



Minneapolis Kids
Minneapolis Community Education



Minneapolis Kids Policy and Procedure Manual

The following information is essential in order to operate a safe and healthy environment for children. Each staff member is responsible for the knowledge of this information before supervising children. Each staff member will be held accountable for carrying out the policies and procedures outlined in this manual.

Minneapolis Kids is aligned with Minneapolis Public School Policy and Procedure as outlined in the MPS Employee Handbook. Links are provided that support sections in the Minneapolis Kids Policy and Procedure Manual.

Mission: We provide high quality school age child care for families. We offer a safe, nurturing, educational and recreational experience where children are encouraged to pursue interests and develop friendships, independence, and confidence.



Minneapolis Kids

Frequently Called Numbers

Minneapolis Kids Office	612-668-3890
Program Manager	612-668-3893
Program Specialist	612-668-3989
Program Specialist	612-668-3981
Office Assistant	612-668-3892
Office Assistant	612-668-3894
Office Assistant	612-668-3896
General School District Information	612-668-0000
Community Education Department	612-668-3939
Human Resources	612-668-0500
Payroll Department	612-668-0420
Employee Benefits	612-668-0560
Transportation Department	612-668-2300
Transportation Hotline (missing child)	612-668-2306
District Monitoring (building lockup issues)	612-668-0320
Health Services Department	612-668-0850
MFT 59 Union	612-529-9621
Field Trip Transportation Office	612-668-2315

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Budget Policy

Program Policy

1. The Minneapolis Kids budget is part of the Community Education Department budget.
2. The manager and program specialists propose the annual budget. Recommendations on program priorities from the Minneapolis Kids Citywide Advisory Council as well as program staff are taken into consideration.
3. The budget is determined by prioritizing the information and is submitted to the Director of Community Education Services and the Citywide Advisory Council for approval.
4. Final approval rests with the Minneapolis Public Schools School Board.
5. Other sources of income beyond parent fees come from a special levy for students with special needs, as well as occasional grants.
6. The district is self insured.

Link: MPS Tuition Rates & Waivers Policy ([Policy 3240](#))

Suspected Child Abuse

Program Policy

All Minneapolis Kids employees are **mandated reporters** and therefore legally required to report any suspected cases of child abuse or neglect.

- Please refer to the Minneapolis Public Schools policy *Mandated Reporting of Maltreatment of Minors and Vulnerable Adults* ([Policy 5635](#)) for more specific information.

Besides satisfying your legal obligation to report suspected cases of abuse or neglect to Child Protection you must also report concerns to the Minneapolis Kids Manager. Be aware that just reporting to Minneapolis Kids management does not relieve you of your obligation to file a report with the appropriate authorities.

Link: [Who Must Report? What Must be Reported?](#)

Serving of Foods

Program Policy

Serving food to children in the Minneapolis Kids program, aside from their regular designated daily snacks, can be a worthwhile and rewarding experience. Occasional cooking

projects or special treats are acceptable. The decision to serve foods other than designated snacks should be approved by the Site Coordinator. This policy does not obligate any Minneapolis Kids location to serve foods. Staff must be aware of any health conditions their students may have such as diabetes, allergies, gluten intolerance or any other dietary restrictions. It is extremely important to be careful that ingestion as well as contact with allergens be avoided.

The guidelines below should help staff in making appropriate decisions regarding food:

1. Serve only commercially prepared food, or food prepared on site. Each location will have at least one staff person who has been trained in safe food handling. Any staff involved in serving, preparing or offering food to students must be aware of and practice the accepted techniques of safe food handling.
2. When preparing or serving food, staff and students, must implement good personal hygiene practices. Thorough hand washing is essential.
3. All surfaces must be thoroughly washed with disinfectant solution before and after food preparation or eating.
4. When doing any cooking project each child will only handle the food he or she will eat.
5. Refrigerators must be available for storing food and must be equipped with a thermometer to assure the temperature is kept between 35 and 40 degrees F.
6. Wash any dishes with soap and hot water. Sanitize by dipping in a bleach/water solution. Then rinse well and dry.

Fundraising

Program Policy

Students in Minneapolis Kids shall not be used to advertise or distribute any particular brand name, or to promote sale or use of products so advertised. No student will be permitted to conduct door to door solicitations.

Requests for fundraising projects must be approved by the Minneapolis Kids Manager.

Link: MPS Fundraising Policy ([policy 5540](#))

Homework

Program Policy

Each Minneapolis Kids location will provide a space for children who choose to do homework. Supplies such as pencils, paper, dictionary etc. will be provided as needed. Staff may assist students in the homework area.

Link: MPS Homework Policy ([Policy 6240](#))

Outdoor Play

Program Policy

Outdoor play is an important part of the daily schedule and mandated by best practices and standards. Children benefit from being outdoors even on very warm or very cold days.

Staff must ensure that children are dressed for the weather. Clothing should protect them from sun or cold temperatures. Example: hats, mittens, and warm coats when it is cold, boots in wet or snowy weather and protective hats and lightweight clothing in hot weather. Sunscreen should also be used when spending time outdoors. Sunscreen will be provided by Minneapolis Kids in the summer program.

Decisions on whether children should go outdoors and how long they are out should be made using good judgment. Use general guidelines below when making decisions and be prepared to make appropriate adjustments as needed in the case of excessive heat or extreme cold.

- Cold weather-temperatures below 0 degrees.
- Temperatures or heat indexes above 95-100 degrees.
- Lightning or thunder.
- Wind chills below 0 degrees.

Call Weather hotline at 763-512-1111 and/or go online to the National Weather Service for most current weather information.

Further information to consider in regard to excessive heat:

- Keep kids hydrated and take frequent breaks. Keep kids from overexerting themselves in high heat and humidity. Schedule strenuous activities in early morning or late afternoon if temperatures permit.
- Know the signs and symptoms of heat exhaustion or heat stroke. An excessive heat watch means that a prolonged period of hot temperatures is expected. The combination of high heat and humidity can create a dangerous situation in which heat illnesses are possible.
- Weather needs to be a consideration when taking children on buses. Do not take children on extended bus rides. Concerns include lack of air conditioning and

possibility of the bus breaking down which would cause children to be exposed to the elements for too long. In some cases short bus rides may be preferable if you are moving children to an air conditioned environment, particularly if your site is not air conditioned. Good judgment and doing what is safest for the children is essential.

Permission Slips

Program Policy

Minneapolis Kids children are not taken off school campuses without adequate notice and permission of the parent. This requires a specific permission slip.

- “Walking” field trips are the same as any other field trip.
- Field trip policy does not allow non-specific blanket field trip permission slips.
- Multiple field trips, (with specifics as to destination, time, transportation, and supervision) may be included on one field trip permission slip.

Politics

Program Policy

The Board of Education recognizes and encourages the rights of its employees, as citizens, to engage in political activity with the following restrictions:

No employee of the school district shall solicit support of any political candidate, partisan or non-partisan, during regular work hours on school property.

The above policy shall also apply to any referendum issue not directly related to public education.

Release of Children

Program Policy

Minneapolis Kids site staff must be notified whenever a person other than the parent/guardian or other designated person is picking up a child. In the event of an emergency, a parent/guardian must call to inform the Minneapolis Kids staff that another authorized person will pick up the child. Staff will require person to show proof of identification before releasing child to them.

Minneapolis Kids staff will not release a child to anyone without prior permission from the parent/guardian. Staff should refer to child’s file for list of people authorized to pick up as well as identify unauthorized individuals.

Should an unauthorized person attempt to pick up a child, the parent/guardian will be immediately contacted by phone for permission. Should the person persist in attempting to take the child without permission police may be called.

Legally either biological parent is able to pick up his/her own child unless there is legal documentation such as an order for protection or divorce decree on file with the program stating otherwise. All staff at a site must be informed and aware of this.

Celebration of Religious Holidays

Program Policy

Minneapolis Kids respects the diversity of the families in the program and therefore does not emphasize the celebration of religious holidays. Refer to school district policy for more specifics.

Children Suspended from their Home School

Program Policy

Children who have been suspended from their regular school may not attend Minneapolis Kids for the duration of the suspension. During this time fees will be suspended. Parents cannot be charged when child is not permitted to attend.

Use of Movies or TV

Program Policy

- Movies rated “G” are approved for all ages.
- All “PG” movies must be previewed by staff prior to use.
- Movies rated “PG-13” will not be shown.
- No child should be required to watch, other options for activities are always offered.
- Movies should be used as a special event rather than part of the daily routine.
- Television viewing should be limited to events such as NASA streaming, special sporting events (for example: World Series games, the Olympics, or World Cup championship games). Viewing these events should be driven by the interests of the children.

Volunteers

Program Policy

Minneapolis Kids welcomes volunteers in our programs. Staff must follow District policy as well as the C.P.O. guidelines. The policy can be found on the MPS website.

Volunteers cannot be used to lower staff to child ratios and children may not be left alone with volunteers. Staff must be present at all times.

Parents are welcome in Minneapolis Kids programs at all times. If they wish to volunteer in the program and interact with children aside from their own, or serve as a chaperone on a field trip, there is a process to facilitate this. Parents must complete an application as well as an orientation process. Information on this can be accessed on the main page of the MPS website, click on "Community" and then on Volunteer on the drop down menu.

Link: MPS Volunteer Policy ([Policy 1450](#))

Pet Policy

Program Policy

Parents will be notified if any animals—or classroom pets—will be present for programming purposes.

First Aid/CPR Certification

Program Policy

All Minneapolis Kids permanent staff must have First Aid and CPR training as a condition of employment. This means that staff must be current in First Aid and CPR to maintain their position in the program.

Any newly hired staff have 90 days to comply with this requirement. Staff should send a copy of certification to the Minneapolis Kids main office when they have completed training. Staff should also provide a copy to their Site Coordinator to be kept in their file on location. Classes in First Aid and CPR are offered through the district, through Community Education, the Red Cross, and various other organizations.

Accident Prevention

Program Procedure

Safety is the top priority at Minneapolis Kids. Keeping children safe involves the following:

- Staff being vigilant while supervising children. They must be in close proximity to the children and know where they are and what they are doing at all times.
- Anticipating problems and intervening before an injury occurs if at all possible.
- Responding promptly to accidents or emergencies as they happen. Administering first aid and contacting parents when the situation warrants.
- Observing play areas and report an equipment or areas that are unsafe to the school engineer.
- Helping children develop safe habits that will reduce and prevent accidents and injuries by teaching health and safety curriculums.

- Making children aware of boundaries and appropriate ways to use equipment.

Employee Accident Report

Program Procedure

When an employee is injured at work it is important that appropriate first aid is given and emergency contacts are notified if the situation warrants. All sites should have current emergency contact information on each staff person. Sites must also have a plan in place should a staff person require more extensive medical treatment or transport to a hospital. Things to take into consideration would be wishes of the injured staff if they are able to communicate them, which medical facility to contact, doctor's office or hospital to transport them to and whether they are taken by other staff, a person on their emergency contact list or ambulance.

There must be adequate staff at the site to safely supervise the children while injured staff is tended to. Request help from the school staff and/or the MPLS Kids main office staff depending on the urgency of the situation.

Once the immediate situation has been resolved, Worker's Compensation forms must be completed. Forms and instructions are available on the Human Resources page on the MPS website. This is a time sensitive process. If the employee is unable to complete the forms the supervisor should fill them out and submit them within 24 hours.

Link: MPS Environmental Health & Safety Policy ([Policy 7010](#))

Student Accident Reports

Program Procedure

All student and non-employee accidents should be reported on the student (or non-employee) Accident/Incident Report Form which you can access on the General Counsel's page on the MPS website by clicking on the forms link. Staff who witness or address an accident or incident should fill the form in as soon as possible.

Any serious injuries should be reported to the main Minneapolis Kids office immediately, definitely within 24 hours. The accident form should be faxed in to the MPLS Kids main office who will then forward it to the General Counsel's office.

Accident reports will be treated as confidential data under the Minnesota Data Privacy Act. District General Counsel has stated that no student accident reports should be kept on file at the site. Questions from parents or legal counsel for the injured party relative to payments for medical costs or potential litigation should be referred to the program manager.

If there is any doubt as to whether a situation requires filling in an accident report, err on the side of caution and complete one.

Types of student injuries that should be reported:

1. Any injury requiring care beyond that given at school.
2. Any injury with a recommendation to parents for medical follow-up.
3. Accidents with any type of head injury. Even slight head injury may result in symptoms of further injury after the student leaves the school. The parent/guardian should be notified of all head injuries. A report should include information on who was contacted and how the contact was made.
4. Any injury of an unusual nature or as a result of an unusual circumstance such as poisoning, overdose, etc.
5. Any burns.
6. Injury sustained by an assault.

Link: MPS Accident Prevention & Reporting Policy ([Policy 6681](#))

Minor Injury or Illness

Program Procedure

When a child has a minor injury or illness, staff should follow these steps: Provide first aid or give other immediate care. Isolate sick child. Keep the child lying down and protected from excessive cold or heat. Become familiar with the “Am I Well Enough” standards. Secure a history of beginning symptoms, pains, food eaten, etc. Complete required forms. Notify the parents, advising them, if appropriate, of care needed. Also inform them of the policy that children who become ill or injured in school must be sent home. If necessary, the parent or parent designee will provide transportation home for the child. A designated neighbor or relative may be asked to care for the sick or injured child if the parent cannot be reached.

Serious Injury or Illness

Program Procedure

In an emergency that could be life threatening situation (child unconscious, having trouble breathing, or bleeding profusely) or an injury requiring the child not to be moved, one staff member stays with the child and sends another staff member to call emergency number 9-911. Staff should give his/her name, the injury to child, the child’s name and address of school and the location of child in the building. Another staff member or child may need to watch for and direct emergency vehicles. Call the parent/guardian after the emergency vehicle has been called so he/she can meet it at the emergency room. If parents cannot be

reached, call parent designee on emergency card. A staff member, preferably a Child Care Assistant, should ride in the emergency vehicle with an injured child, provided there is sufficient staff to care for the remaining children. The emergency contact information with parent's authorization for child to receive emergency care must accompany the child. At no time will any staff transport a sick or injured person in his or her own vehicle.

Behavior Management

Program Procedure

Minneapolis Kids considers behavior management a key component for a strong, high quality program. Children must learn to become responsible for their own actions and our program can help them develop respect for themselves and others. To give children the skills they need to be successful:

- All children will complete a behavior contract with their parent/guardian upon enrolling.
- Staff will use positive techniques to encourage appropriate behavior. Staff will also act as positive role models for children.
- Staff will set and communicate appropriate limits for children. Each staff will address behavior management consistently with children.
- The needs of the group as a whole as well as the needs of individual children must be taken into consideration.
- Rules will be simple and few in number. They will be appropriate for each child's age and stage of development and will be consistently implemented.
- It is important for children to understand the rules in order to follow them. Therefore the rationale for rules will be explained and related to the child's well being and the safety of others.
- Written rules will be stated in positive language.
- Staff should promote respect and positive interactions among children. They also should encourage children to make good choices and become more responsible.
- Staff will help children develop coping skills so they are better able to deal with frustration. Children should also be given strategies for conflict resolution.
- Anticipate, plan for, or eliminate difficult transitions.

One example of a simple process children can use for addressing conflict would be:

1. Tell the other person they are doing something that bothers you. They may be unaware.
2. Ignore behavior or walk away.
3. Tell a staff person.

Above steps give children a simple way to handle conflict before situations escalate.

Sample of simple rules or expectations that could be posted:

- Be Safe
- Be Fair
- Be Kind
- Have Fun

Most issues can be addressed using these four basic expectations.

Link: MPS Bullying & Hazing Prohibition Policy ([Policy 5201](#))

Behavior Reports

Program Procedure

1. Name of student: Fill out child's name, age and time/date of incident.
2. Describe behavior of student objectively:
 - Specific actions of the child
 - The exact words used
 - Who was involved
 - What happened
 - Where it happened
 - How long it lasted
 - Avoid labels and interpretations
 - Do not use the names of other children involved
3. Action taken by staff:
 - Describe specific guidance techniques and words staff used with the child when addressing the behavior
4. Notification of Parent
 - Note date and how parent was notified (phone, written form, personal contact). Give parent copy of report.

- When discussing the concern with parent start with something positive, enlist their support in encouraging their child to learn appropriate behaviors. Then clarify expectations and consequences.
- Keep a copy of the report on file, send one to office.

Behavior that is Disruptive

Program Procedure

If a child is experiencing difficulty in the program, he/she will be evaluated on an ongoing basis as to the program's ability to meet his/her needs. The Manager or Program Specialist must be informed of the situation.

The following process will be used:

1. The problem will be addressed with the child. Should the behavior continue...
2. The parent/guardian will be notified of the problem. Should the behavior continue...
3. The parent/guardian will be called in for a conference. Staff and parents will work together to develop a joint plan for appropriate expectations and consequences. Should the behavior continue...
4. The child may be temporarily suspended. The child may return when a plan for reentry has been put in place. Resources and professionals should be consulted and engaged in the plan.
5. If it is felt that all attempts to serve the child have been exhausted and failed, the parent/guardian may be asked to withdraw the child from the program with the approval of the Manager. This would be determined if the safety of other children or staff are in jeopardy due to a child's behavior.

Link: MPS Behavior Standards & Code of Conduct Policy ([Policy 5200](#))

Building Permits

Program Procedure

Permits are required when you:

1. Start the school year and summer program.
2. Use any rooms other than those assigned to you.
3. Use your room at times other than assigned to you.
4. Use space in any other district buildings.

Space may be reserved by going to the online Facilities Reservation System:

- Fill out all the necessary information on the permit form and submit it.

- The Community Education Office at the Davis Center will send it to the appropriate location for signature and approval.
- Once it has been approved you will receive verification by email.
- The building engineers will receive a copy.
- Keep your copy on file, making sure all information is correct.
- If plans change, notify the Community Education Office immediately at 612-668-3939.
- As a courtesy, you could notify your building engineer if plans change as their staffing may need to be adjusted. Community Education will notify them as well.

Cell Phones

Program Procedure

1. Each phone must be labeled MPS.
2. Phones need to be kept in a secure place when not in use.
3. Refer to the instruction manual for specific directions for use. IT may also provide guidance if needed.
4. Cell phones are primarily for use on field trips or when regular phones are not in service. In some buildings cell phone service is unreliable or cannot be accessed.
5. See the MPS policy on telephones for more detailed and current information.

In the event the phone is misplaced or stolen:

- Notify the MPLS Kids office.
- Notify the police if stolen.

Link: MPS Telephone Policy ([Policy 3515](#))

Personal Cell Phones

Program Procedure

Personal cell phones must be turned off while on duty. Any personal phone calls should be made during break time.

Employee Conflict Resolution

Program Procedure

Minneapolis Kids program's success is dependent on positive relationships. Staff need to work well together, communicate, and treat one another with respect. Work place conflicts

and very common, therefore conflict resolution is necessary to maintain a productive and healthy work environment.

If a conflict exists between two or more staff members, the people involved need to make every effort to resolve the issues themselves. If the conflict remains unresolved, the affected parties should contact the Site Coordinator at their location to start a mediation process.

Helpful tips for addressing conflicts:

- Listen to a staff person's concern. It is very important that they feel they have a voice and an appropriate way to address frustration. Validate their feelings, if not their interpretation of the problem.
- Bring all parties involved together to discuss the problem and work out possible solutions.
- Addressing problems is necessary to move forward. The longer an issue is avoided, the more damaging it can be to an effective team.
- Promote positive interactions among staff. Make it clear that teamwork is a program value.
- Keep a dialogue going with staff to see how they feel things are working and revisit concerns as necessary.
- Regardless of the conflict MPS policies and regulations must be a consideration in any solution.

Any conflict among staff must not affect the quality of care being given to the children.

There are processes in place to address serious employee conflicts, unwillingness to communicate, or cooperate with coworkers. The Program Specialist and possibly Labor Relations may be called upon if the situation is seriously impacting a program. Administrative transfer or termination could result from unresolved conflicts among staff.

Emergency Procedures- Calling 911

Program Procedure

1. Dial 9-911. State your name, title/role, and the address of the school or site.
2. State the nature of emergency: medical, fire, need police, etc.
3. Indicate the entrance and room number in the building where the emergency squad will be met.
4. Send someone to meet the emergency squad and have them take a walkie talkie.

5. Have a copy of the emergency card to send with the emergency personnel. Have staff check for pertinent health information (allergies, chronic illnesses, etc.) to report to emergency personnel.
6. Notify the parent/guardian of the injured/ill child.
7. Complete written report of events, fill in accident/incident report and notify MPLS Kids management. Notify school principal of serious situations that occur in the building.
8. Call the parent later in the day or evening to check on the injured child's condition.
9. A courtesy call should be placed to the parent to inform them of all injuries to their child, even those that may seem minor.

Link: MPS Safety, Security, & Emergency Management ([Policy 6680](#))

Field Trips

Program Procedure

Field trips are an important part of our program. When planning excursions for the children, keep the interests, ages, and abilities of the group in mind. Be sure that plans are developmentally appropriate. Be sure to offer a variety of experiences. Determine the field trip venue keeping budget in mind. Make arrangements as far as:

- Location of field trip. What the actual experience will be once there.
- Timeline-arrival and departure times and when activities are scheduled.
- Know in advance if children should be divided in small groups.
- Staff with ratios in mind. MPLS Kids budget for ratio of 10:1 on field trips.
- Use of a field trip check list can be helpful.
- High risk activities may require additional staff to provide adequate supervision. Increase staffing as needed to ensure both a quality, worthwhile experience as well as the safety of the children.

Thoughtful planning and preparation will ensure a successful field trip!

Link: MPS Field Trip Policy ([Policy 6230](#))

Hand Washing

Program Procedure

- Post signs and/or pictures of proper hand washing techniques by all sinks.

- When soap and water is not available, alternate methods such as moist towelettes and hand sanitizer may be used.
- Upon entering the program staff should wash their hands. Then staff and children should wash hands frequently throughout the day.
- Staff must wash hands before handling food, before administering first aid to a child, and after using the restroom.
- Children must wash their hands well with soap and water especially before eating and after using the rest room.
- Hand washing is an important step in disease prevention.

Head Lice

Program Procedure

The Minnesota Department of Health makes the following recommendations to schools concerning head lice:

- School districts should make their own policies on whether or not to do “head checks” at school. (Doing head checks is not Minneapolis Kids’ role.) Parents should not rely on school staff to check for lice but should do this at home, whether or not the children are checked at school.
- Infested children do not need to be dismissed from school.
- When a case of head lice is found, notices should be sent home to inform parents about head lice, outline the current problem in the school, and advise them to check for lice and nits in their child’s hair.

MPS Health Services’ position is that children do not need to be sent home when lice is discovered. Students with head lice can return to school after being treated with a lice killing product and no live lice are seen.

Post notification for parent when there is an outbreak. Staff should familiarize themselves with the information from the MDH Fact Sheet included in this manual.

Respond to parent inquiries. Helpful resources are the school nurse or the MN Dept. of Health.

Chronic Health Conditions

Program Procedure

For children with chronic medical conditions, individual care plans should be developed with the parents, school nurse, administration, and the child’s health care provider. Health Services is also a possible resource and could be helpful in developing a plan. Goal is to create the best possible plan to serve the needs of the child and ensure proper communication and training of all involved in the care of the child.

Link: MPS Policy on Student Medication: ([Policy 6692](#))

Link: MPS Policy on Self-Administered Medication: ([Policy 6692B](#))

Supervision of Higher Risk Activities

Program Procedure

Higher risk activities would include but not be limited to swimming, overnight/camping trips, amusement parks, rock climbing, etc.

Certain activities require closer supervision. Appropriate arrangements must be made for each situation. Ratios of staff to children may require adjustment to provide a safe experience.

Staff proximity to children, plus rules and expectations for the activity or field trip must be determined and clearly communicated to all involved.

When swimming, keep the following guidelines in mind:

- Swimming is allowed only in designated pools with certified lifeguard staff on duty.
- Staff should be in close proximity to the children they are supervising whether it be in the water or in the pool deck. Some staff should be in the water and other staff must be prepared to go in the water as necessary.
- Identify areas that may require additional supervision and place staff strategically.
- Be sure that time kids spend in locker rooms is minimal and supervised appropriately.

Guidelines for Mileage Reimbursement

Program Procedure

1. Mileage can be claimed by employees whose contracts indicate mileage reimbursement.
2. The following are examples of acceptable uses of mileage reimbursement:
 - Required meetings to conduct MPLS Kids business
 - Trips to conduct site business—shopping for supplies, post office, etc.
 - Trips to other sites or main office for mentorship, committee work, deliveries of equipment/supplies, etc.
 - Any approved travel to locations other than above.
3. The mileage rate for use of personal vehicles for approved MPLS Kids business shall be the prevailing Internal Revenue Service rate.
4. Mileage reimbursement claims should be submitted within sixty days. Any submitted later are subject to tax.

Missing Child

Program Procedure

When a child does not show up at MPLS Kids as expected, double check everything!

- Recheck the log (go back several days)
- Recheck the voicemail
- Double check with other staff
- Check with the child's classroom teacher
- Check with classmates to see if child was in school and then follow up to ascertain accuracy
- Call the MPS transportation department missing child hotline if a child has been sent a bus by mistake. If the transportation department can reach a driver before the route is completed they can confirm if the child is actually on the bus. If this is the case the driver can return the child to MPLS Kids. If the driver is reached but the route is completed they may be able to confirm if and where the child was dropped off. The emergency number for the Transportation Department is 612-668-2306.
- After following these steps, call the parent or guardian. It is the parents' decision whether or not to call the police.

Opening and Closing

Program Procedure

When a staff member opens or closes their program follow the guidelines as below.

Opening:

- Be sure doors are unlocked
- Turn on lights
- Set up sign-in/out computer or sign-out sheet if computer is not operational
- Check voicemail for messages and log them
- Take chairs down
- Other tasks as assigned by the Site Coordinator

Closing:

- Be sure rooms are neat and in good order
- Put up chairs
- Wipe tables and sanitize
- Make sure some staff are attending to the last remaining children, if any, which is a priority over cleaning
- At 6:00, post notice that it is now closing time and late fees apply
- Have late slips ready if needed

- Secure all electronic devices
- Turn out lights and lock doors
- Contact District Monitoring at 612-668-0320 with any after-hours concerns regarding the building or lockup

Ratios and Group Size

Program Procedure

The Standards for School Age Care adopted by Minneapolis Public Schools, Minneapolis Kids, indicates the following:

- Only qualified staff working with children shall be counted in the staff to child ratios.
- The staff to child ratio shall be:

Hi-5	1:10
Grades K-6	1:15

Lower staff to child ratios will be maintained during high-risk activities.

Children are in a variety of mixed age groupings, usually based on their choice of activities. Groups should not exceed 30 when including Kindergarten and older.

Release Children to Parents under the Influence

Program Procedure

When a parent arrives at Minneapolis Kids demonstrating behavior that raises concerns about the safety of the child, the following procedure will be used:

- If you feel safe, express your concern to the parent confidentially. Offer your assistance in calling a taxi or a person listed on their emergency card.
- Try to lead parent away from children—down the hall, different room, etc.
- Remain calm.
- If you feel strongly that the child’s safety is in danger, call 911 as soon as you can. Try to keep the child in your care.
- If parent decides to leave in a vehicle give the 911 operator the following information when possible:
 1. Description of the car.
 2. Direction traveling.
 3. License plate number.
- Then call Safety and Security at 668-0185 and Jason Matlock at 668-0178.

Run Away Child

Program Procedure

Follow this procedure when dealing with a child who leaves or threatens to leave the premises:

1. Every effort shall be made to keep the child from leaving the premises. Physical restraint may only be used when needed to keep the child safe.

2. Program staff are not to leave the rest of the children alone or inadequately supervised to pursue a running child.
3. The Site Coordinator is to be notified immediately if a child runs from the program.
Then:
 - If there is sufficient staff, one should pursue the running child.
 - When there is no one available to pursue child, 911 must be called immediately.
 - The Site Coordinator must notify MPLS Kids office.
 - Next call Safety and Security at 668-0185 and/or Jason Matlock at 668-0178.
4. Parents are to be notified that the child has left the premises and told what is happening.

Special Needs Reports

Program Procedure

Site Coordinators are required to fill out a special needs report quarterly. These will be sent to each Coordinator electronically. Up to date instructions as to how to complete them will be sent with the report forms.

Children who have an IEP or who have other needs as identified by district professionals should be included on the report. It is essential that staffing information as well as time spent in meetings with parents or school personnel be recorded.

Staff Meetings

Program Procedure

Site Coordinator meetings are held on a twice monthly schedule.

Site staff meetings are held at the discretion of the Site Coordinator. Sites are encouraged to hold two one-hour meetings per month. Informal staff contact is built into the daily schedule.

Staff are given adequate time to plan engaging activities.

Surveys

Program Procedure

Staff survey and parent survey are conducted annually.

Toxic Materials

Program Procedure

All toxic materials shall be kept in a locked cabinet out of the reach of children. The building engineers can provide approved products for use in cleaning tables.

Transporting Children

Program Procedure

For field trips, Minneapolis Kids will use only district transportation. To make arrangements to order a field trip bus, fill out a field trip order form and send it to the MPLS Kids main

office two weeks before the date of the field trip. Contact the field trip transportation office at 612-668-2315.

Under no circumstances will staff transport children in their vehicles. Contact the manager or specialists should an emergency arise where transportation is required.

Walkie Talkies

Program Procedure

- Walkie talkies are to be used any time a group is taken from the main space
- Use only appropriate language
- Do not discuss confidential matters or personal issues over the walkie talkies
- Use of children's names should be limited to when they are moving from one place to another. No names should be used and no behavior concerns should be addressed over the walkie talkies.
- Expectation is that staff respond to walkie talkies.

Walkie talkies should be:

- Labeled
- Stored in the base
- Charged nightly

In the event of a theft or loss, notify the Main Office at 668-3890. Contact office in order to replace, repair, or purchase new units.

When a Child is Not Picked Up

Program Procedure

Staff should remain with the child until a parent or guardian is reached and picks up the child. See possible scenarios and appropriate action to take as the situation warrants.

Example A. Parent calls before close and explains they have been detained and will not arrive by the 6:00 closing time. They arrange to pick the child up as soon as possible or give authorization for another person to pick up.

Procedure:

- Staff person waits until the child is picked up.
- Parent or authorized person should sign a late pickup slip. Late fees of \$1.00 for each minute starting at 6:00 by the classroom clock will be assessed.

Example B. Parent does not come or call by 6:00.

Procedure:

- Staff tries to call parent.
- Staff calls an authorized person listed on the emergency card to pick up the child. Staff waits until the person comes.
- Late fees will be assessed.

Example C. Parent does not come or call by 6:00. Staff cannot reach parent or authorized person by 7:00 and has exhausted all possible sources.

Procedure:

- Staff person notifies MPLS Kids management of the situation.
- Staff person calls 911 and determines with them how to proceed. If police are needed to transport child, staff provide necessary information to the officers concerning the child's parent/guardian contact information and other authorized persons.
- Site Coordinator should follow up with the police and family that evening or the next day.
- Late fees will apply from 6:00 until the police or other authorized person picks up the child.

Ideally staff remains with the child until parent arrives but these scenarios are in the event that all other options have been exhausted.

Job Descriptions

Community Education Manager Summary

Under general supervision, manages Community Education Programs and staff to provide a safe and healthy learning environment to meet the needs of MPS students; interprets, enforces, and assures compliance with Federal, state, and local laws, and MPS regulations and policies.

Essential functions include:

- Manages Community Education Programs (CEP) to meet community needs and deliver high quality learning programs; assures MPS is in compliance with state and Federal regulations in order to provide a safe and healthy learning environment for MPS students and staff.
- Manages CEP programs, interprets policies and procedures, and assures the consistent interpretation and application of Federal, state, and MPS rules and regulations.
- Manages staff, develops priorities, and assigns tasks and projects; develops staff skills, evaluates performance, and resolves workload and technical issues; trains MPS staff on CEP programs and policies, and coordinates the training and cross-training of other MPS staff.
- Coordinates the curriculum development, instructional schedule and course offerings in collaboration with MPS staff and community agencies.
- Manages CEP marketing; promotes programs, specific events and services; coordinates program and partnership activities with advisory councils and community agencies.
- Monitors operations and assures the quality of the CEP services and work products; coordinates strategic and contingency planning, and needs assessments.
- Oversees the budget; forecasts revenue and identifies staffing needs; reviews and approves grant applications, reports, enrollment fees, purchases and payments, according to established accounting practices, district policies and state laws.
- Researches and provides consultation on specific Community Education issues; develops and presents reports on issues and solutions; coordinates with state and Federal regulatory agencies.
- Demonstrates courteous and cooperative behavior when interacting with students, clients, visitors, and MPS staff; acts in a manner that promotes a harmonious and effective workplace environment.
- Enthusiastically promotes the Superintendent's goals and priorities in compliance with all policies and procedures.

- Maintains absolute confidentiality of work-related issues, records and MPS information.
- Other duties or tasks may be assigned on an as-needed basis.
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

- Bachelor's degree in Education, or related field; AND five (5) years of professional experience in public education programs; OR an equivalent combination of education, training and experience as determined by Human Resources.

Knowledge of:

- State and Federal laws and regulatory issues governing public education, including rules and regulations of the Minnesota Department of Education.
- Principles and practices of public sector administrative management, including finance, accounting, budgeting, purchasing, contract management, customer service and employee supervision.
- Techniques and practices for efficient and cost effective management of resources.
- Local community resources, regional community services programs, and regional training programs.
- Specialized MPS and state agency software applications and procedures.
- Principles of record keeping, records management, and management of confidential records.

Skill in:

- Interpreting, and applying state and Federal statutes, codes, rules, and regulations.
- Reviewing operations and assuring MPS compliance with CEP laws, regulations and rules.
- Assessing, analyzing, and identifying problems, and recommending effective solutions.
- Researching, collecting, analyzing, and preparing data and generating reports.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Establishing and maintaining effective working relationships with co-workers, clients, advocates, and representatives from community groups and government agencies.

- Operating a personal computer utilizing standard and specialized software.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS

- A valid Minnesota State Driver's license may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

- Work is performed in a standard office environment which requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. A job in this category may require walking or standing to a significant degree or may involve sitting most of the time with long periods of computer work and heavy phone usage.

Program Specialist Summary

Under general supervision, provides leadership for the Minneapolis Kids and other related programs. Responsibilities include personnel oversight which includes recruiting, hiring, staffing and scheduling plus evaluating and implementing professional development. It also includes financial oversight, curriculum development and implementation, addressing parent needs, inclusion support, quality program initiatives, marketing and communication, on-sight program support and directing the work of office staff for program efficiencies.

Specific essential functions include:

- Oversee and perform duties related to staffing such as recruiting, hiring, orientation, goal setting and annual performance evaluations.
- Work within the parameters of the Educational Support Professionals contract in order to maintain respectful staff relationships.
- Strengthen inclusion efforts by working with family members and district staff in preparing children for admission into the program.
- Ensure staff compliance with program procedures and district policies.
- Provide leadership with the manager in achieving program outcomes.
- Plan, facilitate and track the implementation of needed professional development.
- Support sound fiscal practices by adhering to proper staffing ratios, maintaining compliance of special needs levy, purchasing, developing and monitoring site budgets, transportation oversight and other fiscal related issues.
- Guide high quality implementation of all programs by coaching staff in following the statewide MAAP framework.
- Work with parents in the programs to assure their satisfaction and input. This includes meeting with them at sites about program delivery, inclusion efforts, and other program issues in order to gain perspectives. Support the Parent Advisory

Council by providing program reports and updates regarding overall operation as directed by the manager.

- Be familiar and take responsibility for web site maintenance, use of registration software, training staff on use of such technology tools i.e. tablets, computers, mobile phones and other ever evolving technology hardware and software.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

- Bachelor's Degree in Education, Social Sciences, Public Administration or related field; AND four (4) years of professional experience administering public education support programs; OR an equivalent combination of education, training and experience as determined by Human Resources.

Knowledge of:

- Applicable policies, procedures and regulations covering specific areas of assignment.
- Rules and regulations of the Minnesota Department of Education and other governing agencies.
- Principles and practices of public sector administrative management, including budgets, accounting, purchasing, customer service and employee supervision.
- State and Federal laws governing public sector grant funding programs.
- Local community resources, regional community services programs, and regional training programs.
- Personal computers utilizing standard software, and specialized MPS and state agency software applications and procedures.
- Principles of record keeping and records management.
- Safety rules and regulations.

Skill in:

- Understanding and applying CEP program standards, public sector fund accounting procedures, applicable Federal and state rules and regulations, and MPS policies and procedures.
- Using initiative and independent judgment within established procedural guidelines.
- Coordinating and administering educational and school support programs.
- Identifying problems and opportunities, and developing solutions.
- Planning, organizing, and coordinating the work of assigned staff.
- Assessing and prioritizing multiple tasks, projects and demands.
- Providing effective customer service, and dealing tactfully and courteously with the public.

- Establishing and maintaining effective working relationships with co-workers, clients, advocates and representatives from community groups and government agencies.
- Effective verbal and written communication.

LICENSE AND CERTIFICATION REQUIREMENTS

- A valid Minnesota State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

- Work is performed in a standard office environment which requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. A job in this category may require walking or standing to a significant degree or may involve sitting most of the time with long periods of computer work and heavy phone usage.

Site Coordinator Summary

Under general supervision, coordinates with the Program Manager for the overall program operation at assigned MPS childcare location; provides leadership for assistant childcare workers and volunteers.

ESSENTIAL FUNCTIONS

- Coordinates educational and recreational functions and other services for students at assigned site.
- Performs duties within scope of authority and training, and in compliance with MPS policies and quality standards; duties may vary according to job assignment.
- Maintains a safe, nurturing, educational and recreational experience where children are encouraged to pursue interests, and develop friendships, independence, and confidence.
- Develops and maintains quality programming including curriculum and schedule of daily activities.
- Assists students in learning and recreational programs; reinforces positive behavior, provides individual assistance, encourages socialization and good communications.
- Develops goals regarding rooms, environment, equipment, sanitary and safety standards; orders supplies and equipment.
- Communicates with program and building staff regarding programming and other issues.
- Coordinates work schedules in order to maintain prescribed staffing levels.
- Monitors student activities, promotes respect, explains social norms and disciplinary consequences, and enforces District policies and rules of conduct.

- Coordinates administrative functions, including payroll and ongoing staff development.
- Assists with program marketing.
- Assists with family communications, including orientation, conferences, meetings and newsletters.
- Helps assimilate children with special needs by collaboration with the Program Assistant, parent, school personnel and community agencies.
- Demonstrates courteous and cooperative behavior when interacting with students, clients, visitors, and MPS staff; acts in a manner that promotes a harmonious and effective workplace environment
- Enthusiastically promotes the Superintendent's goals and priorities in compliance with all policies and procedures.
- Maintains absolute confidentiality of work-related issues, records and MPS information.
- Other duties or tasks may be assigned on an as-needed basis
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

Bachelor's Degree in Education, Child Development or related field; AND one (1) year of experience working with children; OR an equivalent combination of education, training and experience as determined by Human Resources.

Knowledge of:

- Classroom policies and procedures.
- Methods and techniques to assist students with educational and recreational programs.
- Local community resources and regional community services programs.
- Principles of record keeping and records management.
- Personal computers utilizing standard software.
- Safety rules and regulations.

Skill in:

- Maintaining order when supervising children, while expressing warmth and friendliness.
- Maintaining composure, and working effectively under classroom conditions.
- Communicating effectively with children.
- Following verbal and written instructions.

- Establishing and maintaining cooperative working relationships with co-workers.
- Effective verbal and written communication.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid Minnesota State Driver's License may be required.

May be required to meet the Minnesota State Department of Welfare Center licensing requirements for "teachers".

First Aid/CPR training is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a classroom environment, with moderate physical requirements; requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. A job in this category may require walking or standing to a significant degree and working with children.

Child Care Worker Summary

Under general supervision, assists MPS program staff and school personnel with child care programs for children of MPS student parents; leads child care and educational programs, plans activities, supervises children, coordinates parent communication and maintains program records.

- **ESSENTIAL FUNCTIONS**
- Assist MPS staff to deliver age-appropriate curriculum in MPS child care programs to meet the social, emotional, and intellectual needs of the children of student parents.
- Assist in creating a safe, nurturing, educational and recreational experience where children are encouraged to develop social skills, independence, and confidence. Supervise, observe and assist with positive interactions between parent and child.
- Observe, evaluate and report children's developmental progress, health and well-being; assure the classrooms promote learning in a safe environment for the children.
- Assist students in learning and recreational programs; reinforce positive behavior, provide individual assistance, encourage socialization and good English language communications.
- Deliver classroom and recreational services; assist with attendance, work assignments, clerical duties, behavior management, and classroom preparation and setup. Assist in developing and communicating curriculum and schedules of events.
- Provide customer service to parents and guardians; assist with parenting skills and developmental issues, answers questions, and explains school rules.

- Coordinates the work of Assistant Child Care Workers and volunteers. Perform office duties, maintain and organize files, keep records and assist with reports.

Knowledge of

- Rules and regulations of the Minnesota Department of Education, Department of Human Services, and Minnesota Child Care Licensing Guidelines and Administrative Rules 9503, et al.
- Classroom policies and procedures. Methods and techniques to assist students with educational and recreational programs.
- Local community resources, regional community services programs, and regional training programs.
- Principles of record keeping and records management. Personal computers utilizing standard software.
- Safety rules and regulations.

EDUCATION

Associate's Degree in Child Development, Education or related field AND two years of experience working with children that meets Minnesota Child Care Licensing Guidelines.

LICENSE AND CERTIFICATION REQUIREMENTS

First Aid/CPR training is required. Additional health and safety training may be required.

Child Care Assistant Summary

Under general supervision, assists MPS program staff and school personnel with educational programs, planned activities, supervising children, maintaining classroom and play environments, sanitary and safety checks and procedures, parent communication and program records.

ESSENTIAL FUNCTIONS

- Assist teachers and the Site Coordinator to offer a safe, nurturing, educational and recreational experience where children are encouraged to pursue interests, develop friendships, independence, and confidence.
- Assist students in learning and recreational programs; reinforce positive behavior, provide individual assistance, encourage socialization and good communications.
- Monitor student activities, promote respect, explain social norms and disciplinary consequences, and enforce District policies and rules of conduct.

- Assist teachers in delivering classroom and recreational services; assist with attendance, work assignments, clerical duties, behavior management, and classroom preparation and setup.
- Maintain inventory of meals and snacks, classroom supplies and recreational materials; clean and rearrange rooms between classes and special programs..
- Provide customer service to parents and guardians, answer questions, and explain school rules.

Knowledge of

- Classroom policies and procedures.
- Methods and techniques to assist students with educational and recreational programs.
- Safety rules and regulations.

EDUCATION

Associate's Degree in child development or a directly related field AND one (1) year of paid experience working with children.

LICENSE AND CERTIFICATION REQUIREMENTS

May be required to meet the Minnesota State Department of Welfare Center licensing requirements for assistant teachers.

First Aid/CPR training is required within twelve (12) months of date of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a classroom environment, with moderate physical requirements; requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. A job in this category may require walking or standing to a significant degree and working with children. Must be able to lift 30 pounds; may be required to physically restrain students if they are at risk of hurting themselves or others.