

Out-of-School Time Family Handbook



Revised March 2025

Dear Out-of-School Time Families,

Welcome to the Out-of-School Time program! We are excited to partner with you for another amazing year. The Out-of-School Time program is facilitated by the Duluth YMCA in partnership with Duluth Public Schools and Duluth Edison Charter Schools (DECS).

Our branch offers two programs: K.E.Y. Zone (Knowledge, Enrichment, and Youth Development) and Eagle's Nest. Both programs share a commitment to providing a safe, supervised environment for youth to thrive. Please read and retain this handbook for future reference, as it will serve as a helpful guide throughout the year.

K.E.Y. Zone serves youth in grades K-5 and focuses on educational support and enrichment activities designed to foster learning, life skill development, and year-round fun opportunities.

Eagle's Nest serves youth in grades K-6, offering similar goals of supporting educational growth, enriching experiences, life skill development, and plenty of engaging activities.

Thank you for choosing the Out-of-School Time program for your family. We look forward to working with you and your children to create a safe, enriching, and enjoyable experience at all our centers!

OUT-OF-SCHOOL TIME CONTACT INFORMATION

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

Site	Phone	Address
Congdon Park	218.336.8825 x3	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	218.336.8860 x2466	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 or x103	Duluth YMCA 9 West Superior Street
North Star Academy	218.722.4745 x319	3301 Technology Drive
Program Director/Information	218.722.4745 x124	Duluth YMCA 28 E. Village View Drive
Branch Executive Director	218.722.4745 x107	Duluth YMCA 28 E. Village View Drive

For more information about the Out-of-School Time Programs, please visit **duluthymca.org**, **isd709.org**, or **duluthedison.org**. Follow us on Facebook at *Eagle's Nest After School Program* or *KEY Zone, Duluth, MN* for updates, closing notices, announcements, and pictures. If you have any questions, concerns, or complaints, please contact the Program Director at **218-722-4745 x124**.

PROGRAM HANDBOOK DEFINITIONS

Program Director: The person who oversees the Out-of-School Time program along with the leadership team. This is your main contact for any program questions and information.

Site Coordinator: The main contact at each Out-of-School Time 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 Out-of-School Time program.

Billing and Registration: Your main contact for anything related to billing and registration for Out-of-School Time. 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.

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:

ISD 709 sites Monday-Friday from 2:15 - 6:00 p.m.

North Star Academy: Monday – Friday from 6:30 – 8:35 am and 3:45-6:00 pm

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
7:00 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

To register for the Out-of-School Time program, visit www.duluthymca.org/register. A non-refundable \$35 registration fee is required at the time of enrollment. Families must complete all registration forms and payments before their child can begin attending any program.

Families can only use after-school care at the elementary site their child attends, except for families using the Lowell bus hub. Any family may sign up for break day/week care at any open site, depending on availability. Summer Out-of-School Time and YMCA Day Camp are

open for public enrollment. Our programs are not available to children under 5 years old. For the summer programs, youth must be at least 5 years old and have completed kindergarten.

SCHOOL YEAR OUT-OF-SCHOOL TIME PAYMENTS

Payments for school-year care are processed automatically 14 days prior to care via bank draft or credit card through your online Daxko registration account. Families can choose from the care and payment options in the chart below.

Families are expected to save their registration summary, which includes weekly billing amounts. Monthly invoices are not generated through the current software system. Invoices will only be emailed for past-due balances.

If you need alternative payment methods, contact us at **218-722-4745 ext. 140, or ext. 103** or email **ar@duluthymca.org**. Payments received after the due date a late fee will be assessed and added to your account. If accounts are past due your child may be terminated from our program. Children will no longer be able to attend the program, and re-enrollment will depend on availability.

Families receiving CCAP should be aware that both applications and payments through the Child Care Assistance Program (CCAP) may be delayed. Caregivers are still responsible for paying their portion of the balance by the due date. Until CCAP funding is secured and the application process is complete, families must cover all payments. Any past-due balances will remain the responsibility of the families.

Prices effective June 2025

K.E.Y. Zone	2:15pm-6:00pm	
Full Time	5 days/week	\$219/month/child
Flex Time	12 days/month	\$157/month/child
Daily Rate	School Year Break Days only	\$48.50/day/child full day

Eagle's Nest	6:30 – 8:35 am and/or 3:45-6:00 pm	
A.M. Full Time	5 days/week	\$85/month/child
A.M. Flex Time	3 days/week	\$62/month/child
P.M. Full Time	5 days/week	\$90/month/child
P.M. Flex Time	3 days/week	\$72/month/child
A.M./P.M. Full Time	5 days/week	\$175/month/child

A.M./P.M Flex Time	3 days/week	\$134/month/child
Daily Rate	School Year Break Days only	Full day \$48.50/day/child Half day \$27/day/child

2025-2026 SCHOOL YEAR PAYMENT SCHEDULE

Month of care	Payment withdrawal date
September 2025	8/18/2025
October 2025	9/17/2025
November 2025	10/18/2025
December 2025	11/17/2025
January 2026	12/18/2025
February 2026	1/18/2026
March 2026	2/15/2026
April 2026	3/18/2026
May 2026	4/17/2026

SCHOOL YEAR SCHEDULE CHANGES

Any changes to your child's schedule must be communicated to the Site Coordinator. To report changes in daily attendance, please notify the Site Coordinator, school, and teacher as soon as possible. Schedule changes that affect billing must be reported to the Site Coordinator and the Billing and Registration office before the child attends. Requests to swap, add, or remove days will be approved based on staffing availability. A \$10 change fee may be applied if requests are made within 17 days of care or may be denied.

Families using the flex scheduling option will receive a monthly flex schedule calendar from their Site Coordinator. For any schedule changes during the school year—such as adjustments to flex scheduling, school absences, or appointments—please email both your Site Coordinator and your child's teacher.

Refunds will only be issued if notification is at least 17 days prior to the month/week of care, staffing is not impacted, and contract commitments are met. In cases of confusion regarding a child's schedule, we will prioritize their safety by keeping them in the program.

SCHOOL YEAR WITHDRAWALS

The program requires a two-week written notification of withdrawal from our program. Without such notice, two weeks' tuition will be charged. If you voluntarily leave care and then choose to re-enroll within three months (if there is space available), you will not be charged an additional registration fee. An absence of longer than three months will be considered a new enrollment. If families leave our care with an outstanding balance and do not pay within 15 days of departure, we reserve the right to turn the balance over to our collection service.

SUMMER OUT-OF-SCHOOL TIME PAYMENTS AND REQUIREMENTS

Payments for summer care are processed automatically via bank draft or credit card through your online Daxko registration account. Families must register for at least 7 weeks of care during the 9-week summer program at the time of registration. Attendance options include 3 days per week or 5 days per week.

Payments are processed on the Monday two weeks before each week of care begins. (Refer to the payment schedule below for details.) If a participant does not attend the required minimum of 7 weeks, the family will be billed for the missed weeks at the end of August to maintain proper staffing ratios throughout the summer.

To qualify for the summer program, children must have completed any grade, kindergarten through 5th grade.

Prices effective June 2025

Full Time Summer	5 days/week	\$242.50/week/child
Part time Summer (3 days/week)	3 days/week	\$145.50/week/child

Summer 2025 Out-of-School Time Weekly Dates:	Payment Due Date:
June 16 - June 20 No program on June 19, Holiday	Monday, June 2
June 23 - 27	Monday, June 9

June 30 - July 3 No program on July 4	Monday, June 16
July 7 - 11	Monday, June 23
July 14 - 18	Monday, June 30
July 21 - 25	Monday, July 7
July 28 - August 1	Monday, July 14
August 4 - 8	Monday, July 21
August 11 - 15	Monday, July 28
August 18-19 (Two day week)	Monday, August 4

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 ext. 140 or ext. 103**, 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 and accommodations are not guaranteed.

No refunds will be issued after these dates for summer programming shown below. Refunds will only be issued if proper notification is provided and contract commitments are met. Please call the Billing and Registration department if you need assistance with any changes or cancellations.

Summer 2025 Out-of-School Time Weekly Dates:	Last Date to Change Attendance Dates:
June 16 - June 20 No program on June 19, Holiday	Friday, May 30
June 23 - 27	Friday, June 6
June 30 - July 3 No program on July 4	Friday, June 13

July 7 - 11	Friday, June 20
July 14 - 18	Friday, June 27
July 21 - 25	Friday, July 4
July 28 - August 1	Friday, July 11
August 4 - 8	Friday, July 18
August 11 - 15	Friday, July 25
August 18-19 (Two day week)	Friday, August 1

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 Out-of-School Time program for care and what specific school site your child(ren) will be attending. Out-of-School Time 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 Out-of-School Time programming. Thanks to the generous support of our donors, we are able to offer 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.

Families are responsible for all child care payments until financial assistance has been awarded. Financial assistance is awarded at a discounted rate based on qualifications and applies only to future enrollments, not past-due balances. Families should wait to receive their financial assistance award notification before registering their child for the program.

Financial assistance applications are available by contacting kcorbett@duluthymca.org or 218-722-4725 x 124.

SCHOOL BREAK DAYS

On select school break days, the program operates from 7:00 a.m. to 6:00 p.m. for an additional fee of \$48.50 per child, per day. Caregivers/guardians must register in advance to secure a spot, as space is limited based on staffing. Early registration is strongly encouraged. No refunds will be made within 17 days of care. Registration closes 5 days prior to care. Registration after this date is dependent on staffing and a \$10 late registration fee will be applied.

Specific details about available school break days will be provided by Site Coordinators. Please note that the program does not run every day school is closed; it is offered only at select sites on designated days. Break day schedules will be distributed in the fall, and reminders will be sent via email and posted on social media throughout the year. Families must register online at duluthymca.org/register by the stated deadline to participate.

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.

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 Out-of-School Time 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 Out-of-School Time 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.

*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 Out-of-School Time programs are run in the ISD709 and Charter Edison elementary schools; we do not have the same requirements, access to staff, and additional resources as the school day.

STAFF TRAINING

Out-of-School Time 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 (Required by DHS)

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.

ORIENTATION

Orientation to the Out-of-School Time 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 Out-of-School Time 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

Out-of-School Time 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'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.
- Only one person is allowed on the monkey bars at a time. Climbing on top or hanging upside down is not permitted, and no one should sit underneath while others are using the equipment. Children under the age of 8 generally lack the upper body strength to safely traverse the monkey bars. As a result, this equipment will be off-limits to them unless a staff member is present to spot and ensure their safety, in compliance with insurance requirements.

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

Out-of-School Time 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 Out-of-School Time 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.

DHS REPORTING (required by DHS)

A person mandated to report physical or sexual abuse or neglect occurring within a certified center shall report the information to the commissioner. The certification holder must inform the commissioner within 24 hours of: 1. the death of a child in the program: and 2. any injury to a child in the program that required treatment by a physician or advanced practice registered nurse.

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 Out-of-School Time, 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

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

Out-of-School Time, 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 Out-of-School Time. You assume all risks and hazards incidental to such participation and release Out-of-School Time (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, Out-of-School Time 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, Out-of-School Time 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

Out-of-School Time staff is committed to providing open, two-way communications with families. Out-of-School Time 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 Out-of-School Time staff any time with questions, feedback and ideas. The Out-of-School Time 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 of 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, Out-of-School Time 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. Out-of-School Time is not responsible for items lost, stolen, or damaged when brought to the program.

SNACK AND WATER BOTTLES

Out-of-School Time 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. Written permission, included in registration, must be obtained from a child's parent or legal guardian before administering sunscreen lotion and insect repellent.

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 Out-of-School Time program!

Out of School Time Behavior Rubric

Out of School Time (OST)/Day Camp Behavior Rubric

Behavior	Step 1	Step 2	Step 3
<p>Mild Behaviors</p> <p><i>Isolated and repeated incidents such as and not limited to: name calling, mocking, put downs, rude gestures (eye rolling, dirty looks, sighing), taunting, spitting, refusal to participate, being disrespectful, and related behaviors.</i></p>	<ul style="list-style-type: none"> • Conversation about behavior/choices • Conversation with youth involved, if appropriate • Remind child of expectations 	<ul style="list-style-type: none"> • Conversation about choices • Take a break from activity • Create plan for improvement in the program • Logical consequence • Staff documents incident on behavior sheet • Staff notifies caregiver about repeated behaviors 	<ul style="list-style-type: none"> • Removal from program area • Removal from program for remainder of day, Staff calls caregivers to pick up child • Review/modify plan for improvement • Staff documents incident • Staff notifies caregiver about repeated behaviors
<p>Moderate Behaviors</p> <p><i>Isolated or repeated incidents such as and not limited to: 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.</i></p>	<ul style="list-style-type: none"> • Create plan for improvement in the program • Staff documents incident • Staff notifies caregiver about behavior notice <p>Date: Behavior notice given: #</p>	<ul style="list-style-type: none"> • Review/modify plan for improvement • Possible removal from the program for remainder of day plus additional days of suspension depending on severity of incident # of days suspended: _____ • Staff documents incident • Staff notifies caregiver about behavior notice <p>Date: Behavior notice given: #</p>	<ul style="list-style-type: none"> • Possible termination from the program • Staff documents incident • Staff notifies caregiver about behavior notice <p>Date: Behavioral notice given: #</p>
<p>Severe Behaviors</p> <p><i>Isolated or repeated incidents such as and not limited to: biting, harassment (racial, ethnic, gender, or religious), stealing, hitting, kicking, punching, repeated/chronic failure to comply with rules/policies, vandalizing, verbal or written threats, slapping, grabbing, hair pulling, kneeing, damaging property, stabbing with materials, exposure of private body parts, eloping/leaving/hiding from the program, stomping on/jumping on others, throwing object with intent to hurt, repeated/chronic moderate behaviors, and related behaviors.</i></p>	<ul style="list-style-type: none"> • Create plan for improvement in the program • 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 notifies caregiver about behavior notice <p>Date: Behavioral notice given: #</p>	<ul style="list-style-type: none"> • Possible removal from the program for remainder of day plus additional days of suspension depending on severity of incident # of days suspended: _____ • Staff documents incident • Staff notifies caregiver about behavior notice <p>Date: Behavior notice given: #</p>	<ul style="list-style-type: none"> • Child is terminated from the program • Staff documents incident • Staff notifies caregiver about behavior notice <p>Date: Behavioral notice given: #</p>

Please note the following exceptions and additions:

*SC = Site Coordinator

- Threats of harm or violence will be addressed immediately based on severity, and may result in suspension until an investigation is completed.
- Staff retains the right to remove any participant from the program or call 911 if safety of program participants and/or staff is jeopardized.
- After two behavioral notices, temporary removal may be recommended. After three behavioral notices, the leadership team will review documentation and participation may be terminated temporarily or permanently, depending on severity and developmental considerations.
- Behavior notices and plans will follow the child throughout their enrollment in all YMCA OST/Day Camp programs, and leadership review is required for future participation.

