

FRIENDSHIP CONNECTION



Handbook for Families

The most up-to-date handbook will be posted online at www.isd623.org/friendship

Sites and Contact Information

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Brimhall

1744 County Road B West
Roseville, MN 55113
651-633-4327
bh-fc@isd623.org

Falcon Heights

1393 Garden Avenue West
Falcon Heights, MN 55113
651-641-0035
fh-fc@isd623.org

Central Park

535 County Road B2 West
Roseville, MN 55113
651-481-0745
cp-fc@isd623.org

Harambee

30 County Road B East
Maplewood, MN 55117
651-379-2566
har-fc@isd623.org

Edgerton

1929 Edgerton Street
Maplewood, MN 55117
651-771-9835
edg-fc@isd623.org

Little Canada

400 Eli Road
Little Canada, MN 55117
651-482-0420
lc-fc@isd623.org

Emmet D. Williams

955 County Road D West
Shoreview, MN 55126
651-482-0421
edw-fc@isd623.org

Parkview

701 County Road B West
Roseville, MN 55113
651-487-4391
pv-fc@isd623.org

Friendship Connection Main Office

1910 County Road B West, Roseville, MN 55113

Molly Flynn - Supervisor, 651-604-3536, molly.flynn@isd623.org

Sarah Drake - OST Manager, 651-604-3591, sarah.drake@isd623.org

Abraham Oyesile - OST Manager, 651-604-3811, abraham.oyesile@isd623.org

Kou Xiong - OST Manager, 651-604-3596, kou.xiong@isd623.org

Jacob Mack - Administrative Asst. and Billing, 651-604-3505, jacob.mack@isd623.org

Find us online at www.isd623.org/friendship

Welcome

We are pleased that you have selected our program for your child! Our goal is to create a caring, quality learning environment. We believe that every child is special and unique. Our staff work to provide an atmosphere that fosters their growth. We are committed to partnering with families and will honor your role as a parent. We will work with you, school educators, and other important adults in supporting the care and development of your child.

Focus Statement: Through engaging experiences and environments, we will inspire and develop all types of leadership.



We offer low staff to student ratios and choices for creative, physical, and social growth through activities in art, music, science, sports, cooking, literacy, technology, community service, dramatic play, homework assistance, and quiet time. We also strive to help students feel connected to the greater community!

We are open from 6:30 am to 6:00 pm, Monday through Friday, providing before and after school care. Child care is offered on non-school days and during the summer. We are closed on major holidays and for time to set up before our summer and school year programs begin.

We are sponsored by the Community Education Department of Roseville Area Schools. Like all other district programs, we are governed by the policies and guidelines of the Board of Education. Friendship Connection has also adopted the MN Afterschool Accrediation Project as our guide for programming and best practices. Friendship Connection sites are certified through the Department of Human Services (DHS).

Family Responsibility Check List

- Read the Family Handbook.
- Sign children in and out daily.
- Check your family folder for information about your child and the program.
- Ask staff for feedback on your child's day or progress in the program.
- Model respectful behavior when dealing with our staff and students. Failure to do this can result in your child's removal from the program.
- Notify site staff if your child will be absent, attending other before/after-school programs, or picked up early for any reason. Notifying the school office is not sufficient. If a child does not arrive after school as expected, staff will investigate immediately by attempting to contact parents/guardians, the identified emergency numbers and, if necessary, the police. A Finder's Fee may be assessed.
- Provide required notice of change in contract or withdrawal by submitting an online request by the deadline (see contract section).
- Pay all costs incurred for your contracted days whether your child attends or not.
- Read all communications sent regarding the program.
- Share and send in any medical or accommodations documents.

Family Involvement

We strongly encourage your input and involvement! The quality of the staff/parent/guardian relationship greatly impacts the success of the program. Your suggestions and concerns are appreciated and welcomed.

Visiting

We invite you to visit our sites anytime during our operating hours. If you would like a tour or to meet with a staff member, please call the site office to schedule a visit. Also, if you have a unique skill or talent you would like to share with the children, we encourage you to contact our site staff to arrange for this opportunity!

Orientation

Family orientations are offered at each site prior to the summer session and start of school in the fall. You may also call the site to schedule an individual orientation.

Communication to Families

We use a system of family folders to share information. **Please check these folders daily.** This is where you will find notes from staff about your child's day and other important program information. **Do not leave information for our staff in these folders** (i.e. tuition payments or emergency information), please give it directly to our staff.

We also have an online parent information network. Site staff will email or text information, reminders, questions, and surveys to families throughout the year. Our billing office will email monthly invoice notices and billing and registration reminders. Please make sure we have an up-to-date email address and phone number for you in your account.

Family Feedback

Families will have the opportunity to provide feedback at their sites through various means including surveys, questionnaires, and parent discussions.

Communicating Concerns or Suggestions to Staff

Your ideas, suggestions, concerns, and feedback help us make continual improvements to our program. You can share your thoughts and perspectives by:

- Speaking to the staff working directly with your child.
- Scheduling a conference with the Out of School Time (OST) Site Coordinator.
- Contacting the Program Supervisor at 651-604-3536 if you have additional comments or your issues have not been resolved.

Community Partnerships

We strive to create ongoing connections and relationships with community partnerships who share their expertise and resources with youth! We look for partnerships that enhance learning in relevant, meaningful, and authentic ways.



Registration and Enrollment

Registrations are accepted on a space available basis.

Registration information is available at each childcare site. Families should register online at www.isd623.ce.eleyo.com. If you are unable to register online, we can help. Please contact your OST Site Coordinator or the main Friendship Connection office at 651-604-3505.

Enrollment for summer and the following school year takes place at the end of February. Information with specific dates will be in each school's March newsletters and on our district website: www.isd623.org/friendship. You may also call the main office at 651-604-3505 in early March to get registration dates and general information.

During our spring enrollment period, registration assistance will be available at each site. Enrollment will be guaranteed if registration is received by the end of the day on Friday of the second week of registration. Otherwise, registration is on a space available basis. If the site you select is full, you will be notified and your child's name will be placed on a waiting list. Accounts must be paid in full in order for your registration to be accepted.

Registration for before-school and after-school care is available to students enrolled in Roseville Area Schools during the school year. Children enrolling for the school year program must register for the Friendship Connection site at the school they attend. Summer Friendship Connection is open to students who are enrolled outside of Roseville Area Schools.

To properly prepare for staff to student ratios and in order for your child to start on the first day of school or summer, your registration must be received by the deadline.

Families registering after the start of the school year can check on availability by contacting the site at their child's school or the main office at Anpétu Téča Education Center. Contact information is in the front of this handbook.

Once summer and school year programs have started, we require a one week processing period before new students can start. The start date is dependent upon availability.

Children entering Kindergarten and who are age 4 by September 1st (in Pre-K) and attending a school year site are eligible to register for Friendship Connection.



School Year Enrollment Options

Friendship Connection School Year Hours

- Before School Care: 6:30am until school start
- After School Care: school dismissal until 6:00pm



Enrollment Choices

For current fees, please see registration packet or visit our website at www.isd623.org/friendship.

Consistent Schedule Contract:

- For families needing the same schedule every week

Pick Your Days Contract:

- For families whose schedule varies from month to month or week to week
- Monthly schedule due by the 15th of the previous month

Non-School Day Only Contract:

- For families who only need care on non-school days
- This option does not allow registration for any school days

Families with outstanding balances will not be allowed to register for non-school days or drop-in days.

Drop-in Care

Drop-in care is available on a space-available basis for students currently enrolled for Consistent or Pick Your Days schedules. You must contact your site or register online at least 24 hours in advance to allow the OST Site Coordinator to confirm that space is available. To use the online system, please register for a “drop-in day.” No discounts apply and accounts must be up to date. Refer to current rate sheet for drop-in fees.

Tuition Charged Based On Your Contracted Schedule

If your child does not attend on a day for which you have contracted, you will be billed for that day.

Care on Non-school Days (NSD)

Full-day care is offered on non-school days. Registration for non-school days is separate from contracted days and occurs once a month for the following month’s non-school days.

Anyone needing to register for a non-school day after the registration deadline must first get the approval of their OST Site Coordinator. If approved, the registration will be entered by the Friendship Connection office, and **a late registration fee of \$10.00 per child, per non-school day will be charged to the account.**

Due to enrollment, sites may combine during some non-school days. Please look at the NSD information carefully when registering for non-school days; care may not be at your home site.

Tuition will be charged to your account if you register your child for the non-school days even if they do not attend. No changes/cancellations will be accepted after the non-school day registration deadline.

Children who are dropped off and are not registered for care on a non-school day will not be allowed to stay. You will be called to pick them up.

Children attending these days must **bring a lunch.**

Field Trips/Special Events

Registering for a non-school day automatically registers your child for any field trip or special event that is planned.

Summer Enrollment Options

Summer Care

Friendship Connection offers care June through August. **Sites are closed for 3 days after the last day of school and for 2 weeks before the first day of school in the fall.**

Enrollment Choices

For current fees, please see registration packet or visit our website at www.isd623.org/friendship

Consistent Schedule Contract:

For families needing the same schedule every week.

Full Day: 6:30 am - 6:00 pm

Pick Your Weeks Contract:

For families who aren't in need of care every week. You choose the weeks you need! You will be billed for 5 days per week whether your child attends all 5 days or not.

Full Day: 6:30 am - 6:00 pm

Pick Your Days Contract:

For families unable to choose a consistent schedule. You choose the days you need!

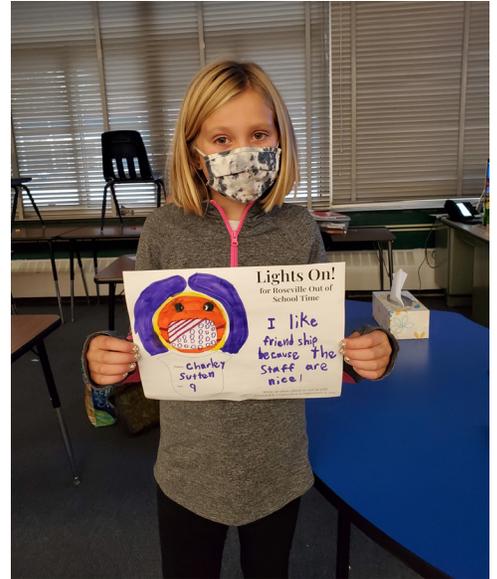
Full Day: 6:30 am - 6:00 pm

If choosing the 'Pick Your Days' or 'Pick Your Weeks' option, you must select at least 1 day or week to register. After the initial registration, monthly schedules must be submitted by the 15th of the previous month.

Rates include a t-shirt/bag, field trips, special events, and morning and afternoon snacks.

Summer Lunches

Children may bring bag lunches. School lunch will also be available this summer at no charge on most days. There will occasionally be days where school lunch is not available, such as field trip days. We will communicate with families about days where school lunch is not available. Summer menus will be available on our district website.



Field Trips/Special Events

Registering for summer care automatically registers your child for most field trips or special events that may be planned for that time. Fees for these special events are included in the day's tuition.

We are not able to offer alternative care for children when the entire site is participating in the field trip. Families with conflicts on those dates are welcome to drop off or pick up their child from the event if arrangements have been made ahead of time with our staff.

Billing

Managing Your Account Online

We have a convenient online system for registering and managing your account. We encourage all families to take advantage of this system for making payments. Once you have set up a login for the system and registered for our program, you can log in at any time to manage your account. You will be able to view your contract and make payments to your account online. You may also add a credit/debit card or checking/savings account for Auto Pay. The online system can be accessed at isd623.ce.eleyo.com.

Account Owners

The person who initially sets up the child care account online is the account's primary owner and that person is responsible for payment of the charges on the child care account. Accounts can have multiple owners. For example, accounts that will have online payments made by more than one person, each of whom will need their own year-end tax statement (i.e. two parents that are divorced), will need more than one owner so that each person paying can login with their email and password and payments can be attributed to the correct person. In order to set up an additional account owner, the **existing** owner must call or email the Friendship Connection administrative assistant at 651-604-3505. When an account is past due, all owners will be notified, but the primary owner is ultimately responsible for payment.

Tuition Statements

Invoices are processed monthly. Invoices will be processed at the beginning of the month for that month's tuition.

All accounts are paperless. Accounts will receive an automated email when a monthly invoice has posted to your account. Families with county assistance are invoiced every 2 weeks, on the county billing cycle.

Tuition Payments

- Payments will be accepted online at any time or on-site during program hours; monthly tuition must be paid in full by the 15th of that month in order to avoid a late fee.
- Tuition may be paid online by credit/debit card (AMEX, VISA, MasterCard, Discover) or checking/savings account, or on-site by check, cash, or money order. Online payments are preferred.
- Tuition payments submitted through your online account are due by the end of the day on the 15th of the month. Tuition payments submitted on site are due by 6:00 PM on the 15th of the month. If the 15th falls on a weekend, on-site tuition payments will be due by 6:00 PM on the Friday before.
- A late fee of \$20 is automatically assessed after the 15th of the month on ANY unpaid balance.
- If your child care account is not paid in full for the month, child care will be terminated on the 1st day of the next month, i.e. if the account is not paid in full by 9/30, child care will be terminated effective 10/1.
- Regarding late and missed tuition payments, if you miss multiple deadlines for these payments our program may require you to have a card on file so payments are not missed.

Year End Financial/Dependent Care Information

- The Federal Tax ID number and detailed tuition for each child are listed on each monthly invoice. Keep these invoices for your tax records and dependent care claims.
- Year-end statements are not sent, however, families can access their accounts online to print a year-end statement through the online system.
- 48 hours notice is needed for staff to verify and sign reimbursement forms for child care expenses.

Credit Card Information

- You can enroll in Auto Pay to pay your tuition by credit/debit card, checking, or savings account through your online account. Full monthly tuition will be processed on the 15th for all Auto Pay accounts.
- One-time credit/debit card or checking/savings account payments can also be made online or by calling the main office at 651-604-3505.

**Friendship Connection accounts are paperless.
All account information is available online in your account.**

Payments

Financial Assistance

Partial or total tuition assistance may be available to qualifying families through state or county funds. You can call the following agencies directly for information:

Ramsey County Human Services, Intake Number: 651-266-4019

Basic Sliding Fee, Think Small: 651-641-6665

Written authorization for families receiving financial assistance from outside agencies **must be received before child care can begin**. If financial assistance is cancelled, you will be responsible for all expenses incurred. If you receive financial assistance, you assume responsibility for fulfilling county requirements: provide information and child care schedules, submit timely reports, and make payments not covered by the financial assistance program.

In situations when the financial resources listed above are unavailable or not appropriate, there may be *limited* fee assistance or account adjustments which may be available on a short-term basis. Please contact the Program Supervisor at 651-604-3536.

County Assistance families are responsible for submitting their annual redetermination to the county from which they are receiving assistance. Any care used after this time not covered by assistance will be the financial responsibility of the account owner.

Payments

Online payments are preferred and can be made by credit/debit card (AMEX, VISA, Mastercard, or Discover) or by checking/savings account. If you need to pay on-site with cash, money order, or check, please give your payment directly to a staff person. Please be sure to get a receipt for a cash payment.

Make checks payable to: **Roseville Area Schools** and include your full name, address, telephone number, and account number.

Late Payments / Past Due Payments

Accounts must be current to remain enrolled in the program. If you are unable to make your payment by the due date, call the Program Supervisor to discuss payment arrangements. If no payment or contact is made by the end of the month, child care will be terminated.

Families whose accounts are past due will not be able to sign up for drop-in days, add days to their contract, or attend non-school days.

Collections

Outstanding accounts are turned over to a collection agency. If your account is sent to collections you will be responsible for all collection and legal fees in addition to any outstanding tuition. Families may re-enroll once all outstanding tuition and fees are paid. Accounts must remain current in order to remain enrolled.

Uncollected Checks

Roseville Area Schools has elected to use an outside company to recover returned checks. CHECKredi will be responsible for the electronic collection of NSF checks turned in to any school or district program. When you provide a check as payment, you authorize us to use information from the check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. You authorize us to collect a fee through an electronic fund transfer from your account if your check is returned unpaid. CHECKredi will collect the maximum penalty allowed by Minnesota law. District policy states that if you have two NSF checks, you will no longer be able to pay by check.

Contract Terms

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

Additional Program Fees

Early Registration
(Non-refundable) \$20/summer, \$20/school year per child

Registration - Annual
(Non-refundable) \$30/summer, \$30/school year per child

Contract Change \$10 per contract change

Returned Check maximum amount allowed by law

Finders Fee \$5-2nd time, \$10-3rd time, \$15-4th time

Late Non-School Day \$10 per child, per day

Same Day Registration (Non-School Day Only)
\$10 per child, per day**

***In the event your child is dropped off on a non-school day without registration and is able to attend, you will be charged the late fee in addition to the same day registration fee.*

Clothing Not Returned \$10

Late Payment \$20 per late payment

Late Pick Up

- 1st - 3rd Occurrence:
\$1 for every minute from 6:01-6:15 PM
\$2 for every minute after 6:15 PM
- 4th Occurrence:
Same as above + **one week suspension**
- 5th Occurrence:
Same as above + **termination of care**

Absences/Sick Leave

Call or contact your site if your child will be absent. **Tuition is not credited for sick days or other absences.** If an illness extends beyond two weeks, please contact our main office and your Out of School Time (OST) Site Coordinator regarding this absence. Friendship Connection does not offer vacation credit.

Contract Change

A schedule change must be submitted online by the last day of the month for the change to take effect on the 15th of the next month or by the 15th for the change to take effect by the 1st of the next month. Verbal or email notification is NOT sufficient. A \$10 fee is charged to your account for each contract change submitted. Changes involving additional care or different times of day can be accepted only as space is available.

Requests must be submitted by the 15th or last day of each month. If submitted by the 15th, changes will take place on the 1st or later of the next month. If submitted by the last day of the month, changes will take place on the 15th or later of the next month.

Contract Cancellation / Withdrawal

If you withdraw your child without the required online notice, you will be billed tuition for the rest of that month. If you withdraw and wish to re-enroll during the same program year, a \$10 contract change fee and online request will be required. Re-enrollment will be dependent on space availability and cannot be allowed until any outstanding balance is paid in full.

Prior Notice Required

To notify Friendship of changes, please submit the the appropriate online change listed below:

To change contract schedule - *online schedule change*

To withdraw from the program - *online withdrawal request*

Health and Safety

Please keep your child's emergency information current. Registration and emergency information is kept at the site for each child. We need families to contact us, in addition to the school office, with information changes, absences, etc. By the date of your child's attendance at Friendship Connection we will receive immunization records, or applicable exemption, from the district.

If your child appears to be ill, you will be contacted and asked to pick them up within one hour. We will try to provide your child with a quiet area to rest until you arrive. A sick child will not actively participate in activities with other children while waiting to be picked up. School district policy requires that children have no fever for 24 hours before returning to school or Friendship Connection.

Please contact us if your child is diagnosed with a communicable disease so we can alert all families that their child may have been exposed. Friendship Connection will post or give notice to the parent/legal guardian of an exposed child the same day the program is notified of a child's contagious reportable disease specified in Minnesota Rules, part 4605.7040, or scabies, impetigo, ringworm, or chicken pox. Friendship Connection will post a notice at the family area and send an email notifying families of possible exposure.

Inform the OST Site Coordinator when your child has a health condition that requires regular or continuous medication or if your child is discontinuing use of a medication. If medication is to be given while a child is attending Friendship Connection, parents/guardians must complete an Authorization for Giving Medication Form before medication can be dispensed. Nonprescription medicine, sunscreen lotion, and insect repellent are administered according to the manufacturer's instructions unless provided written instructions by a licensed health professional to use a product differently.

Medication must be in its original packaging or prescription bottle. You will also be asked to initial our medication log to verify the quantity of medication we received. *If your child is taking prescription medication, a separate container from the pharmacy is needed to hold the medication. Medication is not accessible from the school nurse's office.*

We follow the Roseville Area Schools medication policy requiring a child to take medication for a full 24 hours before returning to school.

The OST Site Coordinator must be informed of allergies, special needs, or other medical conditions that impact your child's health, well-being, or involvement in activities. You are responsible for keeping this information current. A conference with the family may be requested in order to provide the most appropriate care.

We follow the school district emergency policies. If an accident should occur during the day, we will inform families in writing by filling out an accident report or by calling the family directly. If immediate attention is needed, 911 will be called and paramedics will be informed of your hospital preference. Staff will then contact the parents/guardians or emergency contacts listed on the account. Emergency plans are available for review upon request at every site.

If your child has been suspended from the school day, you would not be able to attend Friendship Connection until the suspension is over.

Emergency Closures

If Roseville Area Schools are closed due to severe weather or other emergency (i.e. water main break), we will also be closed (see exception below). There will be no tuition credits for these closed days.

If schools have a delay in school start time, we will follow the same late start as Roseville Area Schools. For example, if school starts two hours late, we will open at 8:30 am instead of 6:30 am.

If Roseville Area Schools close early due to severe weather, we will also close. All children will be dismissed according to district and building procedures.

If you choose to pick up your child early because of weather conditions, please notify our staff so we know not to expect your child.

Closings, delays, or early closing of Roseville Area Schools are announced on local television stations, and on our website at www.isd623.org

Security Procedures

Child Protection

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

Signing In and Out

For the safety of each child, we require that a parent/guardian sign their child in and out of the program daily. **Our sites use an iPad system for signing in and out.** This requires your full signature and records the time you are signing in or out. Children are not allowed to sign themselves in or out. **Please be sure anyone that will be dropping off or picking up your child is listed on your account as an authorized pick-up.** If your child is not signed in/out by an authorized pick-up person, you will be assessed a Finders Fee. Continued refusal to do so will result in termination of child care.

Children attending before school are signed out by staff at school start time. Children attending after school are signed in by staff at school dismissal time. If your child arrives when there is an activity away from the main room, you are responsible for taking your child to join the group. The location of the group will be posted in a prominent place.

Hours of Operation

Our program opens at 6:30am. Although our staff arrive before 6:30am to prepare for the day, they are unable to provide child care until the official start time of our program.

Late Pick Up

Children must be picked up by 6 pm. The clock on the iPad is the official time our program follows for opening and closing. **Late fees will be charged to your account and termination of child care will result for repeated late pick ups.** If you have an emergency and must be late, **please notify the staff.** If your child is not picked up and you or other emergency contacts listed on the account cannot be reached, the police may be called to pick up your child.

Release of Children

Your child will only be released to people listed as authorized pick-ups on your account, unless staff have been notified otherwise in writing. A waiver may be signed in advance if your child is to be dropped off or picked up by an older sibling. In an emergency you may call to inform the staff if someone other than the authorized person(s) will pick up your child. A description of the person and driver's license will be requested for verification.

If someone who has previously had legal custodial rights MAY NOT pick up your child, notify your OST Site Coordinator. You must provide us with court documents that restrict this individual from picking up your child.

Always be prepared to show an ID.

Your child will not be released until identification and verification can be made.

Police Departments

Roseville, 490-2255
Maplewood, 777-8191
Ramsey County Sheriff, 484-3366

Sites

Central Park, Brimhall, Parkview
Edgerton, Harambee
Emmet D. Williams, Falcon Heights, Little Canada, RAMS

Absences

Notify our staff if your child will be absent at any time for any reason. *School offices do not automatically provide us with absence information.* If your child does not arrive after school as expected, program staff will investigate immediately by attempting to contact you, the emergency contacts and -- if necessary -- the police. Due to the amount of time involved in trying to find children when staff have not been notified of their absence, **a Finder's Fee will be assessed** beginning with the second occurrence. Increased fees will be imposed for continued occurrences.

General Information

Breakfast/Lunch/Snack

Friendship Connection students have the option to attend breakfast on days school is in session.

Children may bring bag lunches. School lunch will also be available this year at no charge on most days. There will occasionally be days where school lunch is not available, such as field trip days. We will communicate with families about days where school lunch is not available.

We provide a wholesome snack for all children enrolled after school, on non-school days, and during the summer.

Heating and Air Conditioning

Due to high energy costs, the school district tries to conserve energy by turning the heat down. Sometimes our rooms can feel a little chilly in the early mornings and late afternoons. Please send a sweater with your child during the winter.

Our school buildings are not always air conditioned. We will make every effort to utilize air conditioned space in buildings where it is available.

Occasionally during extremely hot summer days, Xcel limits power use in district buildings. The school district works with Xcel to make the best use of available power during these limited power use times.

Transportation

Parents are responsible for the arrangement of their child's transportation to and from their Friendship Connection location.

Pets

Some sites have pets including fish, frogs, lizards, guinea pigs, etc. Please contact your child's site if you have any questions or concerns regarding a pet on site.



Apparel/Personal Property

Children must be adequately dressed for outdoor play (boots, hats, gloves, snow pants, socks). We go outside daily - weather permitting (based on district-wide recess policies). All items brought to the sites should be labeled.

We are not responsible for lost or damaged personal belongings. Children should only bring toys from home on designated toy days.

We keep a selection of extra clothing at each site in case a child has an accident or mishap. We will bill families \$10.00 if clothing items provided are not washed and returned within one week.

Distribution of Materials

We are unable to distribute any literature to other families, students, or staff.

Affirmative Action

It is a policy of Roseville Area Schools not to discriminate on the basis of race, color, creed, religion, national origin, sex, marital status, age, status with regard to public assistance or disability in its education programs, activities or employment policies as required by Title IX of the 1972 Education Amendments, Section 504 of the Rehabilitation Act of 1973 and MN statute 363.03. Inquiries regarding compliance with this practice may be directed to the Title IX Officer, at the District Center, 1251 W. County Rd B-2, Roseville, MN 55113, (651-635-1611) or the Director of the Office of Civil Rights, Dept. of Health and Human Services, Washington, D.C.

This document is available in large print and audio tape upon request.



Student Expectations

In order for your child to have a positive experience with us, please look at the readiness indicators to determine if your child is ready for a group child care program.

Readiness Indicators:

- Child demonstrates independence in personal care (washing hands, dressing, eating, bathroom use).
- Child has the ability to clearly communicate their own needs and understands another's needs.
- Child can work with others as part of a group.
- Child has some ability to stop and think before deciding how to act.

Behavior Expectations:

- Children are told what is expected of them and expectations are posted in a prominent place.
- Staff make sure children understand what expectations mean.
- Staff apply the expectations consistently and appropriately and praise appropriate behaviors.

Behaviors that are considered inappropriate and harmful:

- **Behavior that directly or indirectly threatens the safety of children or staff**, including any form of aggression such as hitting, kicking, pushing, biting, throwing objects, verbal threats, disrespectful language, inappropriate gestures, inappropriate touching, bullying, etc.
- **Behavior that intentionally causes destruction of property.**
- **Behavior that demonstrates child's lack of readiness**, including not being toilet trained, inability to toilet themselves, not being dressed appropriately for group child care and/or weather conditions, or behavior resulting from inadequate or untimely administration of medication.
- **Behavior that disrupts a staff person from fulfilling his/her ability to be available for all children**, including removing self from the group or program area without staff approval, demonstrating lack of self control, blatant disrespect, or absolute refusal to follow directions of staff person in charge.

Behavior Intervention Strategies:

- Redirection to correct the behavior is our first step. Staff and child will discuss the behavior and why it is not acceptable.
- If behavior continues, staff will continue to redirect and a written report will be filled out and copies given to the parent/guardian.
- If corrective techniques are unsuccessful, parent/guardians will be called for a conference concerning the child's behavior.
- If corrective techniques are still unsuccessful, or parent/guardian is unwilling to work with staff toward behavioral improvement, child care may be suspended or terminated.

If a parent/guardian is called to pick up a child for behavior, the child must be picked up within one hour. Failure to do so will result in a longer suspension from the program. A parent/guardian conference is required before the child can return to the program.

In an effort to demonstrate our commitment to the district-wide values, children are expected to: respect themselves, other children, and staff; accept each others' individual differences; accept the consequences of their behavior; let staff know their needs; and respect other's equipment and property.

Every effort will be made to make reasonable adjustments to the program to accommodate the unique needs of each child.

If a child demonstrates behavior which has a negative impact on the child or others, the staff will make adjustments in one or more of these areas: environment, grouping of children, activities, and staffing.

Staff will help the child understand the impact of his/her behavior and identify acceptable alternatives to unacceptable behavior. Staff and peers provide positive modeling of appropriate behavior and children are encouraged to take responsibility for their actions.

It is our goal to promote a positive approach to child care and the management of behavior issues.

The program is designed to offer an environment that:

- Provides a positive, safe, and pleasant atmosphere for children.
- Meets the developmental level of the age group.
- Provides space for privacy and independence as well as group space.
- Maximizes capacity of staff supervision.

Friendship Connection, in partnership with Roseville Area Schools, follows the Minnesota Department of Education guidelines for Restorative Practices and Bullying Prevention. This includes, but is not limited to:

- Empathetic Communication
- Restorative Conversations
- Circles
- Conferences To Repair Harm

<https://education.mn.gov/MDE/dse/safe/>

Accommodations and Staffing

We are not designed to provide long term 1:1 assistance for students. If a child receives 1:1 student support in the classroom or has a behavior plan, we must have a meeting with the family prior to the start date in order to determine the appropriate level of support needed. *The child's start date may be delayed so we can hire additional staff with the skills necessary to meet the child's needs.*

If we are unaware of a child's special needs and those needs significantly impact the child's success in the program, child care may be suspended until an appropriate level of support can be arranged.

Information regarding your child is not automatically shared between Friendship Connection and school district programs except in the areas of health and safety. If you would like to have this information shared with us, you will need to make this request in writing.

Information regarding a student's needs will not prohibit a child's enrollment unless it is determined they will need significant assistance beyond our program capabilities.

At any time the Out of School Time (OST) Site Coordinator or the Program Supervisor may offer information about available professional support.

Staff Responsibilities

- To provide safe, enriching, challenging, engaging, and fun activities for children.
- To address the children, each other, and parents/guardians in a positive, respectful, and constructive manner.
- To report any evidence or suspicion of child abuse or neglect as required by MN State statutes.
- To post locations of children when they are away from assigned room or family check-in area.
- To communicate with you about your child and their time in our care.
- To build healthy, positive relationships with students and families.

The group size maximum is dependent on the size of the space and the number of staff. Staff supervision is altered during activities that are potentially harmful (i.e. woodworking or field trips). Our sites are staffed according to the age and number of children in attendance:

1 staff member per 10 -12 Pre-K/Kindergartners
1 staff member per 12 -15 students grades 1-8
1 staff member per 12 students if the group includes Pre-K or Kindergartners.

Out of School Time (OST) staff are selected for their education and experience in working with children. They are expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment which reflects care, respect, and safety for children. They also must relate well to children, families, and other staff members.

All staff are expected to participate in continuing education activities and trainings offered throughout the year such as: safety/supervision, child protection, behavior management techniques, diversity, curriculum, and conflict resolution. Staff are certified in First Aid/CPR. **Criminal background checks are required for all Roseville Area School employees.**

Other qualifications are as follows:

OST Site Coordinators:

BA/BS degree in Elementary Education, School-Age Care, Child Development, related field, or comparable work experience. 5 years of direct work experience.

OST Program Specialists:

College degree and/or 2080 hours of work experience in child development, elementary education, child psychology, or related field. 2 years of direct work experience.

OST Youth Workers:

Post secondary training/experience in child development, elementary education, child guidance, human relations, communications, or recreation. Work experience with children or an AA degree or vocational certification.