

**KidsPark Parent Handbook
and
Membership Terms And Conditions
2019-2020**



**525 Pelham Boulevard
St. Paul, MN 55104
www.kidsparkdropin.org
email: teachers@kidsparkdropin.org
Phone: 651-603-0144
Fax: 651-642-0724**

The KidsPark Parent Handbook and all the terms and conditions set forth herein detail our program rules as well as your obligations and responsibilities as a cooperative member.

This handbook, the late fee policy and with the KidsPark Cooperative Contract, comprises your contract terms.

If you have any questions regarding any of the policies stated here, please seek further information from the KidsPark staff, the KidsPark Parents Advisory Committee (KPAC) or the KidsPark Board of Directors.

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I. KidsPark Program Policy Information for Parents

A. Overview

KidsPark is a state-licensed drop-in, hourly child care facility for infants, toddlers and preschoolers in the Twin Cities. The mission of KidsPark is to provide infant through preschool children in the Twin Cities with a safe, nurturing, developmentally appropriate learning through play environment, while providing their families with a professional, flexible, cost-effective hourly childcare alternative to babysitters or full-time child care. The goal of KidsPark is to enhance the quality of life for families who only require child care on an occasional or semi-regular basis (such as independent contractors, those with varying work schedules, students, and stay-at-home parents), by delivering a quality experience to the children and increasing the sense of community for participating families.

KidsPark is an independent, state licensed, not-for-profit child care program that is run as a parent cooperative. KidsPark teachers meet and exceed state mandated qualifications to work with children in a child care setting. The parent cooperative is run by the KidsPark Parent Advisory Committee (KPAC), a committee made up of parent volunteers, teachers and the executive director. All KidsPark families join as members of the cooperative, and must work a **minimum of 3 hours per quarter**.

KidsPark is licensed by the State of Minnesota Department of Human Services and meets or exceeds its minimum requirements. Liability insurance is provided and meets the requirements of the State of Minnesota: \$600,000.

KidsPark's Policies and Staff Orientation Handbook with program policies are available upon request from a staff member. If you have any questions, please seek out further information from KidsPark teaching staff, the executive director, the KidsPark Parent Advisory Committee (KPAC) and/or the KidsPark Board of Directors.

1. Facility and Program Description

KidsPark is located 525 Pelham Blvd. Saint Paul, MN 55104.

KidsPark serves children from 6 weeks through five years old, but not yet in Kindergarten. Children are **ALWAYS** under the direct supervision of professional, qualified staff. Individuals are welcome to call to set up an appointment by emailing teachers@kidsparkdropin.org for a tour or calling 651-603-0144.

Our infant room serves children 6 weeks through 17 months and is open Monday-Friday 9:00 am – 3:00 pm. The infant room staff to child ratio is 1:4, with a maximum of 4 children at any one time.

Our intermediate room serves children 17 months through 5 years (not yet in kindergarten) and is open Monday through Friday from 9:00 am to 3:00 pm. The staff to child ratio is 1:7, with a maximum of 14 children at any one time.

Our pre-school program, KidsPark Kapers, serves children age 4 through 5, not yet in kindergarten and is operated Monday through Friday from 9:00am – 1:00pm. The Kaper program staff to child ratio is 1:8, with a maximum of 8 children at any one time.

The child care rooms are carefully prepared and equipped to meet the needs of children 6 weeks to 5 years of age. The contents of each room are scaled to meet the size of the children we serve and great care is taken to ensure safety. In addition to facilities and materials for eating meals and snacks, hand washing and toileting, a wide variety of materials to meet the various and changing developmental needs and interests of the children are intentionally presented. The children's needs and interests are addressed in a number of ways: large and small motor activities; soft and quiet toys and spaces; and opportunities to explore and develop social skills and individuality. Activities are inspired by the interests of the children and most play is child-initiated.

KidsPark's schedule provides fine motor skill development through sensory and art explorations, literacy development through reading, storytelling and music experiences, and large motor development through full-body movement opportunities. An outline of the typical day at KidsPark is attached at Appendix A. Suggestions for separating during the drop-off time can be found in Appendix B.

KidsPark cannot accept children who require special physical equipment or medical care without cooperation from parents to make sure all the children in the classroom needs are met. Admission of children with special physical, emotional, social, or behavioral needs will be dealt with on an individual basis. The staff reserves the right to reject an application because of illness, age, behavior, or temperament.

KidsPark will not discriminate in admissions or dismissals on the basis of race, sex, religion, creed, color, national origin, sexual orientation or source of payment.

Key contact information and closure dates are included in Appendix C and D respectively.

2. Staff

Our experienced child care staff and volunteer participation by families are the keys to KidsPark's warm, nurturing environment.

The KidsPark staff consists of six positions: One state-qualified lead teacher in the Kapers program; Two state-qualified lead teachers in the Mixed-Age Room; One state-qualified lead teacher in the Infant Room; a fourth state-qualified assistant teacher provides help in either the Mixed-Age Room or the Infant Room as needs arise; One staff member is responsible for preparing morning and afternoon snacks and leading the morning snack 3 days per week; and an Executive Director manages business operations and provides additional support to teachers as needed.

Formal teacher-parent conferences are not held at KidsPark. If you would like to talk at length with the teachers about your child, you are encouraged to make those arrangements directly with the teacher(s).

3. Provisions and Belongings

Children should wear casual play clothes and sensible shoes to KidsPark. Children in the mixed age room must wear shoes indoors regardless of the season, so please send a pair of indoor shoes when the weather necessitates spending time indoors, as well as the outdoor shoes/boots worn to KidsPark.

Children in diapers should come with a **complete** change of clothes including socks. Children "in training" should bring **two complete** changes of clothes including socks. Parents should

provide all diapers, pull-ups, or training pants. All diapers and training pants need to be disposable, we are not equipped to handle cloth diapers. KidsPark provides sensitive skin baby wipes for all children.

All clothing, including coats and boots, should be labeled with the family's name if not the child's first name. This is the best way to keep track of possessions. There is a lost and found box located in the hallway for unlabeled items.

Your child should have appropriate outerwear including footwear. A list of suggested items is posted at the start of each season to help parents remember necessary items. If weather permits, we try to get the children outside for play even in the winter months. A child lacking appropriate outdoor clothing in the winter will be sent home.

Security objects (special blanket or stuffed toy) are welcome and encouraged at KidsPark. Having a special item from home helps many children transition from their home caregiver to KidsPark staff and classmates. Our staff will do their best to make sure children leave for the day with their special items.

Your child may also bring items from home to show and/or share. However, because things can get lost or broken and sharing is sometimes difficult with an item from home, we ask that you use discretion and help to limit items brought from home.

4. Nap and Rest Policy

In the infant room, children nap when they are tired. There isn't a set napping/rest time in the infant room. The lead infant room teacher will work with the groups of children at all times to help children get the rest they need. Please note, it may take a few visits for your child to rest comfortably in a new setting, this is normal.

The mixed age/intermediate room has a nap/rest time from 12:30 to 2:30, or later if kids are still sleeping or resting quietly. All children staying during that time will be expected to at a minimum rest quietly on their own cot while the other children nap/rest. We do not have space to allow children to remain active during the nap/rest period.

The pre-k/Kapers program runs from 9:00 am to 1:00 pm, unless they are on an all-day field trip. If on-site, the pre-k/Kapers transition into the mixed age/intermediate room for rest time. The pre-k/Kapers are expected to rest quietly for 30 minutes.

If you will be picking up your child from the mixed age/intermediate room during the nap/rest period, please allow one of the teachers to bring your child out into the hallway to be reunited with you. We try to prevent disruptions to the classroom as much as possible during the nap/rest period.

5. Food

In the Infant Room

Parents provide all the food for their child if they are using the infant room. Please be sure to include a little more food that you think your child may normally eat as they may either be choosier and/or hungrier being around more children. The infant room staff will let you know if your child was interested in something another child, or staff, brought and were eating.

If your child requiring bottles, families must provide one more bottle than the child is expected to

need. **No infants will be permitted to stay without at least one bottle available for any amount of time.**

In the Mixed-Age Room

KidsPark serves two snacks daily: midmorning and end of day (schedule provided in the Appendix A). We believe that developing healthy, positive eating habits is essential for children at an early age. We serve balanced snacks representing at least two food groups with an emphasis on fresh fruits and vegetables. We encourage children to discover new foods while enjoying those they find familiar. While KidsPark is a peanut- and tree nut-free facility, **snacks may be processed in facilities that also process nuts. KidsPark staff pay close attention to the Parent Consent forms completed and make note of those children with allergies and sensitivities. But KidsPark staff will only know if you let us know.**

We ask families using the mixed age room and/or the Kaper program to provide at least 1 snack per month for 14 child-sized servings to maintain their family membership. A family may buy-out their obligation for \$10 per obligation. For every 4th visit in a month, please provide an additional snack/buy-out. For example a family using KidsPark on the following schedules would have the following snack obligations:

- 0-3 visits, the family is responsible for 1 snack, \$10
- 4-7 visits, the family is responsible for 2 snacks, \$20
- 8-11 visits, the family is responsible for 3 snacks, \$30
- 12-15 visits, the family is responsible for 4 snacks, \$40
- 16-19 visits, the family is responsible for 5 snacks, \$50
- 20-23 visits, the family is responsible for 6 snacks, \$60
- 24-27 visits, the family is responsible for 7 snacks, \$70
- 28-31 visits, the family is responsible for 8 snacks, \$80

Families sign-up to bring a snack category through Aladtec on the “Snack Schedule” similar to making a reservation for care. Snack-sign-ups are scheduled for 8:00-8:30 to obtain a space within the system, but the snack need not be at KidsPark by 8:30. Families are able to run reports through the Aladtec system to see how frequently you are using KidsPark and how frequently you have fulfilled their snack obligation.

A child at KidsPark between 11:30 and 12:00 must have a lunch provided by their caregiver. **Please do not pack lunches that contain peanuts, peanut butter, or tree nuts. Please do not pack gum or candy in your child’s lunch. As the teachers set out the lunches, any candy/cookies will be set aside to be consumed when they are picked up. See Appendix E for further Bag Lunch ideas.**

6. Health and Safety

It is our goal to maintain a healthy environment at KidsPark and it is our obligation to try to ensure the health and safety of everyone. KidsPark staff are certified in Infant and Pediatric CPR and First Aid.

We are unable to care for ill children at KidsPark; the staff reserves the right to send a child home because of illness. A child should not be at KidsPark if he or she has any of the following:

- An elevated temperature above 100 degrees axillary within the last 24 hours
- Diarrhea
- Vomiting
- Undiagnosed rash
- Evidence of a communicable disease like; strep throat, impetigo, chicken pox, conjunctivitis/pink eye, scabies, ring worm, pin worm, or pediculosis/head lice

If staff notices any of these symptoms when a child arrives, the parent will be instructed that the child cannot remain at KidsPark. If a child becomes ill at KidsPark or if symptoms are noticed after the parent has left, parents will be notified and asked to pick up the child as soon as possible or within an hour of the initial phone call. If you are contacted to pick up your child due to illness/symptoms you will be charged for your full reservation.

If you need to cancel a reservation due to your child's illness, please do so as soon as possible. If your child wakes up sick on the day of your reservation please cancel the reservation via Aladtec, and you will not be charged for the time reserved. **This is the only exception to the rule regarding cancelations after 3:00pm the day prior to your child's(ren's) reservation(s).**

If your child is diagnosed with a communicable disease within 30 days of visiting KidsPark, please notify us so that we can notify parents of possible infection and watch for symptoms in others. Notifications are posted to the "Illness Communications" log in the "Discussions" tab in Aladtec and posted by the doors to each of the classrooms.

A child must be free of persistent fever (without the aid of medication), diarrhea, and vomiting for 24 hours. The child must also no longer be in the contagious stage of a communicable disease before returning to KidsPark. KidsPark staff reserves the right to require a doctor's note prior to a child's return to KidsPark.

In the case of a severe injury requiring immediate medical attention, the local rescue squad (911) will be called and, if necessary, the child will be taken to the nearest emergency room or the one noted on the Child's Emergency Contact form. Parents will be notified as soon as possible in the event of a serious illness or injury. For less severe injuries, parents will be consulted first as judged appropriate by the staff. In the event of any accident or injury at KidsPark, an accident report will be filled out and a copy given to the parent of the child involved and a copy will be placed in the child's folder.

It is imperative that emergency contact numbers be kept current at all times. Please inform us of any changes to your emergency contact information.

KidsPark will not administer any medications, neither prescription nor over the counter.

If your child is crying and inconsolable for more than 30 minutes, you will be called to pick your

child up and teaching staff will work with families to develop a plan to help the child get acclimated to being at KidsPark.

Children may be brought to the playground, ball field, basketball court, tennis court or a group may go on a neighborhood walk. Teachers may take children outside depending on staff available, weather conditions, playground conditions, and any other factors that may influence the safety of the children and/or teachers' ability to properly supervise and monitor them. The teachers will decide whether or not it is appropriate and safe to take the children out based on their professional discretion. If the children are going outside, the daily message board will reflect when the children will be outside.

Pets are not allowed to attend KidsPark with children.

7. Diapering, Toilet Learning and Hygiene

KidsPark staff follow Department of Health diapering guidelines to maintain licensure and promote proper hygiene.

A child in diapers should come each visit wearing a fresh, disposable diaper or pull-up, and should have diapers and a complete change of clothes in a "belongings bag." Bags and their contents should be clearly labeled with the child's name. Staff members will change wet diapers within 2 hours and soiled diapers as soon as possible.

When a child is in the midst of toilet learning, it is most important to keep staff informed about progress and needs. A "learning" child should have **TWO** complete sets of clothes (shirts, pants, underwear, socks, and shoes) in a "belonging bag." If a child is having frequent accidents while at KidsPark, a teacher may ask parents to send the child in diapers or pull-ups for an additional period of time, but will still work with the child to use the bathroom with peers.

8. Discipline/Behavior Guidance

KidsPark provides a warm, nurturing environment, which encourages the development of healthy self-esteem. Children will be provided with positive models of acceptable behavior that are tailored to the developmentally appropriate level of the children.

When basic rules are not followed at KidsPark, unacceptable behavior will be redirected. Steps may include talking to the child to better understand the motivation for the behavior, and teaching the child acceptable alternatives to the unacceptable behavior through observing how the other children are playing. Every effort will be taken to protect the safety of the children and the staff. No child at KidsPark shall be subjected to corporal or emotional abuse by a staff member, be separated from the group, or be punished for lapses in toilet habits or any other reasons. Persistent unacceptable behaviors will be recorded and a plan to correct the misbehavior will be developed with families and staff both involved.

KidsPark abides by the State of Minnesota requirement that children will not be physically restrained unless necessary to prevent injury, will not be mechanically restrained, and will not be deprived of food, light, warmth, or medical care as punishment for unacceptable behavior.

9. Safety Drills

KidsPark will conduct regular monthly fire drills, tornado drills throughout tornado season and lock-down drills. Teachers will also speak with the children about fire, tornado and lock-down safety.

10. KidsPark Closings

KidsPark will be closed on the dates listed in Appendix D.

For weather-related closings, KidsPark will close if St. Paul Public Schools close. If the weather conditions seem worthy of a school closing and St. Paul Public Schools have not closed or if St. Paul Public Schools are not in session, KidsPark will post closings on Aladtec and at WCCO as early as possible and make emails, text messages and/or calls to those with reservations. For safety-related early dismissal situations, KidsPark staff will contact parents directly and will stay with children until all children are picked up.

11. Employee/Cooperative Member Drug and Alcohol Policy

An employee, parent or guardian who arrives at KidsPark and appears to be under the influence of either drugs or alcohol will be sent home in a cab. Children will not be released to a parent or guardian that appears to be under the influence of drugs or alcohol. Employment or membership services will be immediately terminated.

B. Cooperative Membership Structure

While all child care and teaching aspects of KidsPark are run by the teachers and Executive Director of KidsPark, in order to keep the cost of child care affordable, all auxiliary functions are performed at no cost by the member cooperative. **Each family is a member of the KidsPark cooperative, and is contractually bound to contribute time and/or resources to the cooperative.** The KidsPark Parent Advisory Committee (KPAC) operates the cooperative. KPAC is a volunteer board that oversees the day-to-day activities of KidsPark. It is responsible for organizing the operations and fundraising. KPAC board meetings are held monthly one Sunday afternoon a month at KidsPark (found in Appendix D). All members are strongly encouraged to attend the KPAC meetings, participate on a committee and required to attend 1 meeting per quarter.

1. Membership Requirements

All members must read the Parent Handbook, become familiar with KidsPark policies, and return **fully** completed registration forms. The registration fee and initial hours purchase must be paid on your child's first day of care. KidsPark has experienced tremendous growth and interest from the community resulting in frequent waiting list to join the cooperative. A child/family is placed on the waiting list once a completed registration packet is received and is slotted on a first-come-first-served basis. Registration consists of the following 8 forms:

- 2019-2020 KidsPark Parent Contract (1 per family)
- Late Fee Policy Form (1 per family)
- Volunteer Interest form (1 per family)
- Emergency Contacts Form (1 per registered child)
- Parent Instructions and Consent Form (1 per registered child)
- Health Care Summary (1 per registered child)
 - o In addition to the Health Care Summary required at registration time each year, the State of Minnesota requires a new form be submitted when a child turns 16 months and 33 months. That means you may need to submit two forms in one school year. The form **must be completed, signed and dated by the Health Care Provider**. KidsPark will help to track when a new form is due during the school year; however, it is your

- responsibility to submit the updated form in a timely manner.
- Immunization Record Form (1 per registered child).
 - For each child, an immunization record provided by your Health Care Provider. **Please provide KidsPark with updated immunization record received at well-check appointments.**
 - The Immunization Record form provided by the Minnesota Department of Health states a parent signature is acceptable for children over 15 months that have completed immunization required by law for child care. KidsPark is **REQUIRING the form be completed, signed and dated by your Health Care Provider.** This is at the recommendation of KidsPark’s licensing authority.
 - Many Health Care Providers have electronic medical records and may be able to provide the immunization record in a different format. This is acceptable as long as the form lists all immunizations and is signed and dated by your provider (electronic or manual).

The Health Care Summary and Immunization Record forms must be completed, signed and dated by your Health Care Provider. Please allow up to 10 business days for the forms to be returned from your provider. These forms can be faxed directly to KidsPark by the health care provider at 651-642-0724. The remaining 4 forms are to be completed and signed by the parent/guardian.

When completing emergency contact information, please be sure to give the names of **two people** outside of your immediate family who live in the Twin Cities metro, who would be available by phone in the day time, and would be capable of picking up your child and caring for him/her in the event that KidsPark should call them. No one is *always* reachable and it is vital that you have a backup plan for the well-being of your child. We will not accept a registration without 2 local emergency contacts.

Remember that an adult must drop off with a teacher and pick up your child from a teacher. It is not acceptable to leave your child(ren) in the hallway or on the playground without first checking in with a teacher and communicating any information that may be influencing your child(ren)’s stay.

Please inform KidsPark of anyone other than a parent picking up your child by completing a “consent for pick-up” form for any pick-up by someone other than those listed on the emergency form. These forms are found in the hallway near the check-in iPad. A photo ID must also be presented to staff before the child can be released if staff is unfamiliar with the person picking up the child.

2. Co-Op Requirements

The administration of KidsPark is operated as a parent cooperative in order to provide affordable child care and create a thriving community. The active involvement of all members and completion of required cooperative work hours is absolutely necessary for KidsPark to sustain itself and maintain our hourly rates. Each family is required to join a committee. **Failure to complete required work hours and/or failure to pay the fees set forth below will result in suspension of a family's right to use KidsPark.**

- A. KPAC Meeting attendance and Monthly Cleaning Help:
 - a. Every family is required to attend at least 1 KPAC meeting and 1 monthly cleaning

per quarter. A schedule of when the meetings are held is included in Appendix D. This is the first year incorporating this type of requirement, so there may be some refinement going forward, but these two requirements are made to be family volunteering options – so please bring your children! This is our community and we take care of it together.

B. Volunteering:

- a. Every family is required to complete a minimum of 3 hours of cooperative work each quarter. Lack of usage at KidsPark, even in the summer, does not mitigate the work requirement. Families can complete hours in advance of a quarter as determined by a KPAC member. The coop hours and snack binder maintained in the KidsPark lobby contains official record of completion of coop hours/responsibilities.
 - The quarters are as follows:
 - Q1: September through November
 - Q2: December through February
 - Q3: March through May
 - Q4: June through August
- b. Every family is required to complete a minimum of 3 hours of cooperative work each quarter. Lack of usage at KidsPark, even in the summer, does not mitigate the work requirement. Families can complete hours in advance of a quarter as determined by a KPAC member. The coop hours and snack binder maintained in the KidsPark lobby contains official record of completion of coop hours/responsibilities. Families are responsible for completion of cooperative work hours.
- c. If a family does not show for a work commitment or cancels without good reason, a penalty of 3 hours of child care will be assessed. This means that the 3 penalty hours will be deducted directly from your prepaid childcare hours and you will not receive any credit for the work missed.
- d. For each hour of work a family fails to complete in any given quarter a fee of \$25.00 per hour will be assessed. If the fee is not paid, then the family will be suspended from KidsPark until the fee is paid. If suspension occurs twice in a year, KidsPark reserves the right to terminate family's contract.
- e. Members may buy out any or all required hours in advance with payment of the \$25.00 per hour fee by informing a KPAC co-chair or designated KPAC member and paying the fee. A written or emailed request must be sent.

C. Snacks:

- a. Families using the mixed age room and/or the Kaper program provide 14 child-sized snack servings at least 1 snack per month to maintain their family membership. A family may buy-out their obligation for \$10 per obligation. For every 4th visit in a month, please provide an additional snack/buy-out. For example a family using KidsPark on the following schedules would have the following snack obligations:
 - 1-3 visits, the family is responsible for 1 snack, \$10
 - 4-7 visits, the family is responsible for 2 snacks, \$20
 - 8-11 visits, the family is responsible for 3 snacks, \$30
 - 12-15 visits, the family is responsible for 4 snacks, \$40
 - 16-19 visits, the family is responsible for 5 snacks, \$50
 - 20-23 visits, the family is responsible for 6 snacks, \$60
 - 24-27 visits, the family is responsible for 7 snacks, \$70

- 28-31 visits, the family is responsible for 8 snacks, \$80
- b. Families sign-up to bring a snack category through Aladtec on the “Snack Schedule” similarly to making a reservation for care. Snack-sign-ups are scheduled for 8:00-8:30 to obtain a space within the system, but the snack need not be at KidsPark by 8:30. Families are able to run reports through the Aladtec system to see how frequently you are using KidsPark and how frequently you have fulfilled their snack obligation.

3. Fees

There are two types of fees all members must pay; 1) Registration Fee; and 2) Hourly Fee.

- A. Registration Fees: There are two options for membership in the KidsPark co-operative:
- a. Annual Membership: There is a \$75.00 non-refundable membership fee payable upon your child’s first day, or within 30 days of registration being accepted. If your family’s income is below the levels listed on the Parent Contract, your fee may be lowered to \$35.00, it is the responsibility of the family to request the sliding fee amount.
 - b. Semi-Annual Membership: There is a \$50.00 non-refundable membership fee payable upon your child’s first day, or within 30 days of registration being accepted. If a family chooses the semi-annual membership, the fee is due on the first day. If the family continues past the 6 month length of membership, a subsequent membership fee is due and the family may choose a semi-annual or annual fee at that time. A family’s membership expiration date is found within Aladtec. The semester fee also has a sliding fee scale based on family income and is listed in the Parent Contract. Sliding fee rates may be lowered to \$20.
- B. Hourly Fees – **NEW FOR 2019/2020 SCHOOL YEAR INFORMATION:**
- a. Child care hours must be prepaid. Payments and usage are recorded by the Executive Director. Individual family accounts are maintained and available electronically to families 24/7 via the KidsPark website. Families receive login information in their “Welcome Letter” upon enrollment. Please see the Executive Director if you encounter login difficulties or notice discrepancies in your family account.
 - b. Currently, child care fees are \$7.50/hour/child for the Infant Room and \$7.00/hour/child in the Mixed Age Room and the Kaper program. Starting November 1, 2019 the rates for all care will be \$7.50/hour/child. On January 1, 2020 all rates will rise to \$8.00/hour/child. When those prices go into effect, families with multiple children attending during the same reservation time will receive 8% credit back on family total of multi-child reservations.
 - c. Depending upon your use of KidsPark, it is recommended families estimate the number of hours they will use in a month and purchase that amount at the beginning of the month. Any unused hours never expire.
 - d. Payments may be made by cash, check (made out to KidsPark), through the KidsPark on-line store on the Square Market, www.squareup.com, or through square by credit card at KidsPark.

4. Reservations and Late Fees

- a. Reservations for KidsPark may be made up to one week in advance.
- b. Reservations priority are conducted as follows:

- Reservation requests made using the online reservation tool, Aladtec, starting at mid-night the week prior (you will receive an automated response regarding approval or denial),
 - On-site at KidsPark, using the check-in iPad,
 - Email requests (only to be taken in extreme circumstances)
- c. With the exception of on-site reservations your reservation is not confirmed until you have a response from KidsPark staff.
 - d. Reservations are made on an hourly basis with a two-hour minimum. For reservations using half hour increments, past the two-hour minimum, the time will be charged to the next half hour.
 - e. You may NOT extend your child's visit past your reservation time without prior approval from the classroom teachers and/or Executive Director. This includes early drop-offs, as well as late pick-ups. If you wish to extend on the day of your reservation, you must speak with the classroom teacher or Executive Director for approval or submit the request through the Aladtec registration tool. Extensions are approved in order requested based on space constraints.
 - f. Time reserved is the time paid. If you reserved care from 9:00am to 12:00pm and drop off at 10:00 am, you will be charged starting at 9:00 am for the time reserved.
 - g. The state limits total usage to no more than 90 hours per month per child.
 - h. If space is unavailable, families will be placed on the waitlist. If your child's classroom schedule is full, please request a space on the waiting list. If you find other arrangements and do not need care while on the waiting list, you will not be charged for being on the waiting list. If there is a space that opens up, you will be notified that there is a space for your family. IF you get that call, please let KidsPark staff know if you DO NOT need the help as we will move onto the next family on the waiting list as needed.
 - i. Reservations on the classroom schedules must be cancelled by 3:00pm the day prior to the day scheduled. If the reservation is not cancelled, parents will be charged the hourly rate for the reserved time. Cancellation due to illness is exempt if cancellation is made prior to reservation start time. If you must cancel due to an illness please cancel online or send an email as early as possible so another family may use the space.
 - j. It is important that we maintain the state-mandated teacher to child ratio. In addition, we are licensed to operate only between the hours of 9:00 am to 3:00 pm. Families will be charged a late fee for late pick-ups REGARDLESS OF THE TIME OF DAY. The fees will be charged as follows based on total minutes late:
 - 1-5 minutes late - \$1 per minute,
 - 6-10 minutes late - \$2 per minute,
 - 11 or more minutes late - \$5 per minute.
 - Charges are based on total minutes late, for example 15 minutes is a \$75 fee (\$5 x 15min). Late fees are due at the time of pickup. KidsPark may not be used again until fees have been paid. After three late pick-ups, the KidsPark contract may be terminated. Refer to the Late Fee Pick Up Policy form for additional information.

5. Returned Checks/Non-Sufficient Funds

The following steps are taken if a check to KidsPark is returned due to non-sufficient funds:

- KidsPark will send a letter asking for full payment plus a \$40 returned check fee.
- Parents will not be allowed to schedule any additional hours until all accounts are caught up and payment is received by KidsPark.

6. Canceling Membership

If you have an annual or semi-annual registration but have not used KidsPark, you may cancel your membership within 30 days of joining the Cooperative. You will receive a full refund of your registration fee and the prepaid hours you purchased. Cancellations must be submitted in writing or email to the Executive Director.

If you have an annual or semi-annual registration and used KidsPark, you may cancel your membership within 30 days of joining to receive a full refund of your registration fee and the remaining balance of the prepaid hours you purchased. Cancellations must be submitted in writing or email to the Executive Director. You will not be required to complete your co-op requirement if less than 30 days have passed since joining.

For both annual and semi-annual registrations, if greater than 30 days have passed since joining the Cooperative, regardless of KidsPark use, the registration fee is non-refundable. After 30 days if you wish to cancel your membership, you must do so in writing/email to the Executive Director. Any unused prepaid hours will be applied to your co-op minimum requirement at the buy-out rate (\$25/hour). If the balance of the prepaid hours is not sufficient to **cover the minimum co-op requirement you will owe the difference**. After 30 days of membership, the date of cancellation does not reduce or eliminate the minimum co-op requirements.

II. Program Grievance Procedures for Parents

It is the policy of KidsPark to provide an avenue for its members to express their suggestions, concerns, and complaints. The following steps should be taken when you have a matter needing resolution:

- Concerns should be directed to either the Executive Director in person or by calling KidsPark.
- If the matter is not resolved to the individual's satisfaction, the grievance will be placed on the agenda for the next KPAC meeting if warranted.
- If the grievance is still not resolved, the matter should be discussed with a representative on the KidsPark Board of Directors. The matter can be placed on the agenda for the next KidsPark Board of Directors meeting if warranted.
- Unresolved concerns can also be directed to:
State of Minnesota, Dept. of Human Services
Human Services Building
444 Lafayette Road
St. Paul, MN 55155-3971
(651) 296-3971

III. Maltreatment of Minors Mandated Reporting Policies

The State of Minnesota, in Minn. Stat. Section 626.556, mandates that a professional or his/her delegate who is engaged in the practice of child care or education, who knows or has reason to believe a child is being neglected or physically or sexually abused, must report such information to the appropriate local agency. In addition, any person may voluntarily report such information to the local agency if s/he knows, has reason to believe, or suspects a child is being neglected or subjected to physical or sexual abuse. **These types of incidents should be reported to the Department of Human Services, Division of Licensing at (651) 296-3971.** KidsPark, through the teaching and administrative staff, will comply with the letter and spirit of this law.

Abuse, neglect, maltreatment or any other child endangerment or protection issues that occur **OUTSIDE A CHILD CARE FACILITY OR CONCERNING PRIVATE PERSONS** should be reported to **Ramsey County Child Protection at (651) 266-4500.**

APPENDIX A

Typical Schedule of a Day at KidsPark

9:00-10:00	Free Play, Outside start generally Spring through Fall weather permitting
10:00-10:20	Morning Snack, Outside generally Spring through Fall weather permitting
10:20-11:30	Outside Time weather permitting
11:30-11:45	Transition from Outside Play to Lunch <ul style="list-style-type: none"> • Tuesday: String Circus Enrichment 11:30-12:00, delayed lunch start to 12:10pm
11:45-12:20	Lunch Time, Outside generally Spring through Fall weather permitting
12:20-12:30	Transition from Lunch to Nap/Rest Time
12:30	Morning Pick-ups, (please arrive before 12:30 to talk about your child's morning with a teacher.)
12:30-2:30	Nap/Rest Time <ul style="list-style-type: none"> • Monday: Music Enrichment 12:30-1:00, delayed nap/rest start to 1pm
2:20-2:30	Staff open windows so children can wake gradually
2:30-3:00	Music Enrichment Program (Thursday), Free Play and Snack
3:00	KidsPark Closes

*Times are approximate and subject to change

APPENDIX B

Suggestions for Separating

Children handle separating from parents in different ways. Separation can also differ from day to day. To assist your child in separating, we suggest the following;

- Prior to your child's first day, stop by and play at KidsPark together for 30-45 minutes to get your child comfortable with the environment. Make sure to email the Executive Director to make sure there is space if we are playing inside. If we are outside, please stop by and play!
- Inform your child of your plans for the day prior to dropping off. Tell him/her that you are bringing them to KidsPark and let them know what you will be doing while they are playing. Be sure to let them know who will be picking them up and at what point in the day's schedule.
- After the teacher greets your child and you have shared any information you need to share, give your child a hug, kiss, or word of encouragement, and go. Prolonged goodbyes are actually more difficult for the child and for the parent. In most cases, children completely acclimate within 10 minutes of the parent/care givers departure.
- Let your child know, by your physical and verbal actions, that you are sure s/he will have a good time. Share your confidence with your child. Let your child know that you feel s/he is capable of handling your being gone for a while.
- Remember - hesitating or holding on will be confusing to your child.
- If it is difficult for you to separate from your child, try not to communicate this to your child. Children are very perceptive and may become anxious if they feel you do not feel they can adjust to this separation.
- Stay in tune with your child's regular nap time. Playing with other children can be more tiring than their usual routine.
- If you have concerns or questions about your child's separation that day, please feel free to email and/or call to find out how s/he is doing.
- A small word of comfort. Separation can often be harder on you than your child. Learning to build trusted relationships with others, peers and adults, outside of the immediate family is a key life skill for all people to develop.

APPENDIX C

Important KidsPark Contacts

<u>KidsPark Contact Details:</u>	525 Pelham Boulevard St. Paul, MN 55105 Phone: 651-603-0144 Fax: 651-642-0724 Email: teachers@kidsparkdropin.org
<u>Executive Director:</u>	Erica Kragerud-Smith
<u>Infant Room Teacher:</u>	Tanya Havens, Michael Robinson as a back-up Infant room open Monday-Friday, 9:00 am to 3:00 pm Including ages 6 weeks to 17 months \$7.50 per hour, Will increase to \$8.00 per hour January 1, 2020.
<u>Mixed-Age Room Teachers:</u>	Angela Maloney, Michelle West, Michael Robinson, 1 open position and Erica Kragerud-Smith as back-up Mixed-age room open Monday-Friday, 9:00 am to 3:00 pm Including ages 17 months – 5 years, not yet in Kindergarten \$7.00 per hour. \$7.50 per hour on November 1, 2019. Will increase to \$8.00 per hour January 1, 2020.
<u>KidsPark Kaper Teachers:</u>	Erica Kragerud-Smith, back-up position is open. Monday, Tuesday, Thursday: 9:00am - 1:00pm Wednesday, Friday 9:00am – 3:00pm Including ages 4 years - 5 years, not yet in Kindergarten, some 3 year olds may attend based on teachers discretion and parents authorization \$7.00 per hour. \$7.50 per hour on November 1, 2019. Will increase to \$8.00 per hour January 1, 2020
<u>Artiirista:</u>	Open position(s); staffed Monday – Friday 8:15am – 1:15pm
<u>Snack and Lunch Chef:</u>	Jenn Radtke, Family Volunteers and Teachers as back-up; position is staffed Monday, Wednesday and Friday 9am-1pm

Reservations can be made up to a week in advance by making an online reservation, stopping in, or emailing teachers@kidsparkdropin.org. Hours must be paid in advance.

For weather-related closings, KidsPark will close if St. Paul Public Schools close. If the weather conditions seem worthy of a school closing and the St. Paul Public Schools have not closed or if St. Paul Public Schools are not in session, KidsPark will post closings on Aladtec, through WCCO and contact families with reservations. For weather-related early dismissal situations, KidsPark staff will contact parents directly.

APPENDIX D

2019-2020 KidsPark Scheduled Closings

September 2, 2019	Labor Day
NEW!! October 14 – 18, 2019	Fall Break
November 28 – 29, 2019	Thanksgiving Holiday
December 23, 2019 – January 3, 2020	Winter Break
January 6, 2020	Staff Development In-Service Day
January 20, 2020	Martin Luther King Day
February 17, 2020	President's Day
NEW!!! March 30 – April 3, 2020	Spring Break
May 25, 2020	Memorial Day
July 6 – July 10, 2020	Summer Break
July 13, 2020	Staff Professional Development Day
September 2, 2020	Labor Day

NEW!!! 2019-2020 Important KidsPark Community Dates

	KPAC (4-5:30) and Sunday Family Dinner (5:30-6:30)	Cleaning Day Saturdays 9-12
October	13 th	12 th
November	3 rd	16 th
December	1 st	14 th
January	12 th	11 th
January 18 th School Choice Panel – current and former KidsPark members talk about their experience in our community elementary schools and answer questions from prospective pre-k/k families		
February	9 th	22 nd
March	8 th	21 st
April	12 th	18 th
May	3 rd	16 th
June	7 th	27 th
July	12 th	18 th
August	16 th	22 nd
September	13 th	19 th

APPENDIX E

Bag Lunch Ideas

	<u>1-2 years</u>	<u>3-5years</u>
1. Fluid milk, or milk alternative	1/2 cup	3/4 cup
2. Meat, poultry, fish, cheeses	1 oz.	3 oz.
Or cottage cheese, cheese food, or cheese spread	2 oz.	3 oz.
Or egg	1	1
Or cooked dry beans or peas	1/4 cup	3/8 cup
Or soy nut butter or seed butters (do not send peanuts or tree nuts to KidsPark)	2 T.	3 T.
Or soy nuts or seeds (Peanuts or tree nuts are not allowed)	1/2 oz.	3/4 oz.
3. Vegetables and/or fruits (2 or more)	1/2 cup total	3/4 cup total
4. Bread or bread alternate *	1/2 slice	1/2 slice

*Or an equivalent serving of acceptable bread alternates such as cornbread, biscuits, rolls, muffin, etc. made of whole grain, or rice, macaroni or other pasta products

USDA based child care food guides.

Candy and cookies sent in lunches will be set aside and sent home in the child's lunch box to be eaten with care givers at home or at pick-up.