

EAGLE ZONE PARENT HANDBOOK

2020-2021 ACADEMIC YEAR

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EDEN PRAIRIE SCHOOLS
Community Education

EAGLE ZONE OVERVIEW

Eagle Zone Mission

Eagle Zone will provide a fun, safe, and enriching environment that is respectful and inclusive for youth in Kindergarten through 6th grade.

Philosophy

- Establish a program that fosters a sense of belonging for all who are involved
- Encourage students to explore their personal interests and individual strengths
- Provide meaningful engagement between students and staff
- Continuously introduce new activities that allow children to have fun and experience new things
- Foster social, academic, physical and emotional development for all children involved
- Establish connections between families, community members, school staff and children
- Cultivate a culture that provides a positive educational experience for all involved

Before & After School Care

The morning session of Eagle Zone begins at 6:30 AM and goes until the start of school at each given site. The afternoon session then starts at the end of the school day for each site, and goes until 6:00 PM, when Eagle Zone closes. Each site will follow the hours below:

Cedar Ridge

Before School: 6:30 AM - 8:45 AM

After School: 3:05 PM - 6:00 PM

Eden Lake

Before School: 6:30 AM - 9:25 AM

After School: 3:45 PM - 6:00 PM

Forest Hills

Before School: 6:30 AM - 8:45 AM

After School: 3:05 PM - 6:00 PM

Oak Point/Eagle Heights

Before School: 6:30 AM - 9:05 AM

After School: 3:25 PM - 6:00 PM

Prairie View

Before School: 6:30 AM - 9:25 AM

After School: 3:45 PM - 6:00 PM

2019-2020 PRICING STRUCTURE

EAGLE ZONE FEE STRUCTURE IN 2019-2020

What is the average cost of care in 2020-21 for School Age Care Programs in the West Metro?

Around \$15.10/Session

The average cost of school age care programs in the west metro area based on similar time offerings ranges from \$14.00 to \$16.30 per session.

Approximate Average Rates for West Metro Programs

Program A = \$16.30/session

Program B = \$16.25/session

Program C = \$15.00/session

Program D = \$14.00/session

Program E = \$14.00/session



2020-2021 Fee Structure

All rates are per child/day.

Before School Session: \$13.50

After School Session: \$13.50

*Must be submitted online a week (seven calendar days) prior to the date of care that is being requested.

Drop-In Care: \$17.50/child per session

*Any request within seven calendar days of when care is being requested.

Non-School Day: \$45.00

*Any enrollment prior to the cut-off date.

Non-School Day Only

& Late Registration Rate: \$55.00

*Enrollments submitted after the cut-off date for registration.

Additional Program Fees

Finders Fee: \$10.00

Late Pick-Up Fee: \$1/Minute Late

Late Payment Fee: \$15.00

*Failed Payment Fee: \$20.00

**Charged after a payment fails. It is the responsibility of each account owner to have a payment method on file that is up-to-date. This includes failed automatic payments.*

GENERAL PROGRAM INFORMATION

Breakfast & Snacks

Breakfast is available from the school's food service program every day school is in session. Students participating will use their school lunch account to purchase breakfast. Students are encouraged to bring healthy snacks from home before school. Eagle Zone will provide an afternoon snack.



Field Trips

Costs of activities and field trips are included in the registration fee.

Transportation will be provided by the Eden Prairie Schools Transportation Department, or a designated charter company, according to school district policy. Eagle Zone t-shirts must be worn for field trip days. Students will be provided one t-shirt as a part of their registration. Additional t-shirts can be purchased on-site.

Activities in Eagle Zone

- Outdoor Activities and Gym Time
- Quiet Enrichment Activities (Reading Corner, Drawing Station, Dramatic Play Area, etc.)
- Coordinated Activities (Arts & Crafts Projects, STEM Experiments, Cooking Activities, etc.)
- Social Interaction/Social Skill Building Activities
- Creative Thinking Activities (Building with Manipulatives and Giant Blocks)
- Homework Station
- Theme-Based Days and Weeks (Disney Themes, Board Game Themes, Superhero Themes)
- Special Event Activities (Scavenger Hunts, Water-Balloon Toss Contest, Bingo, etc.)
- Guest Appearances (Local Athletes, Mascots, etc.)
- Service-Learning Activities
- Leadership Games



ENROLLMENT & ATTENDANCE REQUIREMENTS

IMPORTANT ENROLLMENT INFORMATION

Required Process

Families will be required to sign-up for Eagle Zone through our online registration system. Approval of a contract may take up to seven days as the contract is reviewed by program staff. Drop-in days are not allowed to be submitted until a contract has been approved. Families should plan ahead and submit their contract at least seven days prior to when the first day of care is needed.

Minimum Enrollment Requirements

Families are required to register for three sessions per month to keep a contract active. Additional sessions scheduled within seven calendar days of the date of care will be charged the drop-in care rate.

Required Forms & Payment

When enrolling in Eagle Zone, the following must be received from each family:

- Eagle Zone Contract
- Registration Fee
 - 1 Child = \$50
 - 2 Children = \$65
 - 3 Children = \$75

Unscheduled Absences

Parents/guardians are responsible for letting the site staff know if and when a child will not be attending on a scheduled day. Please do not rely on the school office or your child's teacher to notify the Eagle Zone staff. We take the safety of your child seriously, and our staff are trained to follow appropriate procedures to locate a student who is scheduled to be at Eagle Zone but is absent. Searching for absent children can result in program interruptions for staff and other children.

You may notify site staff by email, voicemail, or text message. If a child leaves school on a specific day, Eagle Zone staff must be notified prior to the school dismissal time, even if the classroom teacher or school office has already been notified. In order to ensure the safety of the children enrolled in the program, it is important that staff are made aware of any and all schedule changes to a child's schedule.

A \$10 finders fee will be charged to your account if Eagle Zone staff are not notified that your child will be absent prior to the start of a session.

DAILY PROGRAM POLICIES

DAILY EXPECTATIONS & REQUIREMENTS

Sign-In & Sign-Out

Parents/Guardians are required to sign children in every morning and out every afternoon. This is a safety procedure designed to protect your child. Failure to sign your child in or out of Eagle Zone may result in a suspension of care.

Late Pick-up Procedure

Eagle Zone ends at 6:00 PM and all children are expected to be picked-up by 6:00 PM. If an emergency delays you and you are going to be late picking up your child/children, please make alternative plans for an authorized individual to pick up your child on time. Also, please make sure to call program staff immediately to notify them of the situation. In the event that your child is still in the program after closing, and the staff has not heard from a parent by 6:30pm, the child may be released to local law enforcement.

A late fee of \$1/minute per child will be assessed beginning at 6:00 PM, and this fee will appear on your next invoice. Continued late pick-up will result in a warning and then could result in suspension or termination of childcare services.

Authorized Pick-ups

You may be asked to provide identification when you arrive to pick your child/children up. This will occur until staff has become familiar with you and the people you have authorized to pick them up. The safety of your child/children is our highest priority, so please be patient if you encounter a staff member who does not recognize you.

You must provide permission for anyone other than a parent/guardian to pick up your child. When you register for Eagle Zone, you will be asked to name persons authorized to pick-up your child. You can add authorized individuals for pick-up through your online portal as you need. Keep in mind, staff will always ask for photo identification from anyone unfamiliar attempting to pick up a child. If you have an authorized individual picking up your child/children in your place, please ensure they have a form of photo identification with them.

Unless Eagle Zone has legal documentation on file that limits a parent's right to pick up a child, staff will release the child to either parent as required by law.

GENERAL PROGRAM POLICIES

IMPORTANT GENERAL PROGRAM INFORMATION

Accommodations

Eagle Zone welcomes individuals of all abilities. The program will provide reasonable accommodations if needed, to make physical and social integration successful. Your start date may be dependent on the implementation of these accommodations. As necessary, Eagle Zone will be able to provide additional staffing to ensure successful accommodation.

Data Privacy

Eagle Zone complies with data privacy laws. Eagle Zone will give to and receive information from school staff; to the extent, it is educationally relevant or relevant for childcare purposes.



Use of Photos

As part of Eden Prairie Schools, Eagle Zone will use photos for school-approved publications, newsletters, flyers, brochures or related items. The use of photos is considered to be directory information and parents who do not wish for this information to be released must notify the program prior to registering their child for Eagle Zone. Eagle Zone does not provide photos to third parties.



GENERAL PROGRAM POLICIES

IMPORTANT GENERAL PROGRAM INFORMATION

Weather Related Closing

- If school is canceled for the day due to severe or extreme weather, Eagle Zone will be closed. This includes a closure for any weather-related reason. The safety of all children and staff is our number one priority.
- If there is a 2-hour late start due to severe weather, Eagle Zone am will be closed.
- If the elementary schools have an early dismissal due to severe weather, Eagle Zone will be closed in the afternoon.
- If school dismisses at the regularly scheduled time, but after school activities are cancelled, Eagle Zone will remain open for the afternoon. However, In order to ensure the safety of all kids and staff, we ask that parents initiate their emergency pick-up plans so that kids can be picked up as early as possible when the weather leads to after-school activities being canceled.

Student Information & Privacy

Student Information may be exchanged between Eagle Zone staff and other Eden Prairie Schools professional staff whenever it would be beneficial to the child. In addition, student information may be released to the Department of Human Services, upon request, as required by law in the state of Minnesota for all certified childcare programs.

Weather Related Closing Refunds

No refunds or credits are provided for closures that are a result of the weather. This policy aligns with other school-age care programs. It is an important policy for the program considering that the program still incurs operating costs associated with the school closures, including staff expenses for all full-time employees.

Child Dismissal

Failure to comply with the terms of the Eagle Zone Handbook may result in termination of childcare services.

Child Abuse & Neglect

All Eagle Zone staff are mandated by law to report any suspected cases of child abuse or neglect, for the protection of each child enrolled in the program. All staff go through mandated reporting training on an annual basis.

STUDENT EXPERIENCE POLICIES

ENSURING A POSITIVE EXPERIENCE FOR ALL

Birthday Celebrations

Party Invitations: Birthday party invitations for personal parties should not be distributed at school. By adhering to this policy, we alleviate hurt feelings and friendship dilemmas. Please handle the distribution of invitations outside of the school environment. The school directory may be helpful in this process.

Birthday Treats: In light of our district Wellness Policy, students should not bring birthday treats or gifts of any kind. The district [Wellness Policy](#) is linked here with more information.

Acknowledging Birthdays: Our staff may acknowledge and celebrate the birthdays of students in the program. If you would prefer to not have your child's birthday acknowledged, please let our staff know ahead of time.



Dress Code

Appropriate dress is a necessary component in providing an optimal environment. Students may not wear clothing that presents inappropriate language (as determined by each Eagle Zone staff or administrator), drug or alcohol advertising, or ethnic, racial, or sexist put-downs. Clothing that does not cover the shoulders, midriff and chest, clothing that does not cover undergarments, and undergarments that are worn as outer garments, are all examples of dress that creates a distracting environment. Students who wear such clothing will be required to change clothes (Eagle Zone will provide appropriate clothing) or you may be requested to pick-up your child from the program. Types and amounts of clothing worn should be appropriate for weather forecasts. Hats and caps must be removed inside the building. Students need to wear boots when there is snow or ice. Sweaters, jackets, snow pants, boots, hats, and mittens should be labeled with the student's name. Gym shoes are required for safety when participating in physical education activities.

STUDENT EXPERIENCE POLICIES

ENSURING A POSITIVE EXPERIENCE FOR ALL

Use of Electronic Devices

All students are provided iPads as learning tools for all grade levels, K - 6. Eagle Zone staff will monitor the use of iPads during program time, with the intent of limiting the time spent on electronic devices, with the exception of planned activities. Filtered and monitored internet access is provided when the student connects to our wireless network. If students bring a mobile device to school, the school is not responsible for loss, damage, or theft. Students using personal electronic equipment during program time without Eagle Zone staff permission may lose possession of the item until the time of pick-up. Personal electronic devices such as laser pointers, electronic games and devices are not allowed at school, and therefore should not be brought to Eagle Zone.



Playground Behavior

Behavioral expectations specific to the playground are taught at the beginning of the school year. Expectations are re-taught/reinforced as the year progresses to promote a safe, welcoming and fun playground experience for each child.

Behavior Expectations: If students demonstrate inappropriate behavior on the playground, staff will seek to understand what happened, support the child in reflecting on their behavior, and provide opportunities for restoring relationships, as applicable. In addition, specific consequences may be applied; depending on the nature of the behavior and severity of the specific incident, parents may be contacted.

Weather: The school uses weather and additional safety information when making decisions regarding outdoor time. Various weather conditions may necessitate students to remain inside for the entirety of Eagle Zone with alternative recreation provided. Examples include, but are not limited to: rain, temperatures below -10 degrees, a windchill of -10 degrees or excessive heat.

ILLNESS & INJURY POLICIES

IMPORTANT ILLNESS & INJURY POLICIES

Illness & Sending Children to Eagle Zone

Eagle Zone follows the district policies regarding absences for illness. This includes keeping students at home if they exhibit any of the following symptoms:

- If a student has a fever of 100 degrees or more, the student should stay home for 24 hours after the temperature returns to normal.
- If the student has vomited or had diarrhea, the student should stay home until 24 hours after the last episode.
- If the student has any rash that may be disease-related or the cause is unknown, check with your family physician before sending the student to school.
- If the student has inflamed eyes.
- If the student has a severe cold, sore throat, or bad cough.

Administering Medication

The following is required for Eagle Zone staff to administer medication

- A physician's order/signature for medication during the school day
- Parent's signature on a Medication Authorization Form or a note
- Medicine in original prescription bottle labeled with student's name, etc.

All non-prescription medications must be provided in their original labeled container. No medications can be administered when provided in envelopes, plastic bags, etc.

Handling Illness/Injury

Eagle Zone makes every effort to maintain a safe environment for children. Staff members are trained in CPR, first aid and crisis management. If a child has a minor injury, first aid will be administered and a family member will be informed. When a child is unable to remain in school due to illness or injury, a parent or emergency contact will be notified. Please make sure that the listed emergency contacts are up to date on your online account.

If first aid is administered by Eagle Zone staff, and parents are notified, it is up to the parent to decide whether or not a doctor should be contacted. In the case that the parent wishes for the child to visit a doctor, an authorized individual for pick-up is required to pick up the child and provide transportation to visit the doctor. At no point will staff be allowed to transport a child in their personal vehicle. If an injury occurs on a field-trip, and it is not considered to be an emergency, a parent/guardian will be required to pick up the child if there is a need to see the doctor. In the event of an emergency, staff will notify emergency services, and 9-1-1 may be called prior to parental notification.

2019-2020 BILLING POLICIES

EAGLE ZONE BILLING STRUCTURE & POLICIES

Registration Fee

A registration fee is required for each child registering for the program. The registration fee is charged once the contract is accepted. If a child is withdrawn and re-started in the same school year for behavior related reasons, the registration fee will again be applied. The 2019-2020 registration fee structure is below:

- 1 Child = \$50
- 2 Children = \$65
- 3 Children or More = \$75

Registration Fees Waived During the Early Registration Period:
March 11th - May 31st

Forms of Payment

The required form of payment is automatic monthly billing. Parents must enroll in the Auto Payment option through their online account. If you are unable to sign up for Auto Payment, you must contact the Community Education office at 952-975-6940 to set-up an alternative payment method.

Billing Process & Invoices

Billing is done monthly. Invoices will be sent out the first week of the month for the care that was provided the month prior. Payments are due on the 15th of each month. September bills will be sent out the first week of October and will be due on October 15th. That covers care that will be provided by Eagle Zone in the month of September.

Late Payments & Failed Payments

Full payment of tuition is due on or before the fifteenth of each month. A \$15 late fee will be assessed to accounts if a payment has not been received by the 15th of the month. Automatic payments are required to ensure timely payment.

Accounts not paid in full will result in a suspension of care at the end of the last business day of the month in which the bill was due. The suspension of care will remain in effect until payment in full is received.

If there is an error in processing a payment, a \$20 fee will be applied to the account.

2019-2020 BILLING POLICIES

EAGLE ZONE BILLING STRUCTURE & POLICIES

Person Responsible, with Multiple Party Payment

Please note that the person listed as the account owner is the person responsible for the bill. That individual must ensure that all payments are made according to the agreement in place. If multiple people are contributing to the tuition, it is the person listed on the registration form who is responsible for the timely payment of the bill. Auto Pay election allows families additional flexibilities for multi-party payments.

Receipts & Tax Statements

All payment receipts are available on a families online portal. Tax statements are also available through a families online portal starting on January 1st of the year following the year of care provided.



BEHAVIOR MANAGEMENT GUIDELINES

EXPECTATIONS FOR EZ PARTICIPANTS

General Behavior Guidelines

Eagle Zone will abide by the policies of behavior management established by the Eden Prairie School District.

Basic expectations for children will include:

- Respecting authority and following directions
- Following program rules
- Respecting the rights of others
- Respecting property
- Displaying appropriate social skills
- Being responsible for their actions
- Being aware of and considering the safety of others at all times

Eagle Zone strives to establish and maintain a behavior guidelines system that reinforces positive behaviors. We will do this through positive staff interaction, consistent guidelines, and appropriate consequences.

Results of Inappropriate Behavior

Behaviors that are unacceptable at Eagle Zone include:

- Physical encounters that hurt another child or staff
- Inappropriate language, songs or jokes including swearing, teasing, references to drugs, alcohol, abuse, racism, gender, bias, weapons, etc.
- Any threatening language or behavior that is directed towards another child or staff member in the program
- Leaving the program area or group without permission
- Stealing or vandalism to school or personal property
- Invading, using, or taking other people's property without permission
- Any behavior that interferes with other children's ability to take part in program activities and/or events

If the behavior is severe, possible suspension or termination from the program, referral to police, juvenile authorities, or community agency may result. Examples of severe behavior include, but are not limited to: aggressive behavior; possession of drugs, alcohol, tobacco, weapons or unsafe objects; harassment of any form; stealing; destruction of property; repeated refusal to cooperate; profane/curse/vulgar language; unsafe activities (i.e. leaving grounds without permission, behavior endangering others, etc.).

PARTICIPANT RESPONSIBILITIES

STAFF, CHILDREN & PARENT CONDUCT CODES

Staff Responsibilities

- Provide a safe, positive and enriching environment
- Support the developmental needs of students
- Provide a caring environment, showing respect for all children
- Build healthy relationships and be excellent role models
- Keep parents informed through regular communication

Child Responsibilities

- Have fun!
- Make safe and healthy choices
- Try new activities and explore interests
- Make new friends and interact with other children
- Follow school district and site behavior guidelines



Parent/Guardian Responsibilities

- Abide by the terms and policies of the Eagle Zone program
- Keep your child's records complete and up-to-date
- Share information with Eagle Zone staff members about your child's needs
- Inform the Eagle Zone site staff when your child will not be in attendance
- Inform staff if someone other than those authorized will be picking up your child
- Stay informed by reading the handbook, emails, family information boards, and other information that is sent out by Eagle Zone staff

