the SAC program and the rights and welfare of its participants, it is the SAC programs intent to prevent bullying and to take action to investigate, respond, remediate, and discipline those acts of bullying which have not been successfully prevented. The purpose of this policy is to assist the school district in its goal of preventing and responding to acts of bullying, intimidation, violence, and other similar disruptive behavior. See School District Policy 514 for complete information on bullying prohibition.

## **Dismissal From the Program**

Dismissal from the program could result if:

- the staff determines that the program cannot meet the needs of the child.
- the child receives five discipline reports.
- the parent/guardian refuses to follow program procedures.
- fees are not paid.
- district policies are not followed.

Depending on the severity of the conduct and in accordance with program and district policies, immediate suspension/expulsion from the program may be warranted.

# **GRIEVANCES**

If you have any questions/concerns about the program here are some steps you can follow.

### **1st Step** – Talk with your Site Supervisor

Garlough – (651) 403-8145  
Moreland – (651) 403-7818  
Mendota – (651) 403-8048  
Pilot Knob – (651) 403-7921  
Somerset – (651) 403-8214  
Noreen – (651) 245-5329

**2nd Step** – If you are unable to resolve your questions/concerns, please contact the program Coordinator or Facilitator. Coordinator, (651) 403-7516 or Facilitator, (651) 403-7517.

One copy of this handbook will be given to every family. If you need another one please print one off of the School Age Care web site, found at [www.197sac.tridistrictce.org](http://www.197sac.tridistrictce.org).

# SITE DIRECTORY

## ELEMENTARY SCHOOLS

Garlough Elementary  
1740 Charlton St.  
West St. Paul, MN. 55118  
651-403-8145

Mendota Elementary  
1979 Summit Lane  
Mendota Heights, MN. 55118  
651-403-8048

Moreland Elementary  
217 W. Moreland Ave.  
West St. Paul, MN. 55118  
651-403-7818

Pilot Knob Elementary  
1436 Lone Oak Road  
Eagan, MN. 55121  
651-403-7921

Somerset Elementary  
1355 Dodd Rd.  
Mendota Heights, MN. 55118  
651-403-8214



## MIDDLE SCHOOLS

Friendly Hills Middle School  
701 Mendota Heights Rd.  
Mendota Heights, MN. 55120

Heritage Middle School  
121 W. Butler Ave.  
West St. Paul, MN. 55118

Noreen Center @ St. Stephens Church  
1575 Charlton St.  
West St. Paul, MN. 55118  
651-245-5329

## OFFICE STAFF

Heritage Middle School 121 W. Butler Ave. West St. Paul, MN 55118

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Jen Matz, School Age Care Registration and Billing  
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