



Parent Handbook

Revised August 2026

Welcome to Kids Club!

Welcome to Big Lake's Kids Club Program! We are pleased to provide a high-quality, nurturing school-age care program that complements both the home and school environment.

Core Goals & Philosophy

Kids Club provides choices for creative, physical, and social growth through structured activities, recreation, and quiet time. Our core objectives are:

- **Environment:** Provide a safe, stimulating, and orderly setting staffed by qualified childcare professionals.
- **Development:** Foster self-respect, responsibility, and emotional, social, cognitive, and physical growth.
- **Inclusion & Success:** Offer diverse experiences that encourage new friendships, personal achievement, and self-worth.

Calendar

We will be closed the following days. Tuition will not be charged on these days, and exact dates may vary based on the school calendar. Please check the calendar in Arux for exact dates.

- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Dec. 24, 25, 31 and Jan. 1 (or surrounding weekdays if on a weekend)
- Good Friday
- Memorial Day
- Juneteenth
- July 4 (or surrounding weekday if on a weekend)
- 1-2 days prior to the start of the summer program
- One week prior to the start of the school year

Staff

Our staff's top priority is your child's safety and happiness. Kids Club staff work to build positive connections with children and model The Hornet Way. All staff are employees of Big Lake Schools, therefore they complete a background study and participate in required training.

Parent Code of Conduct

At Kids Play, we strive to create a positive, respectful environment for all children, families, and staff. We ask parents and guardians to partner with us by following these expectations:

- All interactions with staff, children, and other parents must be conducted calmly and respectfully.
- Questions or concerns should be addressed directly with the designated site staff or Coordinator.
- The use of harsh, threatening, or otherwise inappropriate language or behavior is not permitted.
- Physical or verbal discipline is not allowed on program premises. You may discipline only your child.
- If a parent or guardian appears impaired by drugs or alcohol, staff will request that another authorized adult pick up the child.
- If a child's safety is at risk, police may be contacted.
- Staff have the right to disengage from any situation in which they feel unsafe, including verbal or physical harassment.
- Inappropriate comments or physical contact toward staff are not tolerated and may lead to termination of care.
- For privacy reasons, staff cannot share information about other children or families.

Program Action

Failure to follow the Parent Code of Conduct may result in:

- A requirement that another adult handle pick-up/drop-off.
- Suspension or termination of childcare services.

Thank you for helping us maintain a welcoming, safe, and positive community for all families.

Program Directory & Quick Contacts

Program Hours: Monday – Friday, 6:00 AM – 6:00 PM

Administrative Hours: 8:00 AM – 3:30 PM (Liberty Elementary)

Site / Department	Served Grades	Contact Phone	Email / Location
Liberty Site	Grades K–2	763-262-8284	LibertyKC@biglakeschools.org
Independence Site	Grades 3–5	763-262-7168	IndyKC@biglakeschools.org
Administration & Billing	All	763-262-7169	t.fowler@biglakeschools.org

Eligibility, Inclusion & Participation Requirements

Eligibility

Children enrolled in Kindergarten through 5th Grade are eligible to enroll. Accounts must be in good standing (paid in full) to register for upcoming sessions. (See Addendum for summer-specific eligibility).

Inclusion & Accommodations at Kids Club

We welcome all children and strive to support individual needs through reasonable accommodations, if needed. . Please let us know if your child has any special needs or disabling conditions during the registration process or before. If your child has a disability, we will work with you to find an appropriate reasonable accommodation. Enrollment may be delayed until appropriate staffing or accommodations can be arranged.

Minimum Participation Requirements

To ensure safety and quality care, all participants must meet the following baseline program expectations:

- **Toilet Training:** Participants must be fully toilet trained and independent in the bathroom.
- **Group Participation:** Children must be capable of participating safely in group activities and remaining with their assigned group under standard supervision.
- **Behavior:** Follow multi-step directions, stay with staff, and communicate their needs. Children must adhere to basic safety rules and the program behavior expectations as defined in the Code of Conduct (The Hornet Way).

Registration & Contracts

Registration Deadlines & Fees

All participants must maintain an active contract in our online portal (Arux) prior to attending any form of care. Late registrations are subject to a \$25 fee and a minimum 2-week processing delay.

- **School Year Registration Period:** May 1 – August 1
- *See Addendum for summer registration dates.*

Contract Options

1. **Consistent Contract (School Year Only):** Best for families with the same schedule weekly. Includes up to 10 vacation days per season (minimum 5 consecutive days off with written notice by the 20th of the prior month).
2. **Pick Your Day Contract (Year-Round):** Ideal for variable schedules. Monthly schedules must be submitted by the 20th of the preceding month.
3. **Drop-In Contract (Year-Round):** Available for casual care, Non-School/Early Release Days, and summer drop-in needs.

Contract Changes & Withdrawals

- **Schedule Changes:** Submitted online via Arux. The first change is free; subsequent changes incur a **\$15 processing fee**.
- **Notice Required:** Contract changes and withdrawals require **two weeks' written notice**. Families remain financially responsible for all contracted days during the 2-week notice period.

Financial Information

Payment Schedule

Invoices are generated monthly via Arux. Payment options include Auto-Pay (processed on the 1st), Monthly Invoices (issued on the 25th, due on the 1st), or approved Self-Pay plans.

- **Late Payment Fee:** A **\$20 fee** is applied to balances unpaid after the 10th of the month.
- **Returned Checks:** Subject to a **\$30 processing fee**. Re-payment in cash/certified funds is required within 3 days.
- **Delinquent Accounts:** Accounts over 10 days past due face service termination; balances past 60 days are referred to a collections agency.

Payment Options

- Auto-Pay: Automatically charge your debit/credit card or bank account on due dates.
- Online: Make payments anytime through your Arux account.
- Drop-Off: Submit payments at your child's site, the Community Education office, or in the secure drop boxes outside the Liberty Community Education office or at the Indy Kids Club office.

NOTE: Online credit card payments are charged processing/program fees. Debit/ACH payments have a maximum processing/program fee of \$5.

Financial Assistance

County Childcare Assistance (CCAP) is accepted for our program. Contact Sherburne County Health and Human Services at 763-765-4000 or your home County HHS to find out if you qualify.

- Written authorization for families receiving financial assistance must be received by Kids Club before childcare can begin.
- If financial assistance is canceled, you will be responsible for all expenses incurred.
- If you receive financial assistance, you assume responsibility for fulfilling county requirements.

Late Fees

- **Late Pick-Up Fee:** Kids Club closes at 6:00 PM. A fee of **\$1.00 per minute per child** is assessed after 6:00 PM.

If lateness becomes frequent, care may be terminated. If you are more than 15 minutes late and emergency contacts cannot be reached, local authorities may be contacted for assistance.

Attendance, Absences & Site Closings

Absence Notification & Finder's Fee

Parents must notify the Site Supervisor whenever a child will be absent.

Important Safety Note: If an elementary student does not arrive at Kids Club after school as scheduled, staff must initiate an immediate missing-child investigation. If an unannounced absence requires staff to search for your child, a **\$20 Finder's Fee** will be charged to your account.

Refund Policy for Absences

Fees are charged for reserved time, not attendance. Credit is not issued for short-term illnesses or personal absences. Extended medical absences (exceeding 1 week) may be credited if accompanied by a signed physician's statement.

Weather Closures & E-Learning Days

- **Prior Night Cancellations:** If Big Lake Schools cancels school the night before, Kids Club will be **closed**.
- **Emergency/Same-Day Closures:** If school closes during the day, Kids Club typically operates under a Non-School Day schedule unless otherwise notified via official district channels.
- **E-Learning Days:** Kids Club may remain open. Students must bring E-Learning materials, headphones, outdoor clothing, water bottle, and a packed lunch.

Health, Safety & Pick-Up Policies

Illness Exclusion Policy

Children must be kept home (and will be sent home) if experiencing any of the following:

- Fever of 100°F or higher (must be fever-free for 24 hours without medication before returning).
- Vomiting, diarrhea, or severe stomach upset within the last 24 hours.
- Contagious conditions or antibiotic treatment started less than 24 hours prior.

*If a child becomes ill at Kids Club, parents/guardians must arrange pick-up within **one hour** of notification.*

Medication Policy

- Prescription and over-the-counter medications require a signed **Medication Disbursement Form**.
- Medications must arrive in their original labeled container listing:
 - Child's Full Name
 - Name of medication, dosage amount and manufacturer
 - Pharmacy name, phone number and prescribing physician
 - Directions for use and expiration date
- Kids Club staff will administer over-the-counter medications, such as tylenol or benadryl, only with parent authorization and according to label instructions. Please fill out an authorization form which can be found....
- Although Kids Club staff cannot administer invasive medications (such as injections), accommodations may be made, when appropriate, for medications that can be self-administered by the child or parent.

Safety and Emergency Drills

Kids Club has established safety procedures. Drills to practice these procedures are done for fire, lockdown, severe weather, and evacuation. During these drills, staff will guide children calmly through safety steps.

Child Protection

Under Minnesota law (Minn. Stat. § 626.556), Kids Club staff are mandated reporters. We are legally required to report any suspected physical, emotional, or sexual abuse or neglect of a child to the appropriate authorities.

Pick-Up Procedures

- **Check-In/Out:** Parents/authorized adults must physically enter the building to sign participants in and out.

Authorized Pickups: Anyone picking up must be listed in Arux, be at least 18 years old (unless a legal waiver is executed), and present photo ID.

Unauthorized Pick-Up and Custody

If a biological parent or unauthorized person is prohibited from picking up a child, Kids Club must have a court order on file specifying these restrictions. Without legal documentation, both parents retain pick-up right with proper identification.

Kids Club staff do not keep track of parenting scheduled and cannot mediate custody or parenting-time disputes. Please resolve these matters outside of the program.

Daily Operations & Guidelines

Daily Essentials & Personal Belongings

- **What to Bring Daily:** Water bottle, backpack, and gym/outdoor shoes labeled with the child's name. Children go outside daily, weather permitting. Please send clothing that is appropriate for the season.
- **Personal Electronics & Cell Phones:** Student cell phones, smartwatches, tablets, and personal tech devices are **not permitted** at the site. Program-approved electronics days are strictly regulated. Kids Club is not responsible for lost, stolen, or damaged items.
- **Toys from Home:** Permitted only on designated "Toy from Home" days. Must be non-violent and school-appropriate.

Meals & Snacks (School Year)

- Kids Club provides a wholesome morning and afternoon snack daily.
- Breakfast is available through the school building on standard school days.
- Packed lunches from home are required on Non-School Days.
- *All student food allergies must be registered with the site supervisor prior to attendance.*

Student Code of Conduct & Behavior Management

Kids Club adheres to the district-wide behavioral standard: **The Hornet Way**.

- **Respect:** Be considerate of self & others. Use respectful language. Respect other children and staff; accept differences.
- **Honesty:** Be truthful and trustworthy
- **Kindness:** Be caring, friendly, and helpful; Use kind language. Keep hands and feet to yourself.
- **Responsibility:** Be dependable and accountable. Stay in supervised areas at all times. Listen to staff and follow directions; report problems to staff.
- **Fairness:** Treat others, materials, and property justly and equitably.

Inappropriate Behaviors

Behaviors that harm, threaten, or disrespect others will not be tolerated, including, but not limited to:

- Physical/verbal aggression or abuse
- Inappropriate touching, sexual harassment or comments
- Disrespectful language
- Bullying
- Refusal to follow adult directions
- Leaving the supervised area
- Direct/indirect threats
- Property destruction

Progressive Discipline Steps

When behavioral expectations are not met, staff apply a supportive, progressive discipline model:

1. **Redirection & Guidance:** Staff utilize positive reinforcement, modeling, and redirection. Parents receive verbal notification at pick-up.
2. **Early Pick-Up & Documentation:** Continued misbehavior results in a parent phone call for early pick-up and formal event documentation.
3. **Behavior Contract:** Persistent issues require a formal meeting with parents, staff, and the student to establish a targeted intervention plan.
4. **Suspension:** Non-compliance with the behavior contract leads to temporary suspension from the program.
5. **Program Termination:** If severe or unsafe behaviors persist following suspension, childcare services will be terminated.

Right of Refusal

Big Lake Community Education reserves the right to reject registration or discontinue participation in the Kids Club program due to matters such as:

- Ongoing discipline or behavior concerns, violations of school policies, or state laws.
- Delinquent payments, failure to submit schedules, or similar circumstances.
- Staff determination that the program cannot safely or adequately meet the needs of the child.
- Parent/guardian failure to follow program policies or displays of unsafe/inappropriate conduct.