

# **EAGLE ZONE PARENT HANDBOOK**

**2022-23 ACADEMIC YEAR**

**\*THE TERMS OF THIS HANDBOOK ARE  
SUBJECT TO CHANGE**



**EDEN PRAIRIE COMMUNITY EDUCATION**

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# General Program Information

## Eagle Zone Mission

Eagle Zone will provide a fun, safe, and enriching environment that is respectful and inclusive for school-age youth in the Eden Prairie community.

## Philosophy

We strive to provide a safe, engaging program where children have the freedom to explore their interests, be active and socialize with their peers. Eagle Zone is committed to providing a fun, safe, and enriching environment that is respectful, inclusive, and nurturing in order to promote the love of learning during out of school time programs.

Eagle Zone will:

- Establish a program that fosters a sense of belonging for all who are involved
- Encourage students to explore their personal interests and individual strengths
- Provide meaningful engagement between students and staff
- Continuously introduce new activities that allow children to have fun and experience new things
- Foster social, academic, physical and emotional development for all children involved
- Establish connections between families, community members, school staff and children
- Cultivate a culture that provides a positive educational experience for all involved

## Activities Offered by Eagle Zone

### Daily Activities

- Outdoor Activities and Gym Time
- Coordinated Activities (Arts & Crafts Projects, STEM Experiments, Cooking Activities, etc.)
- Social Interaction/Social Skill Building Activities
- Creative Thinking Activities (Building with Manipulatives and Giant Blocks)

### Special Events

- Theme-Based Days and Weeks
- Special Event Activities (Scavenger Hunts, Water-Balloon Toss Contest, Bingo, etc.)
- Guest Appearances (Community Organizations, On-Site Presentations, etc.)
- Service-Learning Activities and Leadership Games

## Registration Fees & Daily Cost

### Before School Care:

- Cedar Ridge and Forest Hills: \$13.00/session (drop-in rate: \$16.00)
- Eden Lake and Prairie View: \$14.00/session (drop-in rate: \$17.00)
- Oak Point and Eagle Heights: \$11.50/session (drop-in rate: \$14.50)

### After School Care:

- Cedar Ridge and Forest Hills: \$18.00/session (drop-in rate: \$21.00)
- Eden Lake and Prairie View: \$17.00/session (drop-in rate: \$20.00)
- Oak Point and Eagle Heights: \$18.50/session (drop-in rate: \$21.50)

**Non-School Days:**

- Standard Rate: \$53/Day (drop-in rate: \$58)
- Non-School Day Only Contracts & Late Registration: \$58/Day

**Registration Fees:**

- Registration fees for the school year are 1 Child = \$50, 2 Children = \$65, and 3 Children or More = \$75

**Enrollment In Eagle Zone****Required Process**

Families will be required to sign-up for Eagle Zone through the portal of your online account. Eleyo is the online software used by Eden Prairie Community Education.

**Required Forms & Payment**

When enrolling in Eagle Zone, the following must be received from each family:

- Eagle Zone Contract
- Registration Fee

**Required Minimum Enrollment & Advance Notice**

Schedules are created by picking your days in the system. Additional days can be added as needed at no additional cost with a week (seven calendar day) notice. Any schedule change within the seven calendar day window must be added as a drop-in day. Registration closes 3 days prior to the day of care that is needed.

# General Policies

## Accommodations

Eagle Zone welcomes individuals of all abilities. The program will provide reasonable accommodations if needed, to make physical and social integration successful. Your start date may be dependent on the implementation of these accommodations. As necessary, Eagle Zone will be able to provide additional staffing to ensure successful accommodation.

## Data Privacy

Eagle Zone complies with data privacy laws. Eagle Zone will give to and receive information from school staff; to the extent, it is educationally relevant or relevant for childcare purposes.

## Child Abuse & Neglect

All Eagle Zone staff are mandated by law to report any suspected cases of child abuse or neglect.

## Children's Belongings & Clothing

**A child should be adequately dressed for both indoor and outdoor activities. In addition, it is strongly recommended that:**

- All belongings are labeled with the child's name
- Children are responsible for their belongings and only bring necessary belongings
- Children and parents check the lost and found area periodically for missing items
- Children should leave all toys and electronics at home, unless information has been provided by Eagle Zone staff indicating the importance of bringing such items
- Children should not bring money to Eagle Zone, unless notified differently by Eagle Zone staff
- If children are asked to bring money for field trips, children do not bring more than requested. Staff will not hold money for children, so please plan accordingly.

*Eagle Zone, Community Education and Eden Prairie Schools are not responsible for lost, stolen, or damaged items. Children should leave all toys, valuables and non-essential items at home.*

## Use of Photos

As part of Eden Prairie Schools, Eagle Zone will use photos for school-approved publications, such as calendars, newsletters, flyers, brochures or related items. The use of photos is considered to be "directory information" and parents who do not wish for this information to be released must indicate their preference on their registration. Eagle Zone does not give out photos or directory information to third parties. Photos will be used to promote the Eagle Zone program, Community Education, and/or Eden Prairie Schools.

## Weather Related Closing

The following weather policies apply to Eagle Zone:

In the event of severe weather, communication will be sent to parents via email. If children need to be picked up, or the program is going to be closed, that communication will be sent via email and/or text message. If the communication method for weather notifications changes, all parents will be notified.

*No refunds or credits will be given for closings that are a result of the weather.*

## Sunscreen & Bug Spray Policy

**The following sunscreen policies apply to Eagle Zone during the school year:**

- Eagle Zone will provide sunscreen for children upon request.
- If parents prefer that their child brings their own sunscreen, it must be labeled with first and last name.
- Staff are not allowed to apply sunscreen to children.

**The following bug spray policies apply to Eagle Zone:**

- Eagle Zone will not provide bug spray nor will staff apply bug spray.
- Children are welcome to bring bug spray to the program and apply it themselves.

## **Behavior Management Guidelines**

### **Staff Expectations**

All Eagle Zone staff are expected to, and accountable for:

- Acting as positive role models
- Establishing, communicating and enforcing age-appropriate behavior expectations
- Involving the child in working out solutions that the child may be having
- Providing natural consequences for unacceptable behavior (i.e. loss of privilege)
- Communicating with families if the behavior continues, or is severe

Staff are expected to uphold the ground rules of Eagle Zone and will work to provide an environment that seeks to enhance and support each child's emotional, social, intellectual, and physical development.

### **Child Expectations**

Eagle Zone will abide by the policies of behavior management established by the Eden Prairie School District.

Basic expectations for children will include:

- Respect authority and follow directions
- Follow program rules
- Respect the rights of others
- Respect property
- Display appropriate social skills
- Be responsible for their actions

Eagle Zone strives to establish and maintain a behavior guidelines system that reinforces positive behaviors. We will do this through positive staff interaction, consistent guidelines, and appropriate consequences.

Behaviors that are not acceptable at Eagle Zone:

- Physical encounters that hurt another child or staff
- Inappropriate language, songs or jokes including swearing, teasing, references to drugs, alcohol, abuse, racism, gender, bias, weapons, etc.
- Any threatening language or behavior that is directed towards another child or staff member program
- Leaving the program area or group without permission
- Interrupting others as they talk, work, or play
- Stealing or vandalism to school or personal property
- Invading, using, or taking other people's property without permission
- Any behavior that interferes with other children's ability to take part in program activities and/or events

**The following procedures will be used when children display unacceptable behavior:**

1. **Warning:** A verbal reminder of the rule or inappropriate behavior will be given by staff, once only.
2. **Redirection:** Children may be directed to leave any area if they display unacceptable behaviors.

3. **Thinking Time:** Children will be asked to take a “think time” and sit quietly for a few minutes if their behavior continues or they are not following staff expectations discussed through other behavior guidance procedures. Behavior that threatens the safety of others will result in a separation from the group or area without a warning.
4. **Cooperative Behavior Modification:** Staff will discuss with children before they return to the group or activity the situation and what happened, acceptable alternatives to their behavior, what they could do differently next time, and why it is important to make the appropriate choice.
5. **Parent Notification:** Phone calls during the program to the parent may be necessary at the discretion of the staff.

If the behavior is severe, possible suspension or termination from the program, referral to police, juvenile authorities, or community agency may result. Examples of severe behavior include, but are not limited to: aggressive behavior; possession of drugs, alcohol, tobacco, weapons or unsafe objects; harassment of any form; stealing; destruction of property; repeated refusal to cooperate; profane/curse/vulgar language; unsafe activities (i.e. leaving grounds without permission, behavior endangering others, etc.).

### **Parent/Guardian Grievance Procedure**

If you have a grievance or a concern, please follow the procedures below:

1. Please share your concern with one of the Program Leads working at the site in which your child attends. The Program Lead will provide you with a response, and may direct the concern to a supervisor at that time.
2. If it is not resolved, please contact the Director of Youth Programs to discuss the grievance.
3. If it is still not resolved, please contact the Director of Community Education to discuss the grievance.

# Attendance Policies

## Sign-In & Sign-Out

Parents are required to sign children in every morning and out every afternoon. This is a safety procedure designed to protect your child. Failure to sign your child in or out of Eagle Zone may result in a suspension of care.

## Authorized Pick-ups

You may be asked to provide identification when you arrive to pick your child/children up. This will occur until staff has become familiar with you and the people you have authorized to pick them up. The safety of your child/children is our biggest concern, so please be patient if you encounter a staff member who does not recognize you. You must provide permission for anyone other than a parent/guardian to pick up your child. When you register for Eagle Zone online, you will be asked to name persons authorized to pick-up your child. You can add authorized individuals for pick-up on the portal of your online account as you need.

Keep in mind, staff will always ask for photo identification from anyone unfamiliar attempting to pick up a child. If you have an authorized individual picking up your child/children in your place, please ensure they have a form of photo identification with them. Unless Eagle Zone has legal documentation on file that limits a parent's right to pick up a child, staff will release the child to either parent.

## Late Pick-up Procedure

Eagle Zone ends at 6:00 pm so all children are expected to be picked-up by 6:00 pm. If an emergency delays you, and you are going to be late picking up your child/children, please make alternative plans for an authorized individual to pick up your child on time. Also, please make sure to call program staff immediately to notify them of the situation. In the event that your child is still in the program after closing, and the staff has not heard from you, the following steps will be taken:

1. Attempt to reach parents/guardians, using all the numbers provided
2. Call the individuals listed as Emergency Contacts and Authorized Individuals for Pick-Up
3. If it is 6:30 pm and staff have not been contacted, and no one listed in the above roles can be reached, children may be released to the local police department

A late fee of \$1/minute per child will be assessed beginning at 6:00 pm, and this fee will appear on your next invoice. Continued late pick-up will result in a warning and then could result in suspension or termination of childcare services.

## Unscheduled Absences

Parents/guardians are responsible for letting the site staff know if and when a child will not be attending on a scheduled day. We take the safety of your child seriously, and our staff are trained to follow appropriate procedures to locate a student who is scheduled to be at Eagle Zone but is absent. Searching for absent children can result in program interruptions for staff and other children. You may notify site staff by email, text message or voicemail. Please contact your site to get the direct contact information, including the cell phone number for the site in which your child is attending. **If site staff are not notified and have to attempt to locate your child, a \$10 finders fee will be charged.**

# Policies Regarding Illness & Injury

## Illness & Sending Children to Eagle Zone

Eagle Zone follows the district policies regarding absences for illness. It is expected that parents will be familiar with these policies for individual illnesses on the district website. This includes keeping students at home if they exhibit any of the following symptoms:

- If a student has a fever of 100 degrees or more, the student should stay home for 24 hours after the temperature returns to normal.
- If the student has vomited or had diarrhea, the student should stay home until 24 hours after the last episode.
- If the student has any rash that may be disease-related or the cause is unknown, check with your family physician before sending the student to school.
- If the student has inflamed eyes
- If the student has a severe cold, sore throat, or bad cough

## Handling Illness/Injury

Eagle Zone makes every effort to maintain a safe environment for children. Staff members are trained in CPR, first aid and crisis management. If a child has a minor injury, first aid will be administered and a family member will be informed. When a child is unable to remain in the program due to illness or injury, a parent or emergency contact will be notified. Please make sure that the listed emergency contacts are up to date in your online account.

If first aid is administered by Eagle Zone staff, and parents are notified, it is up to the parent to decide whether or not a doctor should be contacted. In the case that the parent wishes for the child to visit a doctor, an authorized individual for pick-up is required to pick up the child and provide transportation to visit the doctor. At no point will staff be allowed to transport a child in their personal vehicle. If an injury occurs on a field-trip, and it is not considered to be an emergency, a parent/guardian will be required to pick up the child if there is a need to see the doctor. In the event of an emergency, staff will notify emergency services, and 9-1-1 may be called prior to parental notification.

## Medication

When necessary, Eagle Zone will administer prescription medications. Eagle Zone staff may be able to administer medications when all of the following conditions are met, as according to school district policy:

- A medical permission form signed by the parent and doctor is on file with Eagle Zone
- Medicine is brought in the original container with the child's name, directions and appropriate dosage clearly marked
- Parents must provide emergency medication to Eagle Zone staff, along with the completed medication form. Staff will then be trained in how to administer the emergency medicine.



# Registration & Financial Policies

## Registration Fee and Billing

A non-refundable registration fee is required for each child registering for the program. The registration fee is charged once the contract is accepted. The fee is based on how many children are being registered. If a child is withdrawn and re-started in the same school year for behavior related reasons, the registration fee will again be applied.

## Billing & Invoices

Billing is done monthly. Invoices will be sent out around the first week of the month for the care that was provided the month prior. Payments are due on the 15th of each month. For example: September bills will be sent out around the first week of October and will be due on October 15th. That covers care that will be provided by Eagle Zone in the month of September. Fees are based on the days and program components that a child is registered for, not based on attendance. Additional fees accrued throughout the month will be added to the next invoice.

## Forms of Payment

The required form of payment is automatic monthly billing. Parents must enroll in the Auto Payment option through the registration management website, and the portal of your online account. If you are unable to sign up for Auto Payment, you must contact the Community Education office at 952-975-6953. Credit or debit payments will be accepted by VISA, MasterCard or Discover.

## Late Payment

Full payment of tuition is due on or before the fifteenth of each month. A \$15 late fee will be assessed to accounts if a payment has not been received by the 15th of the month. Automatic payments are required to ensure timely payment. A \$20 failed payment fee will be applied if your automatic payment fails for any reason. Accounts not paid in full will result in a suspension of care at the end of the last business day of the month in which the bill was due. The suspension of care will remain in effect until payment in full is received.

## Changes to Your Schedule

The deadline to make changes to your schedule that was entered at the time of registration for which a child will be attending Eagle Zone is a week (seven calendar days) prior to the date the change is needed. This includes a termination of a contract. Changes within the seven calendar day window must be submitted as drop-in days. Once the changes have been reviewed, a notification will be provided via email confirming the changes. All changes/terminations must be completed through the online portal of your account. **If your child is scheduled to attend but will not be attending, please contact the site directly to notify them of your intended absence. If site staff are not notified and have to attempt to locate your child, a \$10 finders fee will be charged.**

## Drop-In Days

Registered Eagle Zone families who have an existing contract are allowed to add a drop-in day to their schedule through the online portal of their account with a minimum of three days' notice. Drop-in days are not allowed to be added within three business days.

Approval of drop-in days will be provided by the program and parents should not bring their child to the program, unless they have received a confirmation that the drop-in day was approved. Drop-in days are dependent on space and ratios.

The drop in rate for before and after school care varies by site. Any additional day added outside of the seven business days should be done by changing your schedule, and there is no charge for changing your schedule.

## Person Responsible, with Multiple-Party Payment

Please note that the person listed as responsible for the bill must ensure that all payments are made according to the agreement in place. If multiple people are contributing to the tuition, it is the person listed on the registration form who is responsible for the timely payment of the bill. Auto Pay election allows families additional flexibility for multi-party payments.

## Receipts

All payment receipts are available in the portal of your online account. If other information is needed for a Flexible Spending Plan, you can contact our team at (952-975-6953)

## Tax Information

Tax statements for school age care are available after January 1 for the previous tax year and can be found online in your account portal. Use the 'Download Tax Information' button from the Account Management Tools menu bar on the left to obtain a copy of the tax statement. The tax ID # for Eden Prairie Schools is 41-6001462.

The screenshot shows the 'School Age Care Account #1017' dashboard. On the left, there are three main menu sections: 'Account Management Tools', 'View and Pay Invoices', and 'Manage your Auto Pay'. The 'Account Management Tools' section includes buttons for 'Register a New Contract', 'Register Drop-in Days', 'Register Non-School Days', 'Manage Authorized Pickups', and 'Download Tax Information'. The 'View and Pay Invoices' section shows 'Latest Invoice' with a 'Pay' button and a 'View' button. The 'Manage your Auto Pay' section shows a VISA card ending in 1111, with an option to 'Choose a Different Payment Method'. The main content area is titled 'Current and Upcoming Contracts' and lists several contracts for different children and schools, including details on contract types and end dates. A red box highlights the 'View current and upcoming contracts by selecting here' text. Below this, the 'Recent Activity' section shows a list of transactions for December 2017 and September 2017. A red box highlights the text 'Select a payment or invoice to view and print details' with an arrow pointing to a transaction entry.

**School Age Care Account #1017**

**Account Management Tools**

- Register a New Contract
- Register Drop-in Days
- Register Non-School Days
- Manage Authorized Pickups
- Download Tax Information

**View and Pay Invoices**

Latest Invoice

Your account is current. Your next due date has not been scheduled yet.

Pay View

**Manage your Auto Pay**

Auto Payments

VISA Visa \*\*\*\* 1111 Expires: 01/22

Choose a Different Payment Method

**Current and Upcoming Contracts**

Child Name	School	Contract Type	Ends
Jackson Radtke	New Family Paperwork...	Non-School Day Only	
Reece Radtke	Arrowhead Elementary	Drop-in Before School Drop-in After School	
Alesha Ann Radtke	Dogwood Elementary	Mon-Fri Before School Tue-Thu After School	
	New Family Paperwork...	Non-School Day Only	Ends: Jun 2, 2018
	Arrowhead Elementary	Drop-in Before School Drop-in After School	Ends: Jun 1, 2018
Anna Radtke	Nelson Elementary	Mon-Thu Pick Your Weeks Full Day	Ends: Jul 13, 2017

**Recent Activity**

Month	Date	Description	Amount
December 2017	12/21/17 3:49 PM	Credit Card Visa (1111) Payment online for \$123.00	(\$123.00)
September 2017	09/25/17 2:52 PM	Invoice 203: Aug 01 - Sep 30	\$123.00

*Sample Account Dashboard*

# Responsibilities of Participants

## Eagle Zone Staff Responsibilities

- Provide a safe, positive and enriching environment
- Support the developmental needs of students
- Provide a caring environment, showing respect for all children
- Build healthy relationships and be excellent role models
- Keep parents informed through regular communication

## Eagle Zone Children Responsibilities

- Have fun!
- Make safe and healthy choices
- Try new activities and explore interests
- Make new friends and interact with other children
- Follow school district and site behavior guidelines

## Eagle Zone Parent/Guardian Responsibilities

- Abide by the terms and policies of the Eagle Zone Program
- Keep your child's records complete and up-to-date
- Share information with Eagle Zone staff members about your child's needs
- Inform the Eagle Zone site staff when your child will not be in attendance
- Inform staff if someone other than those authorized will be picking up your child
- Stay informed by reading the handbook, emails, Family Information Area, posters and other information about events and Eagle Zone updates