Eagle Zone 2026-2027

PARENT HANDBOOK



EDEN PRAIRIE SCHOOLS
Community Education

EAGLE ZONE
School Age Care

Eden Prairie Community Education

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Eden Prairie, MN 55344
Communityed@edenpr.org

General Program Contact Information

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eagle_zone@edenpr.org

Program Supervision

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Shayla Schonning, Youth Programs Supervisor
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Molly Lange, Youth Programs Supervisor
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Oak Point and Eagle Heights
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District Administration Contact Information

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General Program Information

PROGRAM SITES

Cedar Ridge
8905 Braxton Dr
612-422-1369
cr_eaglezone@edenpr.org

Eden Lake
12000 Anderson Lakes Pkwy
612-391-9402
el_eaglezone@edenpr.org

Forest Hills
13708 Holly Rd
612-391-9354
fh_eaglezone@edenpr.org

Oak Point
13400 Staring Lake Pkwy
612-525-2244
op_eaglezone@edenpr.org

Eagle Heights
13400 Staring Lake Pkwy
612-391-9403
eh_eaglezone@edenpr.org

Prairie View
17255 Peterborg Rd
612-391-9404
pv_eaglezone@edenpr.org

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, 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, Talent Shows, Bingo, etc.)
- Guest Appearances (Community Organizations, On-Site Presentations, etc.)
- Service-Learning Activities and Leadership Games

Registration & Financial Policies

School Year Programming

Registration Process

Before Care

Eagle Zone registration for before care at all schools is required as a consistent 5-day per week schedule.

Morning care will be held at Oak Point/Eagle Heights Spanish Immersion (OP/EHSI) for students from both Forest Hills and Cedar Ridge. Students will be transported from OP/EHSI to their home school by Eden Prairie Schools buses prior to the school start time. Families must drop off their child(ren) no later than 7:15 AM to ensure timely transportation. If drop off takes place later than 7:15 am, families will need to bring students to their home site.

Before care at Prairie View and Eden Lake is hosted at their sites schools.

After Care

Eagle Zone registration is a "pick your day" schedule. Schedules are created by picking your days in the system. Families need at least one day on the schedule to create a contract. Additional days can be added at no extra cost prior to August, 25th 2026, following August 25th contract changes will need to be made with a fourteen-day notice. Any schedule changes after August 25th will result in a $10 fee. Any schedule change within the fourteen-day window must be added as a drop-in day. Contact your site leaders for drop-in day requests. Must have a current contract to add a drop-in day.

Where to Register

Families must sign up for Eagle Zone through your online account portal. Arux is the online software used by Eden Prairie Community Education. Please register for the location where your student attends school. Students who do not attend Eden Prairie Schools during the school year may register for non-school days at the location of their choice.



Before School Care	
School	**Per Week Rate**
Cedar Ridge	$65.00
Forest Hills	$65.00
Eden Lake	$70.00
Prairie View	$70.00
Oak Point	$62.50
Eagle Heights	$62.50

After School Care		
School	**Session Rate**	**Drop-In Rate**
Cedar Ridge	$20.00	$25.00
Forest Hills	$20.00	$25.00
Eden Lake	$19.00	$24.00
Prairie View	$19.00	$24.00
Oak Point	$20.50	$25.50
Eagle Heights	$20.50	$25.50

Registration Fees:

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

One-time registration fee for the 2026-27 school year:

- March 23rd-April 23rd, 2026: Fee waived
- March 24th - June 9th, 2026: $75/student non-refundable fee
- After June 9th, 2026: $100/student non-refundable fee

Subject to change at any time with written notice to families

EAGLE ZONE School Age Care

Registration & Financial Policies

School Year Programming

Contract Changes

Changes to Schedule

Schedule changes to the attendance days selected at the time of registration for Eagle Zone must be submitted at least fourteen (14) calendar days prior to the date the change is needed, including requests to terminate a contract. Any additions requested within the fourteen-day (14) window must be submitted and processed as drop-in days. All schedule changes must be completed through your online account portal and are not considered approved until reviewed and confirmed via email. A $10 fee per student, per schedule change, will be assessed for any changes made after registration has been accepted.

Schedule change fees will begin on August 25, 2026, which is fourteen (14) calendar days prior to the first day of school.

School Year Program Withdrawal

Withdrawing from the program is a permanent option in your online contract/account. A fourteen day (14) notice is required for the withdrawal to take effect. In the event of a change of plans, another registration fee will be charged if you decide to use Eagle Zone again in the same school year.

Alternatively, you can remove all remaining days outside the fourteen days notice window and leave the contract active until the end of the school year. You are billed only for days on your contract.

Cost & Fees Continued

Fees

Daily fees for Eagle Zone are charged per student per session as follows. Various fees with the program are described below and may be charged to your childcare account as applicable.

Billing and Invoices

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

Late Payment Fees

Full tuition payment is due on or before the 15th of each month. A $15 late fee will be assessed to accounts if payment has yet to be received by the 20th of the month. Automatic payments are required to ensure timely payment. If your automatic payment fails, a $20 failed payment fee will be applied.

Care will be suspended unless the accounts are paid in full at the end of the last business day of the month the bill was due. The suspension of care will remain in effect until payment in full is received.

Subject to change at any time with written notice to families

Finders Fees

If your student is scheduled to attend but will not attend, families will need to contact the site directly to let them know of your intended absence. If site staff are not notified and have to attempt to locate your student, a $10 finders fee will be charged. The school day team does not notify Eagle Zone of your student's absence.

Person Responsible, with Multiple-Party Payments

Please note that the person listed as the responsible party (owner of the account) for the bill must ensure that all payments are made according to the agreement in place. If multiple people contribute to the tuition, the person listed on the registration form is responsible for the timely payment of the bill. EZ autopay allows families additional flexibility for multi-party payments.

Receipts

All payment receipts are available in your online account portal. If you need more information about a Flexible Spending Plan, you can contact our team at 952-975-6953 or eagle_zone@edenpr.org.

Fee Assistance

Eagle Zone welcomes fee assistance provided by the county in which your family resides. Families seeking care must initiate the process directly with the agency. Feel free to contact us for more information.

County Childcare Assistance
Hennepin County 612-348-5937
Carver County 952-361-1721
Scott County 952-496-8686

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. Find a help guide here.

Forms of Payment

Families must enroll in EZ autopay through the registration management website and their online account portal. Payments are automatically made on the 15th of every month.

ACH Checking accounts and credit or debit cards are accepted.
Credit or debit cards are subject to a standard processing fee.
ACH checking accounts will not be charged a processing fee.

The processing fee will be listed as a 'program fee' on your invoice. This fee is charged by our payment providers and is not collected by Eden Prairie Schools.

Registration & Financial Policies

Terms and Agreements

These Terms and Agreements are agreed to at the time of a new contract registration.

ELIGIBILITY & ADMITTANCE

The child being registered is eligible for Eagle Zone since they are between the grades of entering Kindergarten in September of 2026 and have not yet started the first day of sixth grade.

CONTRACT GUIDELINES

I understand that my child cannot begin the program until I receive confirmation of contract approval from Eagle Zone. I hereby certify that I am the parent/guardian with legal responsibility for the child identified on this registration. I agree that as the owner of the account who is completing this online registration, I am responsible for payments that are due on my childcare account.

Changes/Cancellations

I understand that all requests for changes/cancellations of scheduled days must be provided online or in writing, and must be received by Eagle Zone fourteen (14) calendar days before the contracted days of care are set to be offered. Days that are canceled within the fourteen calendar day notice window will require full payment. Eagle Zone will provide a confirmation of schedule changes.

All schedule changes beginning August 25th, 2026 will be subject to a $10 schedule change fee per student, per whole change.

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.

Billing & Payment Agreements

I agree to the following billing policies:

- I will be billed for the sessions that my child is registered and scheduled for, and not just the sessions that my child attends.
- Payments are due by the 15th of each month following care. Automatic payments are required.
- A non-refundable registration fee is required for each child.
- I am responsible for payments in full the month following the care that is provided.
- I am required to have an auto-payment method on file. If I do not have an auto-payment on file, payment will be processed to the most recently used card on file. If there is an issue with payment with the auto-payment method or the most recently used card, the next most recent card on file will be selected for processing.
- A "program fee" will be applied to all credit and debit card charges. To avoid this fee, ACH payments can be utilized.
- Fourteen (14) calendar days written notice of withdrawal is required; if notice is not given, fourteen (14) days of care will be charged to the account.
- All Eagle Zone accounts, past and present, must be current for my child to attend Eagle Zone. Unpaid balances may be cause for termination of care.
- A $15 late payment fee will be assessed on all accounts past due.
- Care will be suspended on the final business day of the month in which an account becomes past due. It will remain suspended until payment is received in full on the account that is past due.
- A $20 fee may be applied to an account if a credit card is declined for any reason (You will be notified by email from the registration system automatically if there are any issues with your payments. Please go online to update your credit card information and make your payment, if needed).
- Accounts will be charged $1 per minute per child for pickup after 6:00 p.m.
- There are no refunds for program cancellations due to weather closings

PROGRAM GUIDELINES

Photographs/Videography

Participants in our programs may be photographed, filmed, or interviewed and the pictures, videos, and quotes may be used by Eden Prairie Community Education and/or local news media. If you do not want the enrolled participant to be photographed, filmed, or interviewed for marketing purposes, please contact the Eagle Zone office at 952-975-6953 or send an email to eagle_zone@edenpr.org so we may honor your request.

Authorized Pick-ups

You must provide permission for anyone other than a parent/guardian to pick up your child. At the beginning of the registration process, you are asked to name persons authorized to pick-up your child. You can add authorized individuals for pick-up on your account as you need. 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.

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.

Infinite Campus is Eden Prairie Schools student data base. In the event of an emergency, this data base may be used as another method of data if needed.

Non- School Days: Field Trips

I permit my child to participate in program field trips. I understand that Eagle Zone staff will supervise all field trips and I will be informed in advance of field trip dates, destinations, and expected times of departure/return. Field trip admissions and transportation are included in the fees for Eagle Zone. Eagle Zone reserves the right to cancel any field trip due to inclement weather. Refunds will not be generated for canceled field trips. This permission is given with the understanding that transportation will be provided based on Eden Prairie Schools transportation policies and guidelines, or public transportation. I consent to participation by my child in the Eagle Zone program field trips and assume the risk of injury arising from such participation. I recognize the School District does not carry health or accident insurance or other insurance for medical hospitalization expenses arising from such injuries. I hereby agree to indemnify and hold the Eden Prairie School District, its officers, directors, agents, and employees harmless for any claim of liability for injuries to the enrollee resulting from all acts of negligence on the part of such School District, its officers, directors, agents, or employees arising from participation of the students in the program; provided such agreement shall not limit the liability of the School District, its officers, agents, or employees for intentional, willful, or wanton acts.

Registration & Financial Policies

Terms and Agreements (continued)

PROGRAM GUIDELINES (continued)

Sunscreen & Bugspray Permission
I understand that it is my responsibility to provide bug spray and sunscreen for my child(ren) if needed, and I permit Eagle Zone staff to assist my child(ren) in providing proper coverage using spray sunscreen. If there are special considerations or accommodations, I understand that it is my responsibility to notify the Eagle Zone staff so that accommodations can be made.

Medication
Medication will be administered under limited circumstances when prescribed or authorized by a physician. All medications must be given to Eagle Zone in the original prescription bottle. Medication Forms must be filled out before any medication is given. Forms are available through the district website. Eagle Zone staff cannot give over-the-counter medication to your child without a written order from a physician.

Student Information
I give my consent to an exchange of my child's information between Eagle Zone staff and other Eden Prairie School professional staff whenever it would be beneficial to my child. In addition, I give consent to my child's information being released to the Department of Child, Youth, and Families upon request, as required by the state of Minnesota for all certified childcare programs.

Behavior Expectations
I understand that my child and I will be expected to abide by Eden Prairie Schools' expectations for appropriate student conduct at all times as stated in the District Student Discipline Policy. To ensure the safety of my child, and the other children attending Eagle Zone, I understand that certain rules must apply to all children in the Eagle Zone program. I have read and agree to the specific rules detailed in the Parent Handbook. I also accept the stated violations that accompany the rules.

WAIVER OF LIABILITY, AND INDEMNITY AGREEMENT

General Agreement, Assumption of Risk & Release of Liability
I certify that my child is not limited medically or otherwise from participating in activities such as athletics/sports/exercise, outdoor activities, cooking, service-learning, creative play, arts & crafts, board/computer games and academic enrichment. If limitations exist, I will provide a written notice to Eagle Zone. In the event that my child needs immediate medical attention while participating in the Eagle Zone program, I authorize first aid and emergency personnel transportation of my child to a healthcare facility for emergency services as needed. I represent that I have adequate insurance to cover any injury or damages that I or my child may suffer or cause while participating in the Eagle Zone program, or else I agree to bear the cost of such injury or damages myself. I also agree to pay for any transportation necessary as a result of such injury. It is understood that in some medical situations, the staff will need to contact the local emergency resources before the parent and/or another adult acting on the parent's behalf. I understand that my child's participation in the Eagle Zone program is entirely voluntary. I further acknowledge that the activities associated with the Eagle Zone program involve known and unanticipated risks which could result in injury, and I elect to have my child participate in the program despite such risks. I also voluntarily assume and accept the possible injury, death, damage or loss that my child may suffer due to negligence or accident while participating in activities associated with the Eagle Zone program. In consideration for the opportunity to participate in the Eagle Zone program I, on behalf of myself, my agents, heirs, and next-of-kin, hereby agree to release, indemnify and hold harmless Independent School District No. 272, its employees, agents, officers, representatives, volunteers, participants, School Board members, and all other persons or entities acting on behalf of Independent School District No. 272 from any and all claims, demands, or causes of action which are in any way connected with my child's participation in the Eagle Zone program arising from negligence or due to accidental occurrences. This release does not apply to claims arising from intentional conduct.

Terms are subject to change per written notice to families

Non-School Days

Registration

On Non-School Days, Eagle Zone offers care from 6:30 am to 6:00 pm. when Eden Prairie Schools is not in session. Eagle Zone is closed for training and holidays on some days throughout the year.

Non-school days can be added to a regular school day contract, or families can create a non-school day-only contract if they only use it for non-school days.

For the convenience of families, requests for non-school days must be submitted at least 14 calendar days in advance of the scheduled date. This timeframe provides families with the flexibility to adjust their schedules as needed. Please note that once a non-school day is confirmed within this 14-day period, cancellations are not allowed.

Requests for multiple non-school days (MEA, Winter Break, Spring Break, etc.) are processed as a group. Requests and any schedule changes must be submitted at least fourteen calendar days before the first day of the break.

Non-school Day Fees:

$55 per student/day school-day contracts
$64 per student/day non-school day contracts and drop-ins

Field Trips

On Non-School Days, Eagle Zone may participate in off-site field trip experiences. Specific information regarding Non-School Day Field Trips will be provided prior to the day in parent communicaion from site.

Lunches:

On non-school days, each student will need a packed lunch from home. Eagle Zone does not have access to microwaves or refrigerator's.



Subject to change at any time with written notice to families

Attendance Policies

Sign-In & Sign Out

Authorized pick-ups must sign students in every morning and out every afternoon. This safety procedure is designed to protect your student and is required by the Department of Children, Youth and Families (DCYF) as part of our Child Care Certification. Failure to sign your student in or out of Eagle Zone may result in a suspension of care. Students cannot sign out for their parent/guardian/approved pickup person.

Students who attend approved services outside of Eagle Zone (classes, tutoring, teacher help, etc.) must be signed out of Eagle Zone and have permission from a parent/guardian.

Authorized Pick-Ups

You may be asked to provide identification when you arrive to pick up your student/students. This will happen until the staff becomes familiar with you and the people you have authorized to pick up your student. The safety of your student/students 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 student. Registering for Eagle Zone online will allow you to name persons authorized to pick up your student. You can add and remove authorized individuals for pick-up on your online account portal as you need. Staff will always ask for photo identification from anyone unfamiliar attempting to pick up a student. If you have an authorized individual picking up your student/students in your place, please ensure they have a form of photo identification with them.

Infinite Campus is Eden Prairie Schools' official student information database and will be used in emergency situations if necessary.

Unauthorized Pick-Ups

Unless Eden Prairie Schools has legal documentation on file that limits a parent's right to pick up a student, staff will release the student to either a legal parent or guardian. Outside of parents/legal guardians, only individuals on the authorized pick-up list may pick-up your student.

Late Pick-Up Procedure

Eagle Zone ends at 6:00 pm, and all students are expected to be picked up by 6:00 pm. If an emergency delays you and you will be late picking up your student/students, please make alternative plans for an authorized individual to pick up your student on time. Also, please call program staff immediately to notify them of the situation. If your student 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 has not been contacted, and no one listed in the above roles can be reached, students may be released to the local police department.

A late fee of $1/minute per student will be charged beginning at 6:00 pm, and this fee will appear on your next invoice. Continued late pick-up will result in a warning and could result in suspension or termination of childcare services. Continuous late pick-ups will follow the following steps:

1. After three (3) late pick-ups, a written warning will be provided.
2. If another late pick-up occurs, a one-day suspension from the program will be implemented.
3. After the 4th late pick-up, the contract may face termination.

Unscheduled Absences

Parents/guardians are responsible for letting site staff know when a student will not attend on a scheduled day. We take your student's safety seriously, and our staff is trained to follow appropriate procedures to locate a student who is schedluled to be at Eagle Zone but is absent. Searching for absent students can result in program interruptions for staff and other students. You may notify site staff by email, text message, or voicemail. Please see your monthly newsletter for your site to get the direct contact information, including the cell phone number for the site your student is attending. If site staff are not notified and have to attempt to locate your student, a $10 finders fee will be charged. Families are charged for the scheduled days on their contract, as staff are expected per site based on the number of students enrolled per day.







Subject to change at any time with written notice to families

General Policies

Family Communication

Start of Contracts

A non-refundable registration fee is due at the time of registration and payment will be processed when your contract has been accepted, securing enrollment for your child. The owner of the contract will receive an email stating your contract has been approved. Before your first day of care, will receive a welcome email with all need-to-know information at your registered site.

Monthly Communication

Each month, you will receive email communication directly from your site. This communication will include any need-to-know information for the coming month(s) and any information highlighting what has been going on in Eagle Zone.

Family Feedback

We value family feedback in Eagle Zone. At least once per year, you will receive a separate survey to complete to share any feedback you have for Eagle Zone. You are also welcome to share any feedback on our ongoing feedback form linked in all monthly newsletters. We'd like to encourage you to reach out more than this to improve the quality of our programming consistently.

Parent/Guardian Grievance Procedure

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

- Please share your concern with the respective School-Age Care Supervisor,
  - Kelsey Beerling: OP/EH P: 952-975-2656, Email: kbeerling@edenpr.org
  - Molly Lange: EL/CR P: 952-975-2655, Email: mlange@edenpr.org
  - Shayla Schonning: PV/FH P: 952-975-265, Email:sschonning@edenpr.org
- If it is still unresolved, please contact the Director of Youth Programs, Krista Konopa P: 952-975-6943, Email: kkonopa@edenpr.org
- If it is still unresolved, please contact the Executive Director of Community Education, Shawn Hoffman-Bram. P: 952-975-6948, Email: shawn_hoffmanbram@edenpr.org

Transporting Students

Eagle Zone does not offer transportation to or from any of our locations. Transportation is limited to Eden Prairie Schools busses during non-school days to offsite field trip locations. At no time is a staff member able to transport our students in personal vehicles.

Drop-in Care

Drop-in care is for currently enrolled families that need to add a session of care that is not regularly scheduled. Drop-in care can be requested within 14 days before the required session up until 60 minutes before the session starts. The Drop-In Care will be approved or denied by the Eagle Zone Program Leads, depending on the space available. Families should not bring their student/s to Eagle Zone without expressed approval of the Program Leads on site. We are required to meet specific ratios by the Department of Children, Youth, and Families. Drop-in Care is intended to be used occasionally or for emergencies only.

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

Additional Program Info

Student's Belongings and Clothing

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

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

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

Sunscreen and Bug Spray Policy

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

- Eagle Zone will provide sunscreen for students upon request.
- If parents prefer that their student/s bring their sunscreen, it must be labeled with first and last names.
- Staff are not allowed to apply lotion sunscreen to students. Staff may assist in applying spray sunscreen.

The following bug spray policies apply to Eagle Zone:

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

Outdoor Play

Eagle Zone students will engage in outdoor play regularly. There will be outdoor play scheduled daily unless conditions are poor. Eagle Zone abides by the Eden Prarie School District outdoor weather policies. The conditions that may prevent or limit time for students to be outside for play may be rain, temperatures below -10 degrees, a windchill of -10 degrees, a heat index exceeding 95 degrees, or air quality above 201 AQI.

Group Placement

Eagle Zone students may be combined into various groups during programming. Group placement is determined based on multiple factors that allow us to provide the most enriching and safe program possible. Due to this, Eagle Zone will not honor any parent/guardian or student requests for group placement, preferred student pairing, or group staff members.

General Policies

Safety and Security

Emergencies

If an emergency occurs, families will be notified. Eagle Zone follows Eden Prairie Schools district emergency procedures and trains all staff for appropriate emergency responses both on and off-site.

Weather-Related Closing

In the event of severe weather, communication will be sent to parents via email. If students need to be picked up or the program will 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.

- If Eden Prairie Schools is closed all day due to inclement weather, Eagle Zone is closed for the entire day and will not provide care.
- If Eden Prairie Schools announces a late start, Morning Eagle Zone is CLOSED.
- If Eden Prairie Schools announces an early dismissal, the Afternoon Eagle Zone is CLOSED, and scheduled families are asked to notify staff of their dismissal plan.

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. Photos are considered "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 Eden Prairie Schools.

Student Supervision

Eagle Zone's number one priority is the safety of all students. Eagle Zone staff undergo Active Supervision Training and follow a 1:15 staff-to-student ratio for K-5 and 1:10 ratio for Junior Eagle Zone programming.

Data Privacy

Eagle Zone complies with data privacy laws and will exchange information with school staff to the extent that it is educationally or childcare-relevant. We prioritize the privacy of our families. Eagle Zone does not share account data with external sources or individuals who are not account owners.

Legal guardians who are not account owners do not have the right to access any billing or financial information about the account or the account owner. However, they can receive information specific to their student, such as attendance records. Eagle Zone is not responsible and will not facilitate communication between multiple parent/guardian households.

Parents/guardians must work together to determine the logistics of each Arux Child Care Account for shared students. Eagle Zone will not change accounts at the request of parents who do not own the Arux Child Care account. Families are responsible for determining how the accounts will be managed. This includes but is not limited to, creation, schedule management, and billing.

Child Abuse and Neglect

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



Inclusion Policies

Accommodations

Eagle Zone welcomes individuals of all abilities. The program will provide reasonable accommodations to make physical and social integration successful. Our goal for all students is to have independent, meaningful participation. Your start date may be dependent on the implementation of these accommodations. As necessary, Eagle Zone can provide additional staffing to ensure successful accommodation.

ADA

Our program aligns with the Americans with Disabilities Act (ADA) by creating an accommodating environment for students with disabilities. Our program is committed to providing an accommodating and inclusive environment for all students needing care. However, per ADA, there are times when it is not reasonable to accommodate the needs of a particular student.

All students accepted for enrollment must consistently demonstrate the ability to follow adult directions and show readiness for large-group child care, including displaying proper and safe behavior and following safety rules set forth by the program. These rules align with what would be considered reasonable behavior by a student enrolled in a school-age care program.

Enrollment

If your student has a health or inclusion need, their start date will be determined by the program's ability to accommodate your student's needs. Failure to identify your student's needs may result in temporary removal from the program while we assess and place appropriate accommodations. By law, accommodations cannot change the nature of the program, cause an undue financial burden, or put any student or staff at risk. If a workable solution cannot be reached, families may withdraw their student from the program on a timeline the program and parents agreed upon.

Eagle Zone may also determine that our program is not an appropriate fit for your student. Because of these circumstances, we will refer you to other resources but keep the right to discharge a student from the program. You must update your emergency contact information and return calls to site staff reporting illness or other urgent situations in a reasonable amount of time. Failure to do so may jeopardize your care.

If you have questions about the accommodation process, please call our Inclusion Supervisor, Ellie Melson, at 952-975-6931

Subject to change at any time with written notice to families







Health Policies

Illness & Sending Students to Eagle Zone

Eagle Zone follows the district policies regarding absences for illness. Parents are expected to 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 without the use of fever reducing medication.
- If the student vomited or had diarrhea, the student should stay home until 24 hours after the last episode without the use of diarrhea treatment medication.
- 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 students. Staff members are trained in CPR, first aid, and crisis management. If a student has a minor injury, first aid will be administered, and a family member will be informed. When a student cannot remain in the program due to illness or injury, a parent or emergency contact will be notified. Please ensure that the listed emergency contacts are updated 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 medical provider should be contacted. If the parent wishes for the student to visit a medical provider, an authorized individual must pick up the student and provide transportation to be assessed by a medical provider. Staff are not allowed to transport a student in their personal vehicle. If an injury occurs on a field trip and is not considered an emergency, a parent/guardian must pick up the student to see a medical provider. Staff will notify emergency services in an emergency, and 9-1-1 may be called before parental notification.

Allergies

During registration, families are required to provide information regarding a student's allergy. This includes the description of the allergy, any avoidance techniques, symptoms of the allergy, medication taken, and the medical provider's contact information related to the allergy. All emergency medication for the allergy must be brought to Eagle Zone before the student's first day of care.

Illness at Eagle Zone

During Eagle Zone programing, if your student develops the following, parents or guardians will be contacted for a pick up due to illness. Eagle Zone will not credit accounts back daily fee's due to illness/Injury.

- Fever of 100 degrees or more
- Vomitting or Diarrhea
- If the student has inflamed eyes
- If the student has a severe cold, sore throat, or bad cough

Medication in Eagle Zone

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, 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 student's name, directions, and the 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 emergency medicine.

On non-school days, families are required to transport medication that is needed. Staff are unable to transport students' medication.

Parents/guardians must complete and submit the Out-Of-School Time Medication Authorization form piror to a students first day of care. The form can be found on the Eden Prairie Schools district website here.

Students are not permitted to carry their medication.

Toileting and Accidents

All students accepted for enrollment must be able to toilet independently.

- Students can communicate their need to go to the bathroom before an accident.
- Students can pull down and pull up their underwear and pants.
- Students can seat themselves on the toilet and sit there comfortably.
- Students can wipe their bottoms.
- Students can wash their own hands.
- Students can briefly postpone going to the bathroom if they must wait for another student to finish or if they are outside and need to walk in from the playground.
- Students who are independent in toileting do not wear diapers or pull-ups to the program.

We understand that students may periodically have bathroom accidents while at Eagle Zone. We approach accidents as opportunities for the student to learn how to clean up and get dressed while being warm and supportive. Assisting a student can look like getting them wipes and fresh clothes and talking them through steps in what to do.

If a student cannot get themselves clean or is refusing to change, parents will be called for them to either assist the student onsite or to take the student home.

If a student requires toileting accommodations, medical documentation will be needed.

Behavior Guidelines

Student Discipline Policy

Per Eagle Zone's goal of providing a safe, secure, and nurturing environment for all students, the program abides by the Eden Prairie School District Student Discipline Policy as applicable to Eagle Zone. A copy of the policy can be found by visiting www.edenpr.org.

Staff Expectations

To minimize disruptive or unacceptable behavior, Eagle Zone uses various techniques such as preventative measures, reinforcing positive behaviors, role modeling, redirection, verbal intervention, guiding restorative conversations, de-escalation techniques, and providing natural and appropriate consequences.

Staff are expected to uphold the rules of Eagle Zone and will work to provide an environment that seeks to enhance and support each student's emotional, social, intellectual, and physical development. Staff are expected to show respect for all students and build healthy relationships.

Eagle Zone staff are expected to keep parents/guardians informed regarding their student's struggles and successes through regular communication.

Student Expectations

All students accepted for enrollment must consistently demonstrate the ability to follow adult directions and show readiness for large-group child care, including displaying proper and safe behavior and following safety rules set forth by the program.

General Safety Rules

- Respect program staff and follow all adult directions
- Respect school, program and other students' property
- Follow all program rules shared with students on-site
- Follow all school districts behavior guidelines

Parent / Guardian Expectations

We want to partner with families to ensure that each student has opportunities to be successful at Eagle Zone. We ask that Parents/Guardians:

- Stay informed by reading the handbook, emails, Family Information Area, posters, and other information about events, Eagle Zone updates, and keep the contract/schedule up-to-date.
- Reinforce Eagle Zone expectations at home.
- Share information with Eagle Zone staff members about your student's needs and suggestions regarding how to help best your student be successful.
- Keep emergency contact information updated and return calls to site staff reporting behavior situations in a reasonable amount of time. Failure to do so may jeopardize your care.

Subject to change at any time with written notice to families

Minor Behavior Procedure

The following procedures will be used when students display unacceptable behavior:

1. Warning: A verbal or visual reminder of the rule or inappropriate behavior will be given by program staff
2. Redirection: Students will be directed to leave an activity or area where they display unacceptable behaviors. Students will be provided with an alternative activity.
3. Break and Restorative Conversation: Students will be asked to take a break from the group and be allowed to think or sit quietly for a few minutes. Staff will discuss with the student what happened, acceptable alternatives to their behavior, what they could do differently next time, and why it is essential to make the appropriate choice.
4. Parent Notification: The student takes a break with program staff, and the parent is notified about the next steps.

Major Behavior Procedure

Eagle Zone is responsible for ensuring the safety of all students and staff. If a student exhibits severe behavior immediate pickup and a suspension of one to five days may be implemented. The program reserves the right to discontinue care immediately depending on the severity of the student's actions.

School Day Suspensions

Students suspended from school are also automatically suspended from Eagle Zone. However, students suspended from Eagle Zone may still attend school at the principal's discretion.

Damages

Intentional damage to the building or program property may result in a charge for replacement or repair.

