



**Parent Handbook of
Policies & Procedures
2019-2020**

**Kids Connection
Before and After School
& School's Day Out Program**

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Registration

A Kids Connection Registration Form must be filled out annually for each child attending any Kids Connection program, including school's out days and early release days. Once this form is complete, participants will have access to enroll in any of the Kids Connection programs for the 2019-2020 school year. Once the school year has begun, new registrants must hand in an annual form and payment/calendar at least 48 hours prior to starting the program, if there is availability. Enrollment is only guaranteed 2 weeks prior to needing care.

In addition to the annual registration form, monthly calendars /or yearly calendar, either online or on paper, must be filled out each month. These calendars will be available at each site, online or in the Parks & Recreation office. Monthly registration forms and fees for the month are due by the 20th of the month prior to attending Kids Connection or 10 days prior to day needing care. (i.e. October's monthly calendar is due by September 20th, including payment). In person or online registration is due 10 days before needing care to guarantee enrollment. Online registration will be open until 10 days before needing care and in-person registration will be open until 1 day before needing care but will not guarantee enrollment and your account will incur a \$15.00 late fee. (i.e. To guarantee care for Monday October 24th, you must register online or in person by October 14th, any day after that (15th through the 23rd), will incur a \$15.00 late fee and enrollment may not be available). Any checks returned for insufficient funds will be charged a \$25.00 service fee. If you choose the Auto Pay option, any registration after the 20th will incur a \$15.00 per registration late fee.

How to hand in the Kids Connection registration form and/or Monthly Calendars:

By Mail: Mail form along with payment to: Greenfield Parks and Recreation 7325 W. Forest Home, Rm 200, Greenfield, WI 53220

By Kids Connection Drop Box: Each school has a Kids Connection Drop Box where you may put your monthly calendar, registration form and payments in. These boxes will only be checked on Thursdays at 6:00pm.

By Email: Scan & Email form to: kids.connection@greenfieldwi.us

By Fax: Fax form to 414-543-2369. Credit Card payment only.

City Hall Drop Box: Drop form and payment (no cash) in a sealed envelope marked Parks & Recreation Registration in the 24/7 drop box located by the south door entrance to city hall. 7325 W. Forest Home, Greenfield, WI 53220

In Person: The Parks and Recreation office is open Monday through Friday 8:00am-5:00pm. Stop by to process your registration in person or to drop off directly to our staff.

Online (Calendars ONLY): Registration is available online at www.ci.greenfield.wi.us/parksrec. Credit card payment only. Please note that the individual month calendars are not defined online, therefore it is suggested to look at a Kids Connection calendar before registering to make sure you are enrolling for the proper dates.

Seamless Docs (Editable PDFs): Link to each month's calendars can be found on our website. Complete the form and submit with Credit Card info and it will be sent directly to us. A confirmation email will be sent to you once submitted and then a final receipt will also be sent once processed by the office. If you do not receive an email receipt within 2 business days (M-F), please contact the office.

Yearly Registration Option

Kids Connection now offers a yearly/semester enrollment option for those families who have consistent schedules each week. There is a specific form to fill out for this and you must go on our Auto-Pay option. We will enroll your child for the whole year, based on your needs and then your credit card will be saved in our registration system and be charged on the 21st of each month (or next business day) for the following month. You are able to change your schedule twice per year, otherwise additional fees will be incurred. Benefits: No need to remember to fill out a monthly calendar, or make payment.

Fees

Kids Connection participants are charged according to the number of days per week needed. The following weekly fees are:

<u>DAYS (per week)</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4-5</u>
K4-5th grade				
Before School (AM)	\$12.00	\$20.00	\$28.25	\$39.75
After School (PM)	\$15.00	\$27.50	\$37.50	\$53.00
Both (AM & PM)	\$23.25	\$42.50	\$60.25	\$80.00

Late Fees

Late fees are incurred when registration is not handed in 10 days prior to day needing care or by the 20th of the month if you do the Auto-Pay option. This fee is \$15.00 per family per late registration. If you attend a day that you are not registered for (either AM, PM or Both), administrative staff will add the fee for the day plus the \$15.00 late fee to your account and an email will be sent with the balance. This must be paid ASAP. If you continue to attend care without contacting the office or paying for care, the Greenfield Parks and Recreation Department has the right to dismiss you from the program and refuse care. If you have any questions about our late fees, please call our office at 414-329-5370.

Payments

All payments are due at time of registering online or with monthly calendars. We do not bill for any services. Payment options include: Cash, Check (payable to: City of Greenfield), or Credit Card. You also have the option for auto pay, where your credit card will be kept in our registration system and your card will be charged on the 21st of each month. For more details on this option, please read below or call the Parks and Recreation Department office at 414-329-5370. Any checks returned for insufficient funds will be charged a \$25.00 service fee.

Auto-Pay Details

Auto-Pay is available for those who wish to have a credit card saved in our registration system, allowing parents to register easier and faster. The first time you select auto-pay, you must put in your full credit card information and sign the calendar. After we have your card on file, you may select auto pay on each calendar and put in your last 4 digits of your card number on file to register your child. Monthly calendars still MUST be filled out completely each month. It is your responsibility to let us know if your credit card information changes. Auto-Pay is ran ONCE on the 21st of each month (or next business day). If you hand in a late registration (After the 20th of the month), you must provide a full form of payment on your monthly calendar.

Sibling Discounts

Sibling Discounts are available to those who attend 3 or more days of the week. The first child is the full fee and each child thereafter will receive a 10% discount. For more information, please call our office at 414-329-5370. This is automatically taken off when enrolling in qualifying days. Sibling discounts do not apply to Early Release days or School's Out Days.

Emergency Care Registration

If a participant needs last minute care due to a parents/guardians schedule change, the parent/guardian must call the Parks and Recreation office during office hours to confirm availability for care. Emergency care is allowed for all registered kids connection children and will be assessed the fee for the day as well as a \$15.00 emergency fee.

Schedule

You must adhere to the schedule that you have registered and paid for. There are no switching days of the week or any changes unless notified 10 days prior. If you need to adjust your schedule, you need to contact the Parks and Recreation office and pay the appropriate fees to switch, add or drop any days. It is also the parent's responsibility to inform their child's teacher of their schedule for Kids Connection after school care, especially any last minute changes. We communicate as best we can with the school teachers/staff about your child's schedule, but they heavily rely on the parents to keep them updated.

Financial Assistance

Financial assistance is available to those who qualify. A Kids Connection financial assistance application must be filled out to qualify. There are two tiers to qualify for financial assistance and they include a 10% discount or a 25% discount on full price fees. Financial assistance forms can be found online or in the Greenfield Parks and Recreation office.

Refund/Cancellation Policy

Refunds will be made in the following cases:

- A- The program is cancelled by the school/Parks & Rec Department, this does not include inclement weather days* (100% refund).
- B- Change in the published day/time schedule of program by the school/Parks & Rec Department (100% refund).
- C- Cancellation by applicant 10 days prior to Kids Connection registered day (not needed), a full refund will be given. A prorated fee will be charged for day changes in a one week time period. (i.e. Participant is registered for 4-5 days in one week but now needs only 3 days, participant will receive a refund for the difference of fee between the 4-5 day rate per week and the 3 day rate per week.) If a refund is requested after the 10 day deadline has passed, only 50% refund will be given minus a \$4.00 service fee.

*Please see inclement weather policy in this handbook.

If the Kids Connection program is cancelled for any reason, participants will be notified.

Kids Connection does not refund for sick days unless your child is out sick for 3 consecutive days and you have notified the Kids Connection Administrative Staff that your child is currently sick. We will not give refunds if notified AFTER they have been out sick.

Enrollment/ Participants Information Changes

It is the parent's responsibility to let the City of Greenfield Parks and Recreation know if there are any changes to your child's enrollment, personal information, or health/medical information. Copies of the change form can be found at each school site. Please fill that out and give/send to the Parks and Recreation Department office. If enrollment is changing, this form is due no later than 10 days before the enrollment change is taking place. If you signed up and no longer need care, please refer to our refund/cancellation policy.

Drop Off & Pick Up

Parent/Guardian must enter the school and sign their child(ren) in to Kid's Connection when being dropped off in the morning. Drop off location varies at each school. Drop off begins at 6:30am, no earlier. Children can be dropped off any time after 6:30am to 8:30am. Parents must enter building and sign children out of Kid's Connection to be dismissed from the program. Site Coordinators or Group Leaders may request a photo ID at any time and will only release children to authorized pick up persons. Children can be picked up anytime between the afternoon bell and 6:00pm, but no later than 6:00pm.

Late Pick Up

Kid's Connection ends promptly at 6:00pm, any children who are picked up after that will incur a charge according to the list:

6:00pm-6:05pm \$5.00

6:06pm-6:10pm \$10.00

6:11pm-6:15pm \$15.00

6:15-6:30pm \$30.00

Anytime after 6:31pm: \$15.00 per 15 Minutes

The fee is per child. This payment must be made in full by the 20th of the month to continue participation in the program. We understand that there are emergencies and parents may be late, therefore a call to the site is required. If a parent/guardian will be later than their normal pick up time, an email or call is required. Communication between parents and staff is important to us.

Absences

If your child is picked up early from school or going to be absent and is scheduled to attend Kid's Connection but will not be attending last minute due to illness, emergency or other reasons, you must notify Kids Connection staff by email or cell phone. If a child does not arrive to the program after school and we were not notified about their absence, we will call a parent/guardian immediately. Kids Connection staff is not responsible for your child until they are checked into the aftercare program.

Inclement Weather- School Closed

The Kids Connection program will not run on days when school is closed due to inclement weather. No refunds will be given for last minute school closings, unless it exceeds 3 consecutive days. If inclement weather causes after school programs to be canceled, the Kids Connection program will still be held, as long as school is still in session for that day.

Early Release Days

Kids Connection will run on early release days at all schools for an extra fee. These days will be noted when registering. The fee for early release days is \$15.00 for afternoon care. Children will receive two snacks on early release days. Participation is available to all students at all schools. Early Release days are included in the AM & PM (both) fee. \$15.00 fee is only for those who are strictly attending PM care that day.

Early Release Days

October 17th, 2019

February 11th, 2020

June 11th, 2020 (last day of school)

School's Out Days

On select days, when school is out there will be an option to register for our school's day out program. Registration can be done for each particular day needing care. The program will be held at a designated school. 2019-2020 school's day out will be held at Elm Dale and will run from 6:30am-6:00pm. School's out days will require a daily fee and pre-registration. School's out days may have themes associated with it and

will include a variety of activities. Participants must bring a sack lunch. Kids Connection will provide 2 snacks each day of the program. Registration must be handed in by the advertised deadline for each day.

School's Out Days

September 27 th	October 24 th	October 25 th	November 27 th
December 26 th	December 27 th	January 20 th	February 13 th
February 14 th	March 23 ^d	March 24 th	March 25 th
March 26 th	March 27 th	April 13 th	May 22 nd

School's Out Field Trips

Field trips may be scheduled for School's Day Out days. The field trip will be included in that day's fee. The following procedures will be used to ensure the safety of all participants and staff while on field trips:

- 1) Prior to departure, all participants will be lined up and counted, emergency contact sheets will be secured and roll call taken before leaving the building. **Wristbands will be distributed to the participants.**
- 2) Kid's Connection leaders will leave a note on the door that states the field trip location and approximate time of return.
- 3) Prior to departure, while on the bus, a head count will be taken.
- 4) Upon arrival at the field trip location, rules and instructions regarding the facility/ activity will be given. Participants will be directed to follow directions that may be given by any Greenfield Parks & Recreation Kids Connection staff who can be identified by their Greenfield Parks & Recreation Staff shirt and wrist band.
- 5) The participants will be divided into small groups which will be with a leader for the duration of the day. A meeting location and time will be designated for the groups to return to.
- 6) As the return time approaches, participants will be called back to the meeting place to get ready to leave and roll call with a head count will be taken.
- 7) Participants will return on the same bus they arrived on. Once on the bus, another head count will be taken. The bus will not leave the field trip location until all leaders and participants are accounted for.
- 8) Upon returning to the school, participants will resume regular Kid's Connection activities until normal pick-up time.

Health/Emergency Information

It is the parent/guardian's responsibility to complete the Kids Connection registration form and identify any medical (physical or mental) condition, including allergies, that your child may have that Kids Connection staff/administration should be aware of. This information helps protect everyone, including the individual, other participants and the staff. This information will be confidential.

Emergencies: If a child requires more than first aid for an injury or illness, Kids Connection staff will contact the parent/guardian. If 911 needs to be called, Kids Connection staff will call. If your child is transported by ambulance to the hospital, a Kids Connection staff member will accompany the child until a parent/guardian has arrived. The City of Greenfield does not assume responsibility for accidents or injuries during programs and does not provide medical/hospital insurance coverage for persons participating in any program.

Illnesses: A parent/guardian will be notified immediately if their child becomes sick during the program. If a child is home due to an illness, he/she should be symptom free for 24 hours before reentering the program. If

a child is out sick for three days or more, a doctor's note must accompany the child before reentering the program. Please notify Kids Connection staff if you have a communicable illness for the safety of other participants and staff.

Allergies and Medication

Allergies and/or medications should be indicated on each child's registration form. If a child needs to take medication during the program, including inhalers or epi-pens, a Medication Dispensing & Authorization Form must be filled out. Medication will be stored in a labeled medication box along with instructions for dispensing. Medication must be in a pharmacy-labeled container delivered to Kids Connection Staff by a parent/guardian. Medication must be provided in the correct dosage. Staff will not alter any medication. Students may not carry or self-administer any medication except those authorized by the prescribing physician and indicated on the authorization form. Kids Connection staff will document on a medication log form when the medication is administered. Non-prescription medication can also be dispensed by authorization of a parent/guardian. Please fill out the Non-prescription medication dispensing and authorization form for this. Kids Connection staff DO NOT have access to medications given to the schools. All medications for Kids Connection must be separate and given directly to Kids Connection Staff for separate storage. Kids Connection staff do not have access to refrigeration storage. Any further questions on medication dispensing at Kids Connection, please contact the Kids Connection Coordinator at 414-939-8333.

Behavior Code of Conduct and Discipline Policy

Parents/Guardians are responsible for discussing the code of conduct & discipline policy with their children. Proper behavior is expected by all participants and parents while attending Kids Connection.

The City of Greenfield Park and Recreation Department's Kids Connection program includes a variety of experiences and opportunities. To ensure that these experiences are positive for everyone involved and that one child's behavior does not limit nor interfere with another child's safety or experience, our program operates with this "Code of Conduct" that will be administered throughout the school year.

- Children must be quiet and attentive when the site supervisor or leaders are presenting instructions and/or information.
- Children must follow the rules of all games and activities given to by staff.
- Children will be responsible for the equipment they are using. They must use the equipment for the intended purpose and are responsible for putting the equipment away when done. NO tampering of equipment and supplies will be tolerated.
- Running is not allowed. Gym and outdoor time are the only exceptions.
- Hitting, kicking, pushing, biting and other types of VERBAL and/or PHYSICAL behavior will not be acceptable among the children or to staff.
- Children should refrain from bullying or repetitively teasing other participants.
- Children should have positive attitudes and actions toward staff and other participants.
- Children should refrain from endangering participants or staff in anyway.
- Children should expect consequences when one chooses not to follow the above rules.

Kids Connection staff will encourage all participants to be a part of the group and all activities offered during the program. We understand if a child does not wish to participate in certain activities, but we ask they make an effort to participate in the activity.

Any participant who breaks the code of conduct will be disciplined in the following way:

1. Verbal warning will be given.
2. Second verbal warning will be given and clothespin will be moved to the yellow "Warning" sign.
3. Clothespin will be moved to the "Danger Zone" sign and child will be removed from the situation/game/activity and discussion with staff member will take place.
4. Clothespin will be moved to the "Kryptonite" sign and child will need to fill out a "Think Sheet." Think Sheet will be signed by student, staff member and parent. The staff member will discuss the incident with the parent at pick up or next contact. If incident was severe, Staff will fill out an incident report and the parent will be contacted immediately. Staff may request your child be picked up immediately from the program. Staff have the right to determine the severity of the conduct/situation.
5. If child continually fills out "Think Sheets" and behavior is continuing, a "Behavior Action Plan" will be filled out and implemented. Parents will be asked to meet or speak to discuss the Behavior Action Plan.

The City of Greenfield Parks and Recreation Department has the right to dismiss any participant whose behavior endangers the safety of themselves or others (without any previous warnings), including but not limited to physical and/or verbal abuse, running away or off site from staff, bringing a weapon to the program, threats, damage to equipment and punching, kicking, biting, hitting staff, etc.

Staff

Kids Connection follows required staff to participant ratios provided by DCFS but strives to provide an even lower participant to staff ratio at all times. There will be a minimum of 2 staff on site for the before and after school program. All staff members will be CPR and first aid certified and have passed a background check. DCFS School-Age ratio requirements:

3-4 years- 1:10 4-5 years- 1:13 5-6 years- 1:17 6+ years- 1:18

Snack

A snack will be provided to all children who attend Kid's Connection After School program. If your child has any dietary restrictions or allergies, please indicate that on the Kids Connection registration form. Snack will be distributed at a specific time, if there are allergies at your school, children could be put at another table if a snack is distributed with that child's allergen.

Breakfast

All children who wish to have breakfast at the school will be dismissed and signed out of our program at 8:30am. Once they are signed out of our program, the children are under supervision of the school staff in the cafeteria and must independently get to their classroom once breakfast is over. Staff will ask parents each morning if their child is going to breakfast. Each site may decide procedures on this (have a sign in sheet for breakfast, ask parents every day, etc.).

Attire & Personal Items

Children in the Kids Connection program will have physical fitness/activities as much as possible, including outdoor play. We prefer children wear a pair of gym shoes, or bring a pair in their backpack when attending afterschool. Please dress children appropriate for the weather as well. There are no personal toys or items allowed at before or after school.

Bathroom Use

When children need to use the restroom, one of the Kids Connection staff will walk with the child and a buddy ("bathroom buddy") to the bathroom. Kids Connection staff does not provide assistance in the bathroom for any reason, children must be able to manage basic bathroom use when enrolled in our programs. If a child has an

accident, the parents will receive a phone call and a change of clothes needs to be brought to the school for the child to change. If this happens often, we may request they always have a change of clothes with them in their backpack.

Contact Information

Registration and Billing Questions:

City of Greenfield Parks and Recreation

Hours: M-F 8:00am-5:00pm

Office: 414-329-5370

Fax: 414-543-2369

Email: kids.connection@greenfieldwi.us

Program Information Questions:

Recreation Program Coordinator– Laura Chatterton

Office: 414-939-8333

Cell: 414-239-3334

Email: Laura.Chatterton@greenfieldwi.us

Assistant Recreation Program Coordinator- Allie Clark

Office: 414-316-5291

Cell: 414-239-3330

Email: allie.clark@greenfieldwi.us

School Addresses

Glenwood- 3550 S 51st St Kids Connection is held on the stage behind the gym, enter door #6

Elm Dale- 5300 S Honey Creek Dr. Kids Connection is held in the cafeteria, enter door to left of main entrance

Edgewood- 4711 S 47th St Kids Connection is held in the cafeteria, enter door #3

Maple Grove- 6921 W Cold Spring Road Kids Connection is held in the cafeteria, enter door #2

Specific School Email & Phone #: (to be used during program hours)

Glenwood: 414-335-1782 Glenwood@greenfieldwi.us

Elm Dale: 414-335-3855 Elm.Dale@greenfieldwi.us

Edgewood: 414-335-5985 Edgewood@greenfieldwi.us

Maple Grove: 414-335-2100 Maple.Grove@greenfieldwi.us

School Front Office Phone #:

Glenwood: 414-545-2280 Secretary: Robin M.

Elm Dale: 414-281-7100 Secretary: Laura B.

Edgewood: 414-281-5750 Secretary: Holly P.

Maple Grove: 414-541-0600 Secretary: LaRae M.