

# Terms and Conditions

## School Year 2023-2024

### Enrollment Policies

Enrollment is open to all children in Minnetonka elementary schools grades K - 5 and Junior Explorers age 3 (by September 1) to age 5.

Enrollment is on a first come, first served basis. During the school year, minimum enrollment is 2 days per week (days cannot be changed from week to week).

A child is enrolled in the program when:

- Online registration is complete, including payment of the registration fee. You will be contacted by email with the approval of your registration contract and the confirmation of your start date.
- All prior District and Community Education accounts are paid in full.
- A child is registered for a minimum of 4 consecutive weeks.

**Permanent Change in Schedule** Changes to your schedule can be done online. Schedule changes will be accommodated on a space available basis. An email will be sent to you to confirm that your request has been received. A second email will be sent to you when your request has been approved.

**School Year Program Schedule Changes** All schedule changes will take effect after ten business days. Schedule changes made with less than ten business days' notice will not be approved. There is a \$10 charge for any change to your child's schedule.

A ten-business day notice is required when withdrawing from Explorers. Withdrawal requests can be made online at [minnetonka.ce.eleyo.com](http://minnetonka.ce.eleyo.com).

**Add-a-Day** Currently enrolled children have the option of attending Explorers on days on which they are not currently enrolled. Care is available on a space available basis, and requests must be received at least 24 hours in advance. Please call your child's site with your request. Add-a-Day rates apply. Add-a-days are not available in the summer program.

**School Aged Explorers Vacation Policy:** If your child will be not attending Explorers for any reason, please contact your Site Supervisor to let them know which days your child will be absent so they do not conduct child searches (\$10 child search fee). If a student will be on vacation for 5 or more days, please contact Billing and Enrollment to withdraw your child's contract with a 10-business day notice. If you'd like to re-enroll your child, there is a \$25 fee and re-enrollment is on a space available basis.

**Junior Explorers Vacation Policy:** A \$75 holding fee per week for student vacations will be approved with a 10-business day notice, with a maximum of 2 weeks' vacation during the school year.

## **Billing & Payment Policies**

Fees are charged based on the days and program components you are registered for, not on attendance (*See Enhanced Illness Policy* for exceptions). You will not receive credit for late arrival or early pick-up, nor when children leave Explorers to participate in other activities.

An email will be sent mid-month indicating that invoices are ready to be viewed online. The monthly fees will be charged to the credit card or checking/savings account we have on file.

Your credit card/account will be charged on the due date which is one week from the date the invoice was generated. A \$15 fee will be added to your account if your credit card is declined for any reason. Please notify the Explorers office of new account numbers *before* your card expires, or of any changes in your account. Past due accounts will be sent to collections and may incur legal fees.

Year-end tax statements can be accessed online. Our Federal Tax Identification number is **41-6001402**. This is the number you need to complete your childcare expense forms.

If you are enrolled with your employer in a Flex Benefit Plan, forms will be signed only after payment has been received. Please contact Billing and Enrollment at 952-401-6838 if you have any questions.

Explorers does not offer scholarships. Financial assistance may be available to qualifying families through the county in which you live. Please contact Billing and Enrollment for more information.

**Enhanced Illness Policy:** If your child will be out of school for an extended period of time; please notify Explorers Billing and Enrollment as soon as possible (952-401-6838) to request an adjustment to your monthly Explorers invoicing. Explorers continues to staff all sites. Therefore, if your child is absent from the program due to illness, we require payment as follows:

- 1 through 4 consecutive days missed from Explorers – parents/guardians will be financially responsible for 100% of the daily fees
- If 5 or more consecutive days are missed from Explorers - Day 5 and beyond parents/guardians will be financially responsible for 50% of the daily fees.

**Data Privacy** Records concerning your child, including enrollment forms, health records, observation records and all other information about your child are confidential and will only be accessible to you, billing and enrollment staff, the Program Manager, the Site staff and your child's teachers and/or a person designated by the school or state to review our records for licensing purposes.

We must have a file for every child enrolled in Explorers and an Explorers Contract, through our Eleyo registration system. It is important that all information on file, especially phone numbers, be kept current. Please inform the Site Supervisor of any changes. We print the Child Information Sheet and have that on file at the site.

## Program Hours

**School Year Program** Runs before school: 6:30 am - school start time and after school release time - 6:00 pm. Monday-Friday. We begin offering care the first day of school and concluding the last day of school. Your registration includes only days school is in session.

**Non-school Days** Offered on most school release days from 6:30 a.m.-6:00 p.m. These days offer a variety of activities. These days are not a part of your before and after school contract, there is a separate registration for non-school days. Your registration for non-school days must be approved in order to attend.

**Early Releases and Late Starts** These days are not a part of your contract, there is a separate registration for Early Release or Late Start. Your registration for these days must be approved to attend.

**Holidays** Fees are not charged on days Explorers is scheduled to be closed.

**Field Trip/Activity Days** Field Trip/Activity days are a fun and educational part of the Explorers program during the summer and on non-school days. These days will include special projects and fun adventures. We may leave the school for field trips.

Parents whose children are registered to attend a Non-school Day will receive advanced notice of the plan for the day. A signature authorizing your permission must be signed at the site prior to any field trip. Please take notice of these special trips and discuss them with your child.

Occasionally, we may need to charge for a portion of the admission price for a field trip.

**T-Shirts** An Explorers t-shirt is required on all non-school days and field trips. T-shirts can be purchased for \$10. If your child forgets his or her t-shirt on a non-school day or field trip day, he or she will be given a new one and a \$10 charge will appear on your next invoice. T-shirts should be labeled with the child's name.

## Drop Off and Pick-Up

**Sign in and sign out** All children must be signed in upon arrival and signed out upon departure.

**Release of Children** Your child will be released only to people listed as authorized to pick up. Staff is required to ask for identification from anyone unfamiliar attempting to pick up a child. If an unauthorized person attempts to pick up your child, you will be contacted. If you cannot be reached, your child will be held until you or your emergency contact person arrives. If you want to authorize additional adults to pick up your child, please notify billing and enrollment or add them online. Copies of legal documents regarding child custody must be provided to the program office before any staff person can actively prevent non-custodial parents from picking up their child.

**Late Pick-Up Policy** Explorers closes at 6:00 p.m. All children must be picked up no later than 6:00 p.m. according to the time on the iPad. If an emergency delays you and you are going to be late picking up your child, make plans for someone you have designated as an Authorized Pick-Up person to pick up your child on time, and call the program staff immediately.

In the event that your child is still at the program after closing and we have not heard from you, we will take the following steps (in order):

1. Attempt to reach you on your home, work or cell phone number.
2. Call the people you listed as authorized to pick up your child.
3. If you are more than 30 minutes late, the police will be contacted for assistance.

A late fee of \$10 is charged for each 5 minutes (or portion thereof) that parents are late picking up a child.

6:01 p.m. to 6:05 pm \$10	6:16 p.m. to 6:20 pm \$40
6:06 p.m. to 6:10 pm \$20	6:21 p.m. to 6:25 pm \$50
6:11 p.m. to 6:15 pm \$30	6:26 p.m. to 6:30 pm \$60

After the third instance of late pick up, childcare services may be suspended or terminated.

## Absences

We take our responsibility to care for your child very seriously. If you do not notify us of your child's absence and staff spends time trying to find your child, a **\$10** child search fee will be assessed. Daily fees apply, even if absent (see *Enhanced Illness Policy* for exceptions).

If a child does not arrive at Explorers as intended, the Site Supervisor will:

1. Contact the school to see if the child was in attendance.
2. Contact the parents.
3. If the parents cannot be reached, persons listed as Authorized Pick Ups or Emergency Contacts will be called.
4. If no one knows the whereabouts of the child, the authorities will be called.

If your child will not be attending the program because of a scheduled appointment, or other planned absence, please call your site number below and leave a message. If your child is ill, when you call the school to report the illness or pick up your child from school, also call Explorers before his/her normal arrival time to avoid the \$10 child search fee.

## Health and Safety

Explorers will follow the districts [Health and Safety Guidelines](#) .

**Medication** A written order signed by the licensed medication prescriber and the parent/guardian is required for all prescription medications. Such orders must be renewed annually or whenever medication dosage or administration changes. A signed district [Medication Permission Form](#) along with the medication in the original prescription container must be turned in to staff.

Prescription medication must come to school in the original container, marked with the student's name, and must be administered in a manner consistent with the instructions on the label.

All medication administered, will be documented. This includes the name and dose of medication, time of administration, and the name of the individual who administered the medication. Medications are stored in our medicine lock box.

**Accidents and Injuries** If a child has an accident, the staff person working with the child will notify the parent with an accident report. If a serious accident occurs which might need medical attention, the staff will contact you immediately so you can take your child to the doctor or dentist.

In an emergency where immediate medical attention is needed, the staff will call 911 and then immediately contact you. After 911 has been called, it is up to the paramedics to decide what to do. If they decide your child needs emergency treatment, they will take the child to the nearest emergency medical facility and you will be responsible for medical charges. We will stay on the phone with you to help make the decision whether to transport the child or not.

**Allergies** If your child has an allergy noted in their registration, parents must have this [Allergy Form](#) filled out to keep on site. If the allergy requires medication or an anaphylaxis plan, [this form](#) is also required.

## Student Conduct

Explorers recognizes that individual responsibility and mutual respect are essential components of a successful childcare experience. All students are entitled to learn and grow in a setting that promotes respect of self, others, and property. Proper student conduct is necessary to ensure the safety and respect of all students and to create an atmosphere where students can relax, explore individual interests, develop friendships, and grow in confidence.

The Minnetonka Schools Student Discipline and Code of Conduct policy is in effect and pertains to all children in Explorers ([click here](#) for full policy). In the event a child has received an out of school suspension, they are not able to attend Explorers until the suspension period is over.

Unacceptable behavior is subject to disciplinary action. The decision of the type of consequence in a particular case is at the discretion of the staff.

Consequences may include, but are not limited to, one or more of the following:

- Student conference with Explorers staff.
- Parent contact or conference.
- Loss of student privileges, including participation in field trips or special events.
- Referral to support services or community resources.
- Suspension or dismissal from Explorers.
- Other disciplinary action as deemed appropriate.

The following behaviors are considered bottom line behaviors and may result in a child being sent home immediately from Explorers. Depending on the severity and frequency of the behavior additional consequences including, but not limited to, suspension/termination from the program may occur:

- Abusive or inappropriate language/profanity
- Defiance/disrespect/insubordination/non-compliance
- Leaving building/school grounds
- Harassment/bullying
- Fighting/hitting/kicking/choking
- Weapons
- Property damage/vandalism
- Theft

**Termination of Care by the Program** If Explorers leadership determines that our program is not meeting the needs of a child, we reserve the right to terminate the care arrangement on a timeline that is in the child's best interest. Other reasons that may result in the termination of a specific care arrangement are as follows:

- Non-payment for childcare services and/or lack of adherence to the fee payment policies.
- Lack of cooperation from parent(s) with the program efforts to resolve differences and/or meet the child's needs through parent/staff meetings.
- Abusive behaviors and/or verbal threat by parent(s) toward program staff or other parent(s).
- Repeated late pick up.
- Failure to comply with Explorers terms and conditions.
- When a child's developmental, medical, or behavioral needs require personnel, training, or equipment that Explorers is unable to provide, program staff and parents will meet to discuss the best course of action, appropriate resources, and options for care.

**Communication** At Explorers, we value open communication with parents and encourage you to be involved. A survey will be conducted annually to gather feedback on the program. Results received will help to make improvements to our program.

If you have questions or wish to talk to someone about your child, do not hesitate to call the Site Supervisor. Special conferences can be scheduled at any time staff or parents feel there is a need.

The staff will make every attempt to notify parents via phone or by written note whenever a situation arises that we feel you should be aware of. We request that parents keep the staff informed of your needs, concerns and feelings.

If an injury occurs at Explorers, parents will be notified. Minor scrapes and bruises handled at Explorers and which need no further attention will be reported to you on a form called Minor Mishaps and given to you when you pick up your child(ren).

We welcome suggestions and comments to improve the quality of care for your child. Please contact your Site Supervisor if you have a comment or concern. If additional communication is necessary, please contact the K-5 Program Manager, at 952-401-6824 or the Junior, Preschool and ECFE Coordinator at 952-401-6830. If the problem is still not resolved, contact the Assistant Director at 952-401-6818.

## **Program Information**

**Outdoor Play** In the summer, children are required to wear sunscreen. A sunscreen agreement must be completed during registration. In extreme heat, appropriate precautions will be taken to limit the activities of children. The children will have the choice to spend some time outside every day and should be properly dressed for the weather. We will not play outside on extremely rainy days or if the temperature is 0 degrees or reaches -10 degrees below with the wind-chill. Children must have appropriate outdoor clothing to play outside.

**Breakfast, Lunch & Snacks** A breakfast snack is provided for children who arrive at Explorers before 7:30 a.m. An afternoon snack is provided at the beginning of afternoon programming. During the school year all snacks are planned and prepared by Nutrition Services.

Juniors Explorers must bring a bag lunch. On non-school days and in the summer, children must bring a paper bag lunch and a beverage. Families have the option to elect to purchase milk as a lunch beverage for their children during summer programming. There is \$5.00 one-time charge for the entire summer. Breakfast and snack are provided.



**Contact with Staff Outside of Explorers** If Explorers staff have any contact with Explorers children outside of Explorers, parents must understand that staff are doing so as an individual, not as a member of Explorers. Minnetonka Public Schools is not responsible for protecting staff liability in such relationships with children. Examples of such activities would be babysitting, housesitting, taking kids to ball games, etc.

**Inclement Weather** When weather or other emergencies lead to a change in the school schedule, the following practices will be in place:

**Unplanned School Closures** Explorers will be open. Students registered for before or after school care on these days can attend. K-5 students will attend at Deephaven Elementary and Jr. Explorers will attend at MCEC.

If school is canceled and your child attends Explorers on these days, you will be charged the non-school day rate. If your child does **not** attend Explorers on these days, you will still be charged the scheduled rate per your contract.

School closings because of severe weather or other emergencies will be announced on radio station WCCO-AM (830 on the dial), KARE 11-TV (Channel 11), KSTP-TV (Channel 5) and on the District's website.

**Delayed Start** When the school opening is delayed by an hour or more, Explorers will be open at the regular time (6:30 am). Please call the site to make sure staff have arrived. You must be registered to attend mornings Explorers on the day school is delayed to utilize services.

**Early Dismissal** When weather related emergencies lead to an early school dismissal, Explorers will remain open until parents or guardians have picked up all children. Please make every effort to pick up your child as soon as possible when school is dismissed early due to bad weather. You must be registered to attend after schools Explorers on the day school is delayed to utilize services.