



K.E.Y. Zone Family Handbook



Dear K.E.Y. Zone Families,

We would like to welcome all families to the K.E.Y. Zone program. The K.E.Y. Program is a program of the Duluth YMCA in partnership with the Duluth Public Schools. We look forward to a great year at all of our centers. Please read and retain this handbook for future reference.

K.E.Y. (Knowledge, Enrichment, and Youth Development) Zone provides a safe and supervised environment for youth, K-5th, grade to receive educational support and participate in enrichment activities. Program goals include fostering learning, development of life skills, and providing year-round fun opportunities.

K.E.Y. ZONE CONTACT INFORMATION

Please do not hesitate to contact us if you have any questions or concerns.

Site	Phone	Address
Congdon Park	218.336.8825 x1886	3116 E. Superior St.
Homecroft	218.336.8865 x2550	4748 Howard Gnesen Rd.
Lakewood	218.336.8870 x2602	5207 N. Tischer Rd.
Laura MacArthur	218.336.8900 x3104	720 N. Central Ave.
Lester Park	218.336.8875 x6	5300 Glenwood St.
Lowell	218.336.8895 x3022	2000 Rice Lake Rd.
Myers-Wilkins	218.722.4745 x319	1027 N. 8 th Ave. E.
Piedmont	218.336.8950 x2795	2827 Chambersburg Ave
Stowe	218.722.4745 x111	715 101 st Ave West
Billing and Registration	218.722.4745 x140 ar@duluthymca.org	Duluth YMCA 9 West Superior Street

Program Director/Information	218.722.4745 x124 kcorbett@duluthymca.org	Duluth YMCA 28 E. Village View Drive
------------------------------	----------------------------------------------	-----------------------------------------

For more information about the K.E.Y. Zone Program, please visit duluthymca.org and/or isd709.org. Find us on Facebook for program updates, closing notices, announcements, and pictures at **KEY Zone, Duluth, MN**. For more information or to report concerns or complaints contact the Program Director at 218-722-4745 x124.

PROGRAM HANDBOOK DEFINITIONS

Program Director: The person who oversees the K.E.Y. Zone program along with the leadership team. This is your main contact for any program questions and information.

Site Coordinator: The main contact at each K.E.Y. Zone location. This person will be your day-to-day contact about programming at your child’s site.

Leadership Team: Consists of the Out of School Time Director of the Duluth Area Family YMCA, Community Services Branch Executive Director of the Duluth Area Family YMCA, and the Director of Community Education & Services for Duluth Public Schools.

The Site: The specific location (ISD 709 elementary buildings) where the youth are participating in the K.E.Y. Zone program.

Billing and Registration: Your main contact for anything related to billing and registration for K.E.Y. Zone. To register and for billing information, please go to www.duluthymca.org/register.

DHS State Certified: The Department of Human Services (DHS) is responsible for certifying and monitoring license-exempt child care centers that participate in the Child Care Assistance Program (CCAP). Certification helps protect the health and safety of children by requiring that providers meet minimum standards for care and physical environment.

PROGRAM HOURS & TYPICAL DAY

School Year Program:

Monday-Friday from 2:15 - 6:00 p.m.

Time In	Time Out	Activities
2:15 p.m.	3:00 p.m.	Check-in, Snack, and Physical Recreation

3:00 p.m.	4:00 p.m.	Brain Time Activities/Homework Help
4:00 p.m.	5:00 p.m.	Clubs/Enrichment Activities
5:00 p.m.	6:00 p.m.	Choice Time and Check-Out

Summer and Break Days:

Monday – Friday from 7:00 a.m. – 6:00 p.m.

Time In	Time Out	Activities
6:30 a.m.	9:00 a.m.	Check-in and Choice Time
9:00 a.m.	4:00 p.m.	Morning meeting, snacks, teambuilding/group activities, gym games, lunch, and clubs
4:00 p.m.	6:00 p.m.	Choice Time and Check-Out

REGISTRATION, BILLING, AND PAYMENT

A non-refundable \$35.00 registration fee is due at time of enrollment. Families must have completed all registration forms and fees before their child can begin at the K.E.Y. Zone program. To register for the program, please go to www.duluthymca.org/register.

A family can only use afterschool care at the elementary site that their child attends unless a student is pre-approved to use the Lowell Bus Hub. Families currently enrolled in after school care can sign up for break day/week care at any of the open sites, depending on availability. Summer K.E.Y. Zone and YMCA Day Camp are open for public enrollment. Our programs are not available to any children under the age of 5.

Summer K.E.Y. Zone Payments and Required Days:

Payments are made by automatic bank draft or credit card draft through your online registration account through Daxko on the Monday prior to the week of attendance. If you need other payment methods, please call 218-722-4745 x140 or email ar@duluthymca.org for support. The daily fee is \$47/day/child.

All participants must attend at **least 18 days during the summer program**. If 18 days or more are not attended during the 9 weeks of summer programming, families will be charged for the days missed at the end of August.

Payments are made by automatic bank draft or credit card draft through your online registration account through Daxko on the first of each month. If you need other payment methods, please call 218-722-4745 x140 or email ar@duluthymca.org for support.

Full Time	5 days/week	\$213.00/month/child
Part time (FLEX)	12 days/month	\$152.00/month/child
Daily Rate	Break Days and Summer program	\$47/day/child

Please make sure to save your registration summary when enrolling to have the weekly billing amounts. Monthly invoices will not be generated in the current software system. All families will only receive an emailed invoice from the Duluth Area Family YMCA, if there is a past due balance on their current childcare dates.

Families are expected to pay by the due date. If you are having difficulties keeping your payments current or have questions about scheduled payments, please call the billing office at 218-722-4745 x140 to make payment arrangements and/or ask about financial assistance information.

Families will be charged a \$10 late fee on the next month's bill if the amount due is received after the 15th of the month. **If payment is 2 months past due, you will receive a last day notice, which is effective immediately. Your child(ren) will no longer be able to attend the K.E.Y. Zone program.** There is also no guarantee that your child(ren) may re-enter after the bill is up to date as there may be a waiting list at the site that your child(ren) attends. If you received CCAP, your payments from the county will be delayed so only the portion of the caregiver's responsibility must be paid by the due date.

Due to the high volume of families we serve, it is K.E.Y. Zone's expectation that you take full responsibility for paying your bill on time and also to contact the billing office with any concerns that may arise regarding your monthly bill and payment.

Families pay their balance through our auto deduction system by credit card monthly. Receipt of payments and our federal tax identification number can be retrieved through the online system. If you need to make other arrangements, please contact our billing office at 218-722-4745 x140.

CHILD CARE ASSISTANCE PROGRAM (CCAP)

The Duluth Area Family YMCA will send you an invoice at the beginning of every month for the outstanding balance. Please be advised that the county payments are often behind on their periods of service payouts and the bill may not reflect all periods of service that we have received payment on from the county.

All CCAP families must fill out a "CCAP Families Payment Agreement" that will be provided upon receipt of CCAP paperwork. It is the caregiver/guardian responsibility to:

- Know what you have been awarded from the county.
- Know your co-pay amount.
- All communication with the county is the responsibility of the caregiver(caregiver/guardian).
- The county is not allowed to share information with us beyond your awarded amount of coverage.
- Pay balance in full.

Please notify your case worker directly that you are utilizing the K.E.Y. Zone program for care and what specific school site your child(ren) will be attending. K.E.Y. Zone has a child care provider number with St. Louis County. Families must do this at the beginning of the school year, and when the summer program begins if switching to a different school location. We can assist you with your provider number as needed.

FINANCIAL ASSISTANCE

We believe every child should experience summer programming. Thanks to the generous support of our donors, we are able to offer one week of financial assistance to families in need. Families must apply for Child Care County Assistance prior to applying for financial assistance. Financial Assistance is awarded to qualified applicants on a first-come, first-served basis, and is only provided for one week (5 days) of summer program. Financial assistance applications are available by contacting kcorbett@duluthymca.org or 218-722-4725 x 124.

SUMMER & SCHOOL BREAK DAYS

The program runs from 7:00 a.m. - 6:00 p.m. with an **additional fee of \$47/day for each child**. Caregivers/guardians must register in advance to attend. Space will be limited based on staffing so register early. For the summer program, children must complete kindergarten through 5th grade to attend.

For school break days, the site coordinators will share specific details. Please note, the program is not open every day when there is no school. The program is open at select sites and on select days. Families must register online at duluthymca.org/register by the deadline. For the summer, the program runs Monday through Friday each week. Online registration opens in March.

All participants must attend at least 18 days during the summer program. If 18 days or more are not attended during the 9 weeks of summer programming, families will be charged for the days missed at the end of August.

WAITING LIST

Due to our state certification and ratio requirements, youth may be put on a waiting list until new staff are hired and we are safely able to run the program at the site. Once we are able to enroll more youth into the program, caregiver/guardians will be contacted.

SUMMER CANCELLATIONS AND SCHEDULE CHANGES

For summer programming, registration and schedule changes can only be made by calling the registration office at 218-722-4745 x140, or emailing ar@dulutymca.org. Families will need to call at least two-weeks prior to the week of the changed care dates. If changes are needed within two weeks of the care needed, a \$10 change fee will be added.

SCHOOL YEAR WITHDRAWALS

The school year program requires a two-week written notification from the last day you would like to be enrolled in our program. Without such notice, two weeks' tuition will be charged. If families leave our care owing a balance and do not pay on departure, we reserve the right to turn the balance over to our collection service.

DROP-OFF/CHECK-IN

For school break days or the summer program, caregiver/guardians must park and come into the building to the check-in table. Youth must be signed into the program by an adult. For youth who attend the afterschool program, your child will either be picked up by staff or come directly to the program from their classrooms.

PICK-UP/CHECK-OUT

All programs end at 6:00 p.m. For youth safety, caregivers/guardians must sign their children out of the program each day. Staff will not allow your child(ren) to leave with anyone but the custodial caregiver/guardian or other authorized pick-up person. Please notify staff in advance if you wish to have your child(ren) leave with a different person. Any guardian with physical custody of a child may pick up the child. If there is an Order of Protection that denies a guardian to pick up, legal documentation must be provided to Site Coordinators.

For pick-up, staff are not allowed to send a child out to a car or outside to someone. The approved pick-up person is required to sign the child out of the program each day. No one under age 16 may pick-up a youth from the program.

If an emergency occurs and you are running late, please call the site to ensure proper supervision until you arrive. **Late Fee--A late fee of \$1.00/child/per minute past 6:00 pm will be charged to your billing account.** If you receive financial assistance, you will be personally responsible for this charge.

IS OUR PROGRAM THE RIGHT FOR YOUR CHILD?

To ensure your child is successful in our program, they must be able to do the following:

- **The child can stay with the group at all times.** For the safety of all in the program, we must stay in ratio. Children that elope from the group pull staff out of ratio.
- **The child is able to participate in structured activities and transition independently.** We are not able to provide one-to-one or small group support. We are in ratios of 12-15 children to one (1) staff member.
- **The child is toilet trained and can use the bathroom without assistance.** We are not able to provide support in the bathroom and/or change soiled clothing.

If your child is not able to follow the areas above, they may be removed from the program. If a child is removed from the program, families will still be responsible for the weekly/monthly fee.

SUPERVISION STAFF TO YOUTH RATIOS

The K.E.Y. Zone program follows the state guidelines for staff-to-child ratio at each site with a 1:15 at all times during programming.

Families who have children with special needs are welcome to attend the K.E.Y. Zone program. Our program is not able to provide one-to-one care for children who benefit from individualized care during the school day and staff do not have additional training to support all abilities. It is a requirement of our program that all youth are toilet trained and can use the bathroom without assistance. If your child needs accommodations and/or has an Individualized Education Plan*(IEP) during school hours, please contact the site coordinator at your child's site prior to starting the program. Families may also want to contact family support services at 218-726-2012 for additional support or school district leadership for more resources.

*Please note that most IEPs do not extend outside of school hours and we do not have access to them without a caregiver/guardian request. Although the K.E.Y. Zone programs are run in the ISD709 elementary schools; we do not have the same requirements, access to staff, and additional resources as the school day.

STAFF TRAINING

K.E.Y. Zone staff are trained annually on the following items: health and safety standards, child development, and emergency preparedness. All new staff are provided orientation within 14 days of their start date. Before the completion of orientation, a staff person is supervised while providing direct care to a child. Staff are required to be certified in CPR and First Aid.

MANDATED REPORTING

We all are mandated reporters. Anyone who knows, has reason to believe, or suspects abuse or neglect is occurring is obligated to make a report to the St. Louis County Human Services. It is a misdemeanor to fail to make a required report. (Required by DHS)

ORIENTATION

Orientation to the K.E.Y. Zone programs will be handled through the Family Handbook. All communication will be via email or weekly/monthly newsletters. Caregivers/guardians are welcome to visit their child's site at any time during program hours. If you ever have any questions, concerns, or input, please do not hesitate to contact the Site Coordinator at your child's school.

ILLNESS

If your child develops a fever or becomes sick while attending the program, staff will contact the caregiver/guardian to plan to take your child home. Your child will rest under supervision until you or the person you designate to pick them up arrives.

If your child has a contagious illness, please keep them home until a medical professional determines they are no longer contagious. Please alert the site coordinator of a contagious illness so we can notify other participants in the program confidentially (no names). As a state certified program, this is a requirement and families must follow these instructions.

CHRONIC HEALTH CONDITIONS

Staff must be aware of any children with chronic health conditions (i.e. asthma, diabetes, etc.). Please note any special conditions on the registration form so staff members are aware.

MEDICATION (REQUIRED BY DHS)

Ideally, prescription and nonprescription medication will be given to the child(ren) by the caregiver/guardian or School Nurse prior to attending the program. If your child needs to take medication while attending the program, please contact the Site Coordinator to make these arrangements. Any medication, prescription or nonprescription, must be sent to the site in its original container and labeled with first and last name, **accompanied by a medication permission slip.**

If your child has an EpiPen or inhaler, please provide one to the site coordinator to be kept at the program at all times that your child is attending. DHS state certification guidelines require these items to be out of reach of any youth and we will store all medications in a locked location. Medication, including EpiPen's and inhalers, cannot be stored in a child's backpack. If the program goes on a field trip, the medication that is needed for the time off site, will be placed in a secure location with staff.

ALLERGIES (REQUIRED BY DHS)

If your child suffers from any type of allergy, please share this information on the registration form. Please include the following information:

- A description of the allergy, specific triggers, avoidance techniques, and symptoms of an allergic reaction
- Procedures for responding to an allergic reaction including medication, dosages, and a doctor's contact information.

IMMUNIZATIONS (REQUIRED BY DHS)

DHS state certification requires that each site has current immunization records for each child in our program. Families must submit prior to the first day of attendance. If your child is exempt for immunizations, families must fill out an exemption form. To access this form, please call the K.E.Y. Zone billing and registration office. The program must have records or an exemption form on file prior to your child starting at the program.

GROUP SAFETY AND BEHAVIOR

K.E.Y. Zone staff work to help all youth feel comfortable and confident, and to keep the program physically and emotionally safe for all children. In the event an intervention is necessary, the following steps are taken:

- **1st Time: Verbal Warning.** The child will be reminded of the expectations and guidelines for behavior.
- **2nd Time: "Think Time."** The child will be asked to sit out of the activity and will be reminded of expectations and guidelines. Redirection or guidance into a more positive activity will be provided. The child will remain supervised at all times.
- **3rd Time: Removal from program area.** The child will be removed from the activity area for the day(s) and caregiver/guardians will be notified.

ISD 709 policies related to bullying and other behaviors are outlined in the School Discipline Policy, available at www.isd709.org.

Potentially dangerous or inappropriate behaviors will result in immediate removal from the program and the caregiver/guardian will be called to pick-up the child. A behavior plan may be discussed with the guardian. Our staff are trained in behavior management skills and active supervision techniques, but are NOT trained in doing holds or physical restraints. Staff will only intervene physically in an emergency situation. "Emergency" means a situation where immediate intervention is needed to protect a child or other individual from physical injury.

PLAYGROUND SAFETY

The youth are aware of these rules as they are the same rules they are expected to abide by during their school day recess time. Please remind our youth to follow these.

general rules:

- youth are to speak and show respect for self, other youth and playground staff at all times. Be kind to one another, and no bullying.

- No food or drink is allowed on the playground.
- Follow directions given by staff the first time.
- No throwing/kicking dirt, sand, bark, sticks, snow or ice.
- youth are to keep their hands, feet and bodies to themselves. No rough play is allowed. This includes hitting, tripping, pushing, shoving, kicking, wrestling and unwanted chasing.
- youth cannot leave the designated boundaries of the playground without staff permission
- youth cannot hide from staff
- youth will follow playground equipment rules according to the school district's policy: sit on swings and do not twist them, slide feet first one at a time, no climbing up slides, no pushing off or lifting other youth on equipment, not climbing on equipment not designed for climbing, only those that can reach zip line may use it, no climbing on top of monkey bars.

BEHAVIOR RUBRIC

Our behavior rubric shows a detailed description of the out of school time behavior procedures. Behavior plans will be created according to the individual circumstances on a case to case basis. Documented behaviors and strikes will follow with a child to all Out of School time programs. ***Please see the full behavior rubric at the end of this document.***

ACCIDENTS

K.E.Y. Zone staff members are trained in First Aid and CPR. If an accident occurs, First Aid will be given immediately, if necessary, the child will be transported to a hospital, accompanied by a staff person. ***Please be sure K.E.Y. Zone has your current work, cell and home phone numbers on file so you can quickly be notified of an emergency. Please be sure to have updated numbers for emergency contacts as well.***

MINOR INJURY REPORT

A minor injury is one that can be handled by our staff without the need to call for help.

Staff will do the following:

- Apply First Aid as needed. Be sure that any open cut or scrape has been washed with soap and warm water.

- Apply an ice pack to any minor bump. They will report any bumps to the supervisor, and caregiver/guardians.
- Staff will fill out an incident form to send home with the child and tell the caregiver/guardian of the accident.

MAJOR INJURY REPORT

A major injury is one that requires a call for help, or the need for a doctor's visit or any injury that is beyond the skills of the staff.

- We will call 911 if we feel it is necessary.
- We will do our best to bring the injury under control and make the child as comfortable as possible.
- We will call the caregiver/guardian. If unable to reach the caregiver/guardian, we will call the other authorized people on the child's emergency card.
- We will do our best to keep the child calm and have another staff person keep the other children away and busy.
- The site coordinator will call the child's caregiver/guardian during evening hours to check on the status of the child.
- Incident reports will be filed with the YMCA, school district, and state, if required.

POISONING

All poisonous substances will be kept out of the reach of children. This includes medications, cleaning substances, and toxic paint and chemicals. All medications and toxic substances must be clearly labeled containers listing the ingredients and the necessary precautions and antidotes. In case of a suspected poisoning, staff will call Poison Control at (800) 222-1222.

MISSING CHILD

Afternoon program children who do not arrive on the scheduled day ARE considered missing.

- Staff will check with the school office and/or child's teacher to see if the child was absent, picked up early from school, or was sent home on the bus.
- Staff will ask friends or siblings where the missing child might be.
- If no information is found, the Site Coordinator will contact the caregiver/guardian immediately. We will call all numbers listed, including emergency numbers.

- The caregiver/guardian will be contacted within 15 minutes of school dismissal time.
- If you know that your child will not be attending K.E.Y. Zone, please call the Site Coordinator at your site.

RUN AWAY POLICY

If a child leaves the designated area without permission from the staff, these procedures will be followed. When possible, staff should stay with the child or keep them in visible line of sight to ensure other youth are safely supervised. If unable to leave the space, they will contact the site coordinator or lead staff for additional support.

If the child's location is unknown, a staff person(s) will look for the child in logical places around the school/site (bathrooms, playgrounds, classrooms, etc.). If a child cannot be found, staff will contact the site coordinator immediately, who will then contact the caregiver/guardian and then call 911 if necessary for assistance in locating the child.

A complete description should be put together. Expand search using available staff on foot, car, etc.

When the child is found, staff will explain the seriousness of the matter and consequences and problem solve with the youth. When possible, your child will be allowed to return to the program. If the child refuses to return to the room, the caregiver/guardian will be notified and asked to pick up the child. If a child leaves the building, staff should try to keep the child in sight. We will then contact the caregiver/guardian immediately.

It is up to the discretion of the site coordinator and program director as to whether the child should be dismissed from the program or if further action is required for participation within programming.

GUARDIAN ACCESS (DHS Requirement)

An enrolled child's caregiver or legal guardians are allowed access to the caregiver's or legal guardian's child at any time while the child is in care. Caregivers/guardians are welcome to come visit the program at any time. If you would like to view the program for a longer period of time, please contact the Site Coordinator prior to the date of arrival. Any guardian with physical custody of a child may pick up the child. If there is an Order of Protection that denies a guardian to pick up, legal documentation must be provided to Site Coordinators.

Any person who is not a current employee of the YMCA should be accompanied by a current employee during any site visit.

DATA PRIVACY PROVISIONS

K.E.Y. Zone, True North AmeriCorps (TNAC), and other community programs (4H) are collecting information about children enrolled in their program(s). We will use this information to understand the impact out-of-school time programs have on children. This

is part of our evaluation process, which will help with program planning and grant funding, so we can continue to improve our programming in the future. The information will be coded so that no names of children or families will be included. When the results are reported, they will be describing a group of children and not any one child. It is possible that we will use some examples of how children change. **No names or identifying information will be used.**

You have the right to decline this information sharing and program evaluation on your child's registration. Your child can still participate in all activities of the program and will not be in the evaluation. Your consent is voluntary and may be withdrawn at any time.

Your child may also be participating in tutoring and homework help. Our staff and/or AmeriCorps members may need to discuss academic support that your child needs with teachers, counselors, case workers, and principal.

FIELD TRIPS

Periodically, your child may have an opportunity to participate in program field trips and activities sponsored by or related to K.E.Y. Zone. You assume all risks and hazards incidental to such participation and release K.E.Y. Zone (including all staff members, event sponsors, participants and volunteers) from any claims arising from an injury to your child. It is understood and acknowledged that you are responsible for your child's insurance coverage and will not hold ISD 709 Community Education or Duluth Area Family YMCA liable for any accident or injury which may occur during the above stated activities. Going on a field trip is a privilege. If your child does not follow our behavioral expectations, they may not be able to attend the field trip with the group.

TRANSPORTATION

It is the caregiver's/guardian's or other authorized adult responsibility to transport their child home each day at the end of the program along with bringing the child to the program for the summer and school break days.

If the program goes on a field trip, Voyageur Bus Company or ISD709 bus will provide the transportation. Staff will be on the bus to ensure safe and secure transportation for all.

SHELTER IN PLACE

Youth are kept inside the building because of severe weather or other identified emergencies. During a lockdown, youth are secured in areas within the building because of danger inside or outside. Only law enforcement is allowed to enter or leave the building.

EVACUATION OFF SITE

When the school building or grounds are unsafe, youth are moved to an alternate location. When youth are moved, they are under staff supervision. Please listen to local TV/Radio alerts stations or look online for up-to-date information and directions. Staff will try to call families to inform them of procedures to pick-up children. Each school district site has a planned off-site evacuation location. Please ask your site coordinator where this location is for your child's school.

INCLEMENT WEATHER/SCHOOL CLOSING

When schools close due to inclement weather, K.E.Y. Zone programs close as well. School closings are announced on the radio, TV stations, and the Duluth News Tribune website and at www.isd709.org.

If weather conditions become poor during the school day and school afternoon activities are canceled, K.E.Y. Zone will close at 4:30 p.m. If youth are not picked up by this time, late fees will be charged. Staff will contact parents/guardians regarding the early pick-up time.

COMMUNICATION

K.E.Y. Zone staff is committed to providing open, two-way communications with families. K.E.Y. Zone will also use school and program newsletters and/or emails to share information on a regular basis.

Our communications will be in a respectful tone and will be shared in a timely manner. We all want what is best for your child, and the best way for us to do our job is if we have open and respectful communication with our families. We also expect that our families are open and respectful with our program staff. Face-to-face is generally the best way to communicate, but when we want to share information with families, it is more efficient to email or send letters home.

Please feel free to speak with K.E.Y. Zone staff any time with questions, feedback and ideas. The K.E.Y. Zone staff will be happy to talk with you. We value your thoughts and opinions about our program, and we want to make your child's experience as positive and fulfilling as possible. If at any time you have a concern regarding issues that happen at your child's program, first contact the Site Coordinator at your site to discuss the issue. If the issue does not get resolved, the Site Coordinator will then direct you to the program Director.

Any communication that goes against YMCA policy and values can lead to removal of a child from the program.

GRIEVANCES

Written Complaint Required for Formal Process

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process.

To ensure a timely and effective response, complaints should include the following information to the

extent possible:

1. The name(s) of individuals involved;
2. The Date(s) the behavior occurred;
3. The name(s) of any known witness(es);
4. A summary of the conduct meriting the grievance including:
 - a. The behavior complained or and/or the alleged policy or legal violation(s);
 - b. Direct quotes when relevant and available; and
 - c. Any relevant documentation.
5. The remedy sought by the person making the complaint.

Timeline: Youth or families who themselves have complaints or who are aware of behavior meriting a complaint must provide the above described written complaint via email to their Program Director or Branch Executive within 5 – 10 business days. The Program Director or Branch Executive Director will meet with the person who reported the information to hear their concern and attempt to resolve the complaint within 5 – 10 business days. Following that meeting, the Program Director or Branch Executive Director will provide a brief written response to the person who brought the complaint that includes brief written findings on the issues raised and relief sought. This written response will be provided within 5 – 10 business days of the meeting. If the person filing the grievance is not satisfied with the written response, the individual may submit an appeal to the District Vice President. The District VP will follow up with the person filing the grievance within 5 – 10 business days to hear the concern and attempt to resolve the complaint. Following this meeting, the District VP will provide a written response within 5 – 10 business days of the meeting.

Investigation: Any employee of the Duluth Area Family YMCA that receives a written grievance will thoroughly investigate the issues raised and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If the Duluth YMCA determines a violation of policy or law has occurred, the Duluth YMCA will take appropriate action, up to and including termination and notification of external authorities.

Retaliation: The Duluth Area Family YMCA strictly prohibits retaliation against any person for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the Duluth YMCA or a federal or state law enforcement agency or court. Any suspected retaliation should be reported to the Branch Executive, the District VP, or the HR Director immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. Any report of

retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. This organization will not retaliate against any person for raising a complaint and will not knowingly permit retaliation by management or other employees.

WEATHER AND OUTDOOR PLAY

We try to play outside every day for at least a half an hour and often for longer. During the winter months, K.E.Y. Zone follows district weather advisory guidelines and we stay inside if the weather is below zero or there is a wind chill of -17. Please send your child with hats, mittens, jackets, snow pants, and boots daily. If your child needs any gear, please reach out to your Site Coordinator or school officials.

PERSONAL ITEMS (toys, cards, electronics)

Please leave valuable toys and other items at home. If the Site Coordinator gives permission for personal items to be brought to the program, clearly label those items with your child's name. Leave cell phones, handheld games, iPods or other electronic devices at home. If they're brought to the program, a staff member will hold them until the end of the day and return them to the caregiver/guardian. K.E.Y. Zone is not responsible for items lost, stolen, or damaged when brought to the program.

SNACK AND WATER BOTTLES

K.E.Y. Zone provides a healthy snack during the afternoon of the program. Notify the site coordinator and indicate on the registration form if your child has dietary restrictions or allergies. Youth are encouraged to drink plenty of water. Please send a labeled (first and last name) water bottle with your child. Water bottles should be washed at home every day after the program and returned with the child daily.

SUNSCREEN/BUG SPRAY

When necessary, please apply sunscreen to your child(ren) prior to the program. For reapplication purposes during the summer, please provide a labeled (first and last name) bottle to be left at the program. Children will apply their own sunscreen with supervision when possible. Staff will assist younger children, especially when applying to the face. Spray on sunscreen is recommended for ease. DHS state certification requires sunscreen and bug spray to be stored out of reach of youth and cannot be stored in a backpack. For this reason, we ask that families leave the sunscreen and bug spray at the program.

SUPPORTING OTHERS/DONATIONS

Please consider supporting other families who need a scholarship to participate in our program. To make your gift to support youth in our community, please go online at duluthymca.org/give (select the Community Services Campaign) or mail your cash/check (checks payable to the Duluth Area Family YMCA) donation, along with details about wanting the funds to support our out of school time programs to: Duluth YMCA, 302 West 1st Street, Duluth, MN 55802.

Thank you for being a part of the K.E.Y. Zone program!

Out of School Time Behavior Rubric

Behavior	Step 1	Step 2	Step 3
<p>Mild Behaviors (Any behavior that demonstrates a lack of respect for the feelings and well being of others)</p> <p><i>Repeated incidents such as:</i> name calling, mocking, put downs, rude gestures (eye rolling, dirty looks, sighing), taunting, spitting, refusal to participate, being disrespectful, and related behaviors.</p>	<ul style="list-style-type: none"> • Conversation about behavior/choices • Conference with victim if necessary • Remind child of expectations • Form of apology 	<ul style="list-style-type: none"> • Conversation about choices • Take a break from activity • Complete think sheet or behavior plan • Logical consequence (e.g. disobeying rules that group set up; going up slide the wrong way = can't go on slide for remainder of day) • Staff documents incident on behavior sheet • Staff talks face-to-face with caregiver about repeated behaviors and caregiver sign form 	<ul style="list-style-type: none"> • Removal from program area • Removal from Program for remainder of day, Staff calls caregiver to pick up child from program • Form of apology • Personal Behavior Plan developed by staff or SC (and possibly the child) • Staff documents incident • Staff talks face-to-face with caregiver about repeated behaviors and caregiver sign form
<p>Moderate Behaviors</p> <p><i>Repeated incidents such as:</i> damaging property, incidents of rough play, exclusion, gossip/ spreading rumors, insults, negative written notes, negative behaviors toward a specific person, minor physical harm, restraining others, throwing objects, swearing/inappropriate language, and related behaviors.</p>	<ul style="list-style-type: none"> • Personal Behavior Plan developed by staff or SC (and possibly the child) • Form of apology • Staff documents incident • Staff talks face-to-face with caregiver about behaviors and caregiver sign form <p>Date: (possible) Strike given: #</p>	<ul style="list-style-type: none"> • Review/modify Personal Behavior Plan • Possible removal from Program for remainder of day plus additional days of suspension depending on severity of incident # of days suspended: _____ • Staff documents incident <p>Date: (possible) Strike given: #</p>	<ul style="list-style-type: none"> • Possible removal from Program until the following school year • Staff documents incident • caregiver and SC meet before the child can return to the program. Depending on the age/maturity of the child, they will be included in the meeting. <p><i>SC and OST Director Facilitates</i></p> <p>Date: (possible) Strike given: #</p>
<p>Severe Behaviors (Any behavior that may cause injury or is a safety issue to self or others)</p> <p><i>Repeated incidents such as:</i> biting, harassment (racial, ethnic, gender, or religious), stealing, hitting, kicking, punching, repeated/chronic failure to comply with rules, vandalizing, verbal or written threats, slapping, grabbing, hair pulling, kneeing, damaging property, stabbing with materials, exposure of private body parts, eloping/leaving/hiding from program, stomping on/jumping on others, throwing object with intent to hurt, repeated/chronic moderate behaviors, and related behaviors.</p>	<ul style="list-style-type: none"> • Personal Behavior Plan developed or reviewed by staff or SC (and possibly the child) • Possible removal from Program for remainder of day plus additional days of suspension depending on severity of incident # of days suspended: _____ • Staff documents incident • Staff talks face-to-face with caregiver about behaviors and caregiver sign form <p>Date: (possible) Strike given: #</p>	<ul style="list-style-type: none"> • Possible removal from Program for remainder of day plus additional days of suspension depending on severity of incident # of days suspended: _____ • Staff documents incident • Staff talks face-to-face with caregiver about behaviors and caregiver sign form <p>Date: (possible) Strike given: #</p>	<ul style="list-style-type: none"> • Child is removed from Program and is not able to return • Staff documents incident • SC talks face-to-face with caregiver about behaviors and caregiver sign form <p><i>SC and OST Director Facilitates</i></p> <p>Date: (possible) Strike given: #</p>

*SC = Site Coordinator

Please note the following exceptions and additions:

- Threats of harm to self or others will be dealt with immediately on an individual basis in relation to severity.
- The severity of each incident will be individually evaluated and may warrant variance from the rubric as determined by the Site Coordinator.
- Multiple infractions in close proximity may result in additional consequences as determined by the Site Coordinator.
- Staff retains the right to remove any participant from program or call 911 if safety of program/ program participants/staff is jeopardize
- After a second strike accrues, it might be suggested that the child is temporarily removed from program so they can return at a later date
- Behavior rubric and any behavior plans created will follow child throughout their enrollment in all OST program