



# Membership Handbook

134 Washington Street

Monte Vista, CO 81144

Phone: (719) 852-6966

Email: [kidsclub@ci.monte-vista.co.us](mailto:kidsclub@ci.monte-vista.co.us)

Website:

<https://cityofmontevista.colorado.gov/kids-connection>

State of Colorado Child Care License #: 1620891

Dear Parents/Guardians,

It is our goal as the staff of the Monte Vista Kids Connection to give your child an extraordinary experience that allows your child to flourish with independence and creativity.

Monte Vista Kids Connection is an inclusive system of growth through Positive Youth Development that allows the youth of the San Luis Valley to learn & grow to achieve their full potential through compassion, understanding, & equanimity.

Please take a moment and read about our program, and what it has to offer. Review all policies and procedures with your child. If you have any questions or concerns please feel free to contact us at 719-852-6966.

Thank you for your interest in Monte Vista Kids Connection. Please make sure to pick up your program calendar at the start of each month and look closely as special events often come up.

Sincerely,

The Staff of MVKC

## Monte Vista Kids Connection Operating Hours:

<b><u>After-School Schedule</u></b>		<b><u>Summer Schedule</u></b>	
Monday	3:30 p.m. - 5:30 p.m.	Monday	7:30 a.m. - 5:30 p.m.
Tuesday	3:30 p.m. - 5:30 p.m..	Tuesday	7:30 a.m. - 5:30 p.m.
Wednesday	3:30 p.m. - 5:30 p.m.	Wednesday	7:30 a.m. - 5:30 p.m.
Thursday	3:30 p.m. - 5:30 p.m.	Thursday	7:30 a.m. - 5:30 p.m.
Friday	7:30 a.m.- 5:30 p.m.	Friday	<b><u>Closed</u></b>

Open most school breaks and holidays, check the monthly calendar available at the front desk for up to date information. MVKC is closed one Friday per month for Professional Development.

### **Ages served:**

5yrs – 18yrs

Monte Vista Kids Connection is an equal opportunity Provider.

# Membership Policies

## **Admission and Registration**

All registration and the update of yearly paperwork will be done through our Procure online/app based system. Once you have provided an email, a link will be sent out for you to complete the registration. You can also click the link on the last page to get started. If you have any questions about the packet or would like to set up a tour, please contact the MVKC Director. Enrollment of youth is dependent upon completed registration.

## **Dismissal of Membership/ Denial of Services**

In the event that the Kids Connection finds it necessary to end membership, a two week notice will be given out, except for the reasons listed below; these situations will be grounds for immediate dismissal.

- |  |  |
|--|--|
| <b>1. Destructive, uncontrollable, or violent behaviors</b>    | <b>2. Habitual tardiness in picking up youth</b> |
| <b>3. Lateness of payment or non-payment</b>                   | <b>4. Lack of parental cooperation</b>           |
| <b>5. Failure to maintain required supplies for child(ren)</b> | <b>6. Failure to update online portal</b>        |

Each issue will be handled on a case by case basis. MVKC will take every step necessary to provide individualized social/emotional intervention & support for children who need them.

If necessary, we will obtain referral information for parents to assist in further support. MVKC Director has the authority to handle the situation as she/he deems most appropriate.

If a child is sent home, parents have 30 minutes from the time of the first attempted phone call to have made arrangements for their child to be picked up. Failure to pick up within 30 min. may result in denial of services.

## **Withdrawal of Membership**

If you wish to end your child's membership, a two week notice must be given and **all past due** accounts are required to be paid in full on the day that the notice is given.

## **Weekly Fee**

Residential households in Rio Grande County that earn less than \$75,000 annually may have their children attend free of charge. Households out of county or over the annual income, will be charged \$25 per child per week of attendance. There is a discounted rate of \$20 per child per week if you pay the entire month in advance. Families will be invoiced monthly for any fees that they are required to pay. The director will speak with you about that upon registration or upon inquiry.

## **Late Pickup Policy and Other Fees**

Kids Connection closes promptly at 5:30pm everyday that we are open. A late fee per child of: \$10 for the first late pick up, \$20.00 for the 2nd late pick up and \$30 for the 3rd, and over, will apply to any and all pickups. Late fees will be strictly enforced.

Parents are to call in at least 15 minutes before closing time if running late. This will allow us to waive the fee for the first fifteen minutes after closing. Late fees must be paid upon pick-up or prior to the child's return to MVKC. After attempting to contact parents and emergency contacts, if no one is reached, law enforcement will be contacted 15 minutes (after closing).

# General Program Policies

## **Signing Your Child In and Out**

State licensing requires your child to be signed in/out daily.

Parents/Guardian will use the Procure app or our Kiosk in the lobby to digitally sign your child in/out for the day. At registration Procure will automatically generate a PIN that you will use to sign in and out. Each parent and any authorized persons able to pick up youth must have a PIN for pick up.

For youth who walk home, you must specifically state if AND when they are able to walk home in the registration packet. If youth wish to walk home before the scheduled time, a staff member must speak with a parent in order for them to do so, otherwise they must stay until the time that is listed.

For special instances or one time situations, to avoid confusion or miscommunication, send a signed note or speak directly to a staff member upon check in.

During the after school program, the staff will sign your students in.

Children are only allowed to check in and out once per day, unless there are special circumstances such as doctor appointments.

At the end of each day, staff review the attendance log to ensure all children have been picked up and signed out. If there is a child who has not been signed out for the day, and is not present in the building, the program will contact parents to determine where the child is.

Repeated failure to sign your child out at pick up more than 3 times in a one month period will result in an administrative fee of \$6 charged to your membership account for the program having to sign them out for you. This policy excludes youth who walk home, as staff sign these youth out.

## **Staffing**

The quality and effectiveness of MVKC services for youth are directly related to the skills and personal characteristics of staff.

Recruiting, selecting, training and supporting staff are an essential, interrelated process in ensuring the success and integrity of MVKC. Staff are required to have experience working with youth, a knowledge of recreational activities, and must possess certain qualities to serve as role models.

MVKC staff are first aid and CPR certified and have received pre-employment TRAILS background checks as well as criminal record background checks.

All staff leaders receive training that helps their understanding of youth behavior, the use of developmentally appropriate practices as well as positive behavior support with the intent to reduce challenging behaviors. Additionally, all childcare personnel are annually, and actively trained in emergency and disaster preparedness procedures.

We have designed our program to ensure an adequate ratio of staff to youth is consistent with Colorado's licensing regulations and to ensure safety.

## **Visitors/Volunteers**

MVKC encourages parents or family friends to be an active part of Kids Connection. If you would like to be a volunteer, you need to fill out a volunteer application and attend training concerning your role at the program.

## **Communications**

The staff at MVKC strongly believe in the "team" approach to caring for youth.

We believe the line of communication needs to be open and positive between parents/guardians, staff and children to ensure the best care and continued positive, respectful social and emotional development of your child. If you have any concerns please bring them to the attention of the MVKC Director or Assistant Director immediately to schedule a conference.

Below are examples that Kids Connection identifies as appropriate modes of communication:

**Telephone Call or Message on Procare App:** Illness - Significant injury - Needs items to be successful for the day - child having requests to be picked up-- Student required to be picked up for severe negative behaviors - Wardrobe Malfunctions/Inadequacies

**Talk In-Person During Pick Up:** Repeated Minor Behaviors - Minor Altercations - Disciplinary Action Reports (DAR) or (PBIS) reports - Unsafe or disrespectful behaviors

**Communication Slip:** Minor injury (bloody nose, small bumps and bruises) - Violation of any policy

**Posted at Site on Parent Board:** Weekly Schedules/Menus - Any Notification of changes in schedules

**Phones are not used to schedule play dates, sleepovers, to get lunches/snacks or to check in.**

Our phone number here at MVKC is 719-852-6966. If you need to reach your child, please use this line, as a phone call can become a distraction regardless of who is calling or being called.

## **Dress Code**

Please send youth prepared to spend time outside in the summer and winter months, labeling items will help keep youth accountable for their belongings!

We do not allow inappropriate logos and graphics to be worn while attending MVKC.

Youth that wish to come in dresses or skirts must wear shorts underneath. All tops must fit well enough to cover the upper body at all times, NO THIN STRAP SHIRTS.

Please make sure that they also have a pair of adequate tennis shoes, or other sturdy shoes that cover the whole foot. Flip Flops and dress shoes/ heels pose a safety risk while playing.

**Please send your child in play clothes. We do like and tend to get Messy!**

## **Release of Child Policy**

MVKC will only release youth to the people authorized by their parent(s)/guardian(s) that have a PIN to check out youth.

Any new person wishing to pick up a child will be required to show ID to verify authorization. Should an unauthorized person attempt to pick up a child, the staff will attempt to notify parents/guardians & if needed, the local police or sheriff department will be notified if authorization cannot be confirmed.

## **Adverse Weather/Emergency or Disasters Closures**

If Monte Vista School District and/or The City of Monte Vista close due to inclement weather, MVKC will also be closed for the day. All communication about closures will be sent through Procare.

MVKC will monitor for adverse weather warnings as well as the air quality index advisory daily to ensure that outdoor weather conditions are safe for all youth.

In the event of a disaster such as but not limited to, tornadoes, fires, shelter in place, lockdown and active shooter on premises, MVKC will first communicate the need for emergency personnel with local first responders and a notification through Procare as soon as deemed possible. Our first priority will be the safety of our youth, when we have the "all clear" from local first responders and effort for reunification will take place. Parents will receive a call or message through Procare with instructions for reunification and/or the evacuation location and a time for any special instruction for pick up.

**Please make sure to update your child's files every time something changes**

## **Activities**

All youth are expected to participate in activities as well as stay in activity rooms, and/or spaces where the staff can see and hear them. MVKC assembles before transitioning activities to ensure that all youth are ready to move on.

Head counts are taken: before activities start, after they have ended, before leaving the site, and upon arrival at parks or other locations. As well as before leaving any location and upon return to the site.

Our attendance log is checked regularly throughout the day to corroborate our head counts.

## **Child Abuse Policy**

The MVKC staff makes every effort to ensure the safety of your child. MVKC is required by law to report any suspicion of child abuse/neglect, and will file reports with DSS and/or law enforcement.

If your child has encountered a bump, bruise, or any other injury due to an accident outside of the center, please bring it to the attention of the staff to avoid any confusion.

If you suspect child abuse/neglect please forward all complaints to 1-844-CO-4-KIDS.

## **Lost Children and Other Emergencies**

While away from the facility our number one priority is the children. If a child is missing, we will first ensure that the other children are safe and take attendance. Then, all available staff members will search for the child. If after fifteen minutes the lost child(ren) has not been located, we will notify the local police department.

The same will be in effect in the case of a natural disaster or other emergencies, including: lockdown, lockdown, active shooter on premises all children will be accounted for, we will evacuate to a safe location, or shelter in place, and then notify parents about how to pick up children.

## **MultiMedia Policy**

Movies will be shown occasionally during the program.

The MVKC Director will review all movies prior to showing them to the children.

The movie will be offered as an option and will be a G rating or PG rating with written parent approval. NO PG-13 or Rated R movies will be shown in our program.

There are occasions where video games can be played as part of the activities as well. The permissions for this policy are included in registration. Any youth that uses personal or MVKC owned electronics will attend an online safety practices training with MVKC staff.

During the viewing of multimedia, children are able to sit in front of the screen playing. Staff are positioned to the back and each side of the group to ensure an adequate site line for the entire group.

## **Field Trips & Outings & Special Activities**

All field trips will be on the event calendar which will be posted and available at the center. All vehicles and drivers being used during transportation of children will meet the Colorado Department of Motor Vehicles requirements. All youth, volunteers, and staff, will follow the Colorado D.M.V requirements for seatbelt use and remain seated at all times.

All field trips have predetermined limits for numbers of students. Sign-Up for field trips is a first come/first serve basis. It is your responsibility to sign your youth up if you want them to attend the field trip. Field trips are optional as long as a staff to child ratios can be maintained.

On the times when the site will be closed, MVKC will notify you if youth need to attend the field trip to maintain our ratios. Groups often choose to walk to local parks, or on an in-town excursions.

If you come to pick up your child while they are away, a staff member will call and confirm a place where you can meet & pick up your child. If you need your child to be at the center during specific times, you may make the request with staff ahead of time.

During these times the staff's role is to maintain the safety of all our youth while away from the facility. A head count prior to leaving, when arriving and departing from the location is required.

Staff are also responsible for maintaining an open view of all children participating in all activities while away from the facility maintaining adequate staff to child ratios(min of two) per group while at any set location to better ensure the safety of all participants.

## **Meal Time Policy**

During different programs, MVKC will provide meals.

**After School Program:** Monday—Thursday MVKC will provide an after school snack.

**Friday Program:** MVCK will provide: AM Snack, Lunch, and a PM snack

**Summer Program:** Monday-Thursday MVKC will provide breakfast and lunch.

MVKC will provide plain, potable water at no additional charge to anyone, however it is your responsibility to provide a water bottle for your child.

If your child has any food allergies please state those on your child's health form as well as notify the staff on the first day of care. All meals and snacks provided will follow federal nutritional guidelines.

### **DO NOT send any food that needs to be PREPARED OR HEATED**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by :mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

## **Personal belongings**

It is the intent of MVKC to make children responsible for their belongings as much as possible. This is an important life skill to have. Your child is expected to keep track of all their belongings while with MVKC. MVKC is not responsible for LOST, STOLEN, OR DAMAGED ITEMS, nor will we make special efforts to locate items if your child has been irresponsible in the care of said items. (ex: if they leave their belongings at the park, we will not go back for them unless we are able to do so while maintaining staff/child ratios and safety guidelines)

You can help by labeling your child's belongings for easy identification. There are hooks in each room for storage of belongings.

If youth bring in any item that becomes a distraction, or impedes their participation in activities while at MVKC, staff reserve the right to confiscate any and all items, and return them at the end of the day.

Included, but not limited are: Toys, Electronics, Pokemon, Make-up, etc...

## What To Bring

It is your responsibility as a parent to ensure your child has these items while at MVKC:

A Bag for their belongings / Water Bottle / Sunscreen labeled with their name / Lunches (Fri-School yr)  
Extra clothes for messes or accidents / Proper Clothes for Colorado Weather

## What To Leave at Home

It is highly recommended to leave certain items at home in case of loss or damage to them and/or their contribution to distractions in programming. These Include:

Cell Phones/Tablets    Handheld video game devices    Money    Makeup & beauty products  
Sodas without lids    Energy Drinks

MVKC institutes “Device-Free” zones in all of our activity areas, our hallways, and our bathrooms. Our program runs smoothly & efficiently without devices, as our activities largely do not involve them.

In these areas, electronic device use is not allowed. All electronic devices are only allowed to be used during specified times, and will total no more than 1 hour per day.

Electronic device usage will be at the discretion of staff. If these items become a distraction at any time, they will be confiscated and only given back when the child leaves for the day.

State Licensing standards regulate the specified times where “electronics” are not allowed to be in use!

Items such as knives or weapons are also not allowed at MVKC. If dangerous items are found with youth, staff will confiscate the item and will ONLY release them to a parent. MVKC takes precautions to ensure child safety during these activities.

## Personal Equipment Safety

Youth are not allowed to ride/operate any wheeled device while at MVKC. If youth ride a wheeled device as transportation to MVKC, they will only be allowed to use it upon arrival and departure from MVKC for the day. This applies to items such as Bicycles, Roller Blades, Skate Boards, Hoverboards, Scooters, Heely Shoes, or any other device that uses wheels to move around on.

# Positive Behavior Interventions and Supports

## Positive Instruction and Guidance

Our Staff support positive child, staff and family relationships by creating and maintaining a socially/emotionally respectful learning environment. MVKC Staff implement strategies that support positive behavior, pro-social peer interactions and encourage social/emotional competence.

## PBIS Strategies

MVKC’s P.B.I.S. strategies include interventions & support for each child as needed. These strategies include methods for understanding the behaviors, and developing, adopting & implementing a team-based(family, child & staff) positive behavior support plan with the intent to reduce & prevent challenging behaviors. These plans encourage the moral understanding of behaviors, both positive and negative, and develop compassion and empathy in children. MVKC works to offer additional support and resources at the availability of outside resources.

Kids Connection will communicate with an early childhood mental health consultant, as defined in section 26.5-3-701, C.R.S., or other specialists as necessary.



# Discipline, Guidance and Redirection

## **The Three Step Procedure**

Youth are given the opportunity, throughout the day, to express positive behaviors. As youth express behaviors that become an issue they will have behavior interventions immediately as the behavior arises. Misbehavior will be dealt with in a three step procedure.

(Step 1) This is a conversation between the youth & staff about the behavior, and how to correct it.

(Step 2) This is a removal from the current activity or situation where the behavior occurred until the youth expresses positive behavior again.

(Step 3) If repeated negative/dangerous behaviors have been expressed, and prior interventions and supports have been tried, a Disciplinary Action Report (DAR) will be issued.

This will also include a phone call to parent/guardian to notify them of the situation and may require a conference with parents, staff and children to work on a support plan to encourage positive behaviors and prevent negative behaviors in the future.

## **Disciplinary Action Reports (DAR)**

DARs are used if PBIS strategies are not followed by youth. If a child receives a DAR, the staff will discuss it with the child & call parents/guardians for them to be picked up for the rest of the day.

Age, severity, and frequency of behaviors are all taken into consideration with DARs. Discipline will never include corporal punishment, humiliation, excessive periods of “time out”, or excessive yelling.

MVVC will allow up to 2 DARs in a 1 month period, the 3rd DAR in the same month will result in suspension regardless of the reason for the 3rd DAR. Thirty Calendar Days after a write up, youth will start over. However, any previous DARs may be used as reference in the event of continued or repeated negative behavioral issues.

The MVVC Director reserves the right to skip any & all steps in deciding each individual disciplinary action (meaning youth may be suspended even if it is not their third offense of the month).

Fighting, leaving the building without permission, possession of a weapon, destruction of property, stealing, Use of illegal substances or actions may result in suspension for the first offense. The suspension will become more severe after the first offense, and can lead up to permanent removal.

## **Hands off Policy**

At all times, members of MVVC will keep themselves, others, and the facility safe through their actions. Members will not rough-house, play fight, or act in any way that has actual bodily contact. Violation of this policy whether in a game, or with malicious intent will result in disciplinary action.

## Medical Policies

Colorado law ([Board of Health rule 6 CCR 1009-2](#)) requires all children attending Colorado licensed child care to be vaccinated against certain diseases unless they have a **Certificate of Medical or Nonmedical Exemption on file at the school.**

MVVC requires a copy of your child's immunization records be submitted within 7 days if you have not given permission in the registration portal to obtain them from the State website. You are responsible for filing a Certificate of Exemption with the child care program your child attends prior to their first day of service.

If your child is not immunized, your child must have **an immunization exemption form on file. A certificate of Medical Exemption that is signed by a doctor or a Non medical exemption that is provided from the State website after the education module.**

Please be aware that your child may be kept out of a child care facility during a disease outbreak. The length of time will vary depending on the type of the disease and the circumstances of the outbreak.

If your child is exhibiting any signs or symptoms of illness (especially fever within 24 hours) please be considerate of others (including staff) by keeping your child at home. If your child was sent home from school or did not attend school due to an illness, your child cannot not be sent to MVKC. Consult a physician if your child's symptoms are contagious and when your child should return.

## **Illness or Injury Policy**

All injuries and illnesses will be documented by staff. If a child becomes ill or gets injured at MVKC, parents/guardians will be notified. Ill children will be separated from others and offered a cot, sheet and a blanket.

If a child is injured, first aid will be administered and if deemed necessary, 911 will be called. The parent/guardian will be called and notified of the injury. Staff will let the parent know if their child needs to be picked up or was transported by emergency vehicle to the hospital.

Minor scrapes and bumps will be reported to the parent/guardian when they arrive for pick up.

In any event when the parent/guardian cannot be reached the emergency contacts will be notified.

Parents must report to the Director any exposure to communicable illness outside of MVKC (Communicable illness include, but are not limited to: hepatitis, measles, mumps, meningitis, diphtheria, rubella, salmonella, tuberculosis, Giardia or shigella & Sars COVID 19)

## **Special Conditions**

If your child has any type of allergy, disorder, or medical condition, please make sure you note it on your child's health form as well as make staff aware of it. MVKC will make reasonable accommodations/adaptations to programs and/or activities for youth with special conditions.

## **Medication Administration**

Please notify MVKC if your child needs any type medication including prescription, over the counter, or if they require special medical attention due to allergies while attending the program. Parents will need to meet with the Director in advance to set up a Health Care Plan Specific to your child.

If paperwork is incomplete, parents will be notified & must return to MVKC to administer medication.

You may want to check with your healthcare provider about changing the dosage times so it does not interfere with activity times while at the program.

If medication does need to be administered during program hours, MVKC must have the following before administering ANY medication:

- Written authorization from your healthcare provider
- Parent written authorization allowing Kids Connection to administer medication
- Unexpired medication in the original container to be kept at MVKC

Only specific MVKC staff will be able to administer medication as delegated by the Kids Connection Healthcare Consultant. Confidentiality of the child will be maintained at all times. All medication will be kept in a locked box that is accessible to Staff only, and kept away from children at all times.

All procedures for storing and administering children's medicines and delegation of medication administration are in compliance with Section 12-38-132, C.R.S., of the "Nurse Practice Act." A medical authorization form is available upon request from the director.

## **Special Needs**

As mandated by the ADA ( American Disabilities Act), MVKC will make reasonable efforts to provide equal access to, and full integration into, activities for youth with disabilities and or special needs.

## **REPORTING OF LICENSING COMPLAINTS**

### **How to File A Complaint with the Division of Child Care :**

Colorado Department of Early Childhood (CDEC)  
Division of Early Learning Licensing and Administration (DELLA)  
710 S. Ash Street  
Denver, CO 80246  
[cdec\\_eclchildcarelicensing@state.co.us](mailto:cdec_eclchildcarelicensing@state.co.us)  
Phone: 1-800-799-5876 or 303-866-5948  
Fax: 303-866-4453

If you have a complaint about our facility please contact the administration above  
Please refer to our Child Abuse Policy on Page 5 for more information about suspected child abuse and  
neglect and how to report it.

The Division will keep all information about parents and children in care confidential.

## **Keeping Current!**

Keep an eye out for MVKC monthly calendars on the front desk or through Procure!



“Like” the Monte Vista Kids Connection page for updates.

Thank you for taking the time to read through the Membership Handbook!

You're nearly finished with the reading part

Please let the Director know if you would like a printed copy

\*\*\*Now all that's left for you to complete is Registration:\*\*\*

Registration is located here:

<https://schools.procureconnect.com/form/3d028584-26ff-4eca-9b0c-423c7b1f6084>