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## The Kids Zone Parent or Guardian Handbook

*The goal of The Kids Zone is to provide a safe, well supervised and fun experience for your child.*

This handbook includes our policies, procedures and important program information. We encourage all Parents or Guardians to read and become familiar with the policies and procedures and to discuss the program rules and expectations with their child. This is vital to the success of our program.

Creating a successful experience requires frequent and open communication between staff and parents. If you have concerns about your child's experience in the program, please schedule a convenient time to discuss important issues by calling 775-852-3522 or emailing [thekidszonereno@gmail.com](mailto:thekidszonereno@gmail.com) Supervisors are available to meet with you and welcome your comments and suggestions.

### Registration Information

A registration form must be completed and submitted to The Kids Zone in person or via email prior to attending any program.

Incomplete or illegible registration forms will not be processed.

If you have multiple children, please fill out a separate registration form for each child.

Registration forms are to be updated yearly.

It is the Parent or Guardian's responsibility to familiarize themselves and their child with the policies and procedures of the program.

It is the Parent or Guardian's responsibility to inform The Kids Zone staff of any information changes.

# General Information

## Before and After School Care Hours and Information

Before School: 7:00 a.m.- 9:30 a.m.

Delayed Start 7:00 a.m. - 11:30 a.m.

After School: 3:30 p.m.- 6:00 p.m.

Wednesday Early Release 2:45 p.m.- 6:00 p.m.

Conference Week: 1:20 p.m.- 6:00 p.m.

What to expect on a typical day:

Morning:

7:00 a.m.- 8:15 a.m. Free time, game cart and homework help

8:15 a.m.- 9:00 a.m. Group games

9:00 a.m. Clean up and attendance

9:08 a.m. Children are released to morning recess on the playground.

Afternoon:

3:30 p.m.-3:40 p.m. Children arrive from class

3:40 p.m. Attendance

3:50 p.m. Snack

4:00 p.m. Recess and homework/reading time

5:00 pm. Group games, art or other activities

6:00 p.m. Site closes

Must be 5-12 years of age to attend and registered at Brown Elementary School.

Note: Incoming kindergartners may attend once kindergarten classes commence.

## Break Camps Hours and Information

Break Camp: 7:00 a.m.-6:00 p.m.

What to expect on a typical day:

7:00 a.m.- 9:30 a.m. Free time and game cart

9:30 a.m. All participants must be signed in by this time to participate

9:30 a.m.- 10:00 a.m. Attendance and groups for the day

10:00 a.m.- 3:30 p.m. Field Trip and lunch

What to expect on a typical day: (continued)

3:30 p.m. Participants return to site and have a snack

4:00 p.m. Group game, recess, art or other activities

6:00 p.m. Site closes

Must be 6-12 years of age to attend and registered at Brown Elementary School.

Note: 5-year-old children may attend camps if they have attended a Washoe County School District School. Participants turning 13 will be allowed to complete the current school year/program cycle.

### **Important Information**

**Snacks:** Participants are encouraged to bring a water bottle and snacks while participating in the before and after school program. The Kids Zone does not provide snacks.

**Homework List:** Participants are encouraged by staff to work on their homework but it is not required. If you need your child to work on homework while attending the program, please add them to the Homework List and efforts will be made to assist with that. Staff will be available to assist with homework but please keep in mind we are not a tutoring service and cannot sit with a child and help with every problem.

**Movies:** The Kids Zone may show or go on a field trip to see G or PG rated movies.

**Photos:** The Kids Zone may take photo/video of participants during the program and on field trips. Photos are for The Kids Zone use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed/on video please notify The Kids Zone in writing.

**Sunscreen:** Many field trips and activities are outdoors, please plan accordingly. Please provide spray on sunscreen as staff is unable to apply rub on sunscreen.

**Valuables, toys and electronics:** We do not permit children to bring valuables, toys or electronics to the program. The Kids Zone is not responsible for lost, stolen or broken items.

**Break Programs:** Break programs are limited; sign-ups are on a first come first serve basis. Sign-ups for break camps generally go out about a month before the break.

**Program Closure/Cancellations:** On the days/times the Washoe County School District cancels school or closes school early The Kids Zone will also be closed.

**Mandated Reporters:** Nevada law requires certain people to make reports of suspected child abuse or neglect. These mandated reporters include doctors, dentists, nurses, hospital personnel, daycare providers, clergy, social workers, teachers, and counselors. Staff will report any suspected abuse to Child Protective Services. Mandated reporters can be charged with a misdemeanor if they fail to report suspected child abuse or neglect. Nevada law does not allow Social Services to disclose the name of any reporting person.

**Custodial Issues:** The Kids Zone does not enforce or mediate terms of visitation. If custodial issues are in dispute causing uncertainty as to which Parent or Guardian is entitled to pick up the child(ren), The Kids Zone asks that you refrain from registering the child(ren) until such issues are resolved. If issues arise once the child(ren) are registered in the program, The Kids Zone expects that they will be immediately resolved. If they are not resolved immediately, The Kids Zone reserves the right to consider whether or not the child may continue participating in the program.

### **Participant Expectations**

1. Treat themselves and others with respect and keep their hands and bodies to themselves.
2. Follow directions, written and verbal and use appropriate tone and voice.
3. Play safely without endangering one's self or others.
4. Ask permission before going to the restroom or away from the designated area.
5. Use The Kids Zone's equipment safely and appropriately.
6. Clean up after themselves and keep toys and important personal possessions at home.
7. Speak up and talk to a staff member if there is a problem or issue.

### **Parent or Guardian expectations:**

1. Ensure that emergency contact information is up to date and that staff are aware of any accomplishments or issues so that we may better serve participants.
2. Please respect that our staff are not allowed to fraternize, babysit, housesit, or transport for families participating in The Kids Zone program as such relationships could possibly cause discourse within our program and could potentially cause unsafe circumstances to our participants.
3. Adults serve as role models for the children in our program. Please address staff in an appropriate manner. The Kids Zone has a zero-tolerance policy of workplace violence, physical force, harassment, intimidation, or abuse of power or authority. Approach conflict with staff and/or other parents in a manner that is respectful and is not witnessed by other parents or children.
4. If you have an issue with a staff member, please schedule a time to discuss it that is convenient for both you and the Director. Please remember, the staff and the Director have more than your child they are responsible for and cannot ignore their responsibilities to meet with you at an unscheduled time. Should a situation occur within the program due to inappropriate actions by a customer, The Kids Zone reserves the right to remove participants from the program.
5. Parents or Guardians should never address a child that is not their own. If you have concern with another participant's behavior, please address a supervisor. Staff will not discuss disciplinary issues regarding other program participants.

### **Potential Reduction of Enrollment due to COVID Protocols**

For the safety and security of our staff and program participants, The Kids Zone follows Center for Disease Control (CDC) guidelines, State of Nevada directives, and Washoe County Health District (WCHD) and Washoe County School District (WCSD) policies and procedures for COVID response and protocols.

It is important that The Kids Zone provides as much advance notice as possible to our families regarding potential program changes. Out of an abundance of caution and while it has not yet been determined, if enrollment numbers for The Kids Zone's Before and After School Program have to be reduced because of COVID protocols, enrollment will be honored on a first come, first serve basis for full time participants. Each registration form will be notated with time and date of receipt.

## **Potential Reduction of Enrollment due to COVID Protocols (continued)**

It will be an unfortunate situation to find ourselves in; however, we must be prepared during these unprecedented times. Tough decisions will have to be made due to space constraints and we feel the fairest solution will have to be that families who were the last to register will have to be un-enrolled and will need to secure child care services elsewhere. Again, it is important to reiterate we have not yet had to make this kind of decision; however, we would be remiss if we did not ask our families to consider alternate care should it become necessary.

### **Closed Dates 2023-2024**

Labor Day- September 4, 2023

Teacher Professional Development Day- October 9, 2023

Nevada Day- October 27, 2023

Veteran's Day- November 10, 2023

### **Thanksgiving Break- November 22-24, 2023**

Teacher Work Day- December 22, 2023

### **Winter Break- December 25-29, 2023**

Teacher Professional Development Day- January 8, 2024

Martin Luther King Jr. Day- January 15, 2024

President's Day- February 19, 2024

Teacher Professional Development Day- February 26, 2024

### **Spring Break- April 1-5, 2024**

Memorial Day- May 27, 2024

Juneteenth- June 19, 2024

### **Fourth of July- July 1-5, 2024**

### **Break Camps Open (Tentatively Scheduled)**

Fall Break- October 2-6, 2023

Winter Break- January 1-5, 2024

Spring Break- March 25-29, 2024

Summer Break- June 7 – August 6, 2024

# Policies and Procedures

## Payment Policy:

Payments may be made on site during the program hours. Payments may be made by cash, check, or money order payable to The Kids Zone. Payment is due in advance the Thursday before the week attending the program. There are no credits for missed, sick, or suspended days. Credits will not be given if attendance dates are changed. A \$15 late fee will be applied per week an account is delinquent, failure to keep your account current will result in termination of service. Split household families may request separate billing accounts, to do so please speak with the Director. A \$25 fee will be applied to all returned checks. Payments for break camps must be made in advance to reserve a spot and are non-refundable.

## Drop Off Policy:

All children must be escorted to the sign in area by a Parent or Guardian and signed in by the Parent or Guardian. The Kids Zone is not responsible for the participant until the Parent or Guardian has signed the child in. No staff will be available to accept the responsibility for a child prior to 7:00 a.m. If your child is dropped off in a state of distress, The Kids Zone may call the Parent or Guardian to come pick up the child. The child will be able to return once they are no longer in distress and able to participate in the program.

## Pick Up Policy:

All children must be signed out by a Parent or Guardian. **Children may only be picked up by a Parent, Guardian, or Authorized Emergency Contact over the age of 16 with a VALID PHOTO ID.** We will not accept phone requests for additional names for safety reasons. All requests to add to the Authorized Emergency Contact List must be done in writing, in person with one of the supervisors on staff at the program. In the event of an emergency a request for a one-time authorized person to pick up may be submitted by email. The email must include the child's name, the date, full name of the person who will be picking up, a copy of the Parent or Guardian's valid photo ID and signature. The one-time authorized person to pick up must present a **VALID PHOTO ID**. All children must be picked up by 6:00 p.m. A late fee of one dollar per minute for each child left will be assessed after 6:00 p.m. and the emergency phone numbers will be contacted if a child is

**Pick Up Policy:** (continued)

left past that time. If no one can be contacted at the emergency numbers, the Washoe County Sheriff's Department will be contacted to pick up the child. Repeated late pick up is cause for removal from the program.

**Attendance Policy:**

Please call 775-852-3522 and leave a voicemail or email [thekidszonereno@gmail.com](mailto:thekidszonereno@gmail.com) if your child will be absent. A missing child is treated seriously; if it is determined that a child is scheduled to be at the program but has not checked in at the after school program Parents or Guardians and all Authorized Emergency Contacts will be called in an effort to locate the child. If a child is not located in a timely manner school police will be called. Repeated failure to communicate a child's absence will result in removal from the program.

The Kids Zone operates under a "closed door" policy that does not allow participants to come and go. Should a child elect to leave The Kids Zone facility, with or without parent permission, their conduct and actions are the Parent or Guardians responsibility. Your child's conduct may, however, affect their enrollment status at the discretion of the Director.

On a regular school day, if a child does not attend school or is sent home from school, they are not eligible to participate in the program.

If a participant will be attending a school function (Tutoring, Chess Club, Girls on the Run etc.) before or after school during the program staff need written permission to release the participant and a schedule for the activity they will be participating in.

**Sick Child Policy:**

We do not have the facilities or staff to care for sick children. Please keep children at home when signs of illness or infection appear. This is for the welfare of your child as well as the other children and staff in the program. At no time will a child that is experiencing a fever, vomiting, diarrhea, head lice, or other contagious affliction be allowed at the program. Parents or Guardians are expected to pick up a sick child within 30 minutes of notification their child is ill.



### **Medication Policy:**

Staff will not administer or distribute any medication at any time without approval by the director. All prescription medication must be in a current pharmacy container labeled with the child's name, the name of the physician or authorized medical provider, expiration date, medication, dosage, and frequency. Staff will not administer or distribute non-emergency and/or non-prescription medications.

If severe allergies are noted on the enrollment form an Allergy Information Form giving permission to administer emergency first aid medication must be completed and signed by the Parent or Guardian prior to participation in the program. An unexpired EpiPen or allergy medication must be supplied.

Please note: The Kids Zone does not have access to the clinic at Brown Elementary School; any medications, inhalers etc. that would be needed at the program must be provided separately.

### **First Aid and Accident Procedures:**

For the care of participants, at least one staff member trained in CPR and First aid will be on site.

**Major Injuries** (broken bones, serious bleeding, head injury, allergic reaction, etc.)

Staff will stay with the child and send someone to notify a supervisor. Supervisor will assess the injury and call EMS if necessary and notify the Parent or Guardian.

A supervisor will fill out an accident report.

**Minor Injuries** (cuts, bumps, scrapes, sprains, abrasions, bruises etc.)

Staff will provide first aid (ice, band aid, gauze etc.)

Staff will fill out an accident report and notify the Parent or Guardian at pick up time.

All head injuries will be reported to Parents or Guardians immediately regardless of severity.

### **Access to All:**

We welcome all individuals and families to participate and enjoy the program regardless of race, age, color, religion, gender, sexual orientation, national origin, or disability. Persons with special needs to be accommodated are invited to call

**Access to All:** (continued)

775-852-3522 or email the [kidszonereno@gmail.com](mailto:kidszonereno@gmail.com) for assistance.

The Kids Zone welcomes the opportunity to provide accommodation to people with disabilities so that full participation in the recreational program may be enjoyed by all. We embrace the provision of the Americans with Disabilities Act. If your child requires a reasonable accommodation to participate in the program please complete an Accommodations Request Form a minimum of five business days prior to the start of the program. Upon notification, efforts will be made to accommodate your request.

**Personal Care:**

Participants must be able to do the following without assistance: personal hygiene, using the restroom, dressing, feeding, etc.

Individuals needing personal assistance with toileting, feeding, dressing, or invasive procedures such as catheterization must make personal arrangements such as a Parent/Guardian or caregiver accompanying them to the program.

**Behavior Policy:**

The Kids Zone provides a safe, positive, and recreational atmosphere. All program participants and staff have the right to be safe and feel safe while attending the program. With this right comes the responsibility to be accountable for actions or behavior that affects safety and perception of safety of others. In order to guarantee all participants a positive experience inappropriate behavior will not be allowed. Examples include but are not limited to:

Abusive language/inappropriate gestures

Harm to others: Physically assaulting another child or staff, including but not limited to: striking, pushing, shoving, spitting, proximity intimidation, grabbing, pinching or any other attempt or threat to physically injure another person.

Harm to self: Physically harming or injuring self or attempting or threatening to do so.

Misuse/Damage/Theft of Property: Improper care, misuse or theft of items belonging to The Kids Zone, site location or items belonging to another person.

## **Behavior Policy:** (continued)

Noncompliance with Rules: noncompliance with program and facility rules.

Bullying: Any form of bullying is strictly prohibited. Forms of bullying include, but are not limited to, any severe, pervasive, or persistent act or conduct whether physical, electronic, or verbal that: may be based on a youth's actual or perceived race, color, ethnicity, religion, national origin, sex, age, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, political affiliation, genetic information, disability, source of income, or any other distinguishing characteristic, or on a child's association with a person or group with any of the actual or perceived foregoing characteristics; and can reasonably be predicted to:

- o Place the youth in reasonable fear of physical harm to their person or property;
- o Cause a substantial detrimental effect on the child's physical or mental health;
- o Substantially interfere with the child's academic performance or attendance; or
- o Substantially interfere with the child's ability to participate in or benefit from the services, activities, programs, facilities, or privileges provided by an agency or contractor or agent thereof.

Disrupting or otherwise preventing The Kids Zone staff from delivering the program or activity to the participants in accordance with The Kids Zone standards

Staff encourages children to respect themselves, each other, staff and property. Program leaders go over the rules often. When working to guide participant behavior, staff will first employ problem-solving techniques to help participants understand the consequences of their behavior. If problem-solving shows insufficient results for maintaining a safe environment for all, staff will implement the following progressive discipline steps to get a child back on track with the behavior policy:

1. Communicate appropriate behavior: A staff member will communicate appropriate behavior to the participant. The participant will convey to the staff the appropriate behavior required and the participant will be told the consequences of the inappropriate behavior should it continue.

2. Quiet time: If inappropriate behavior continues, a staff member will have the

**Behavior Policy:** (continued)

participant go to a designated personal space area for five to ten minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue and allow the participant to return to the group.

3. Inappropriate Behavior Tracking Form: If a behavior concern is identified, a staff member will track the participant's behavior. Description of the behavior and staff actions will be documented on the Inappropriate Behavior Tracking Form and the Parent or Guardian will be notified of such behaviors.

4. Suspension: The steps listed above are used to correct behavior(s) in most cases. If they are unsuccessful, a participant will be suspended from the program. These steps will not be followed if management determines for safety or other reasons that the behavior displayed requires immediate suspension.

- First Suspension: After following steps 1 through 3 to correct inappropriate behavior, if the behavior continues, the participant will be suspended for one day.

- Second Suspension: Should inappropriate behavior continue after the first suspension; the participant will be suspended for three to five program days. A mandatory parent/guardian conference will be required prior to the participant's return to the program.

- Third Suspension: Up to one-year suspension from The Kids Zone's program, depending on the severity of the offense/behavior.

**Note: In severe cases, a participant may be removed immediately from the program. The length of that suspension will be at The Kids Zone's discretion, up to a permanent suspension.**

Please note: The Kids Zone reserves the right to adapt and change policies on an as-needed basis. Program comments, concerns and requests for special accommodations can be directed to Brenna Lambert or Mike McBride at 775-852-3522 or [thekidszonereno@gmail.com](mailto:thekidszonereno@gmail.com)