



FAMILY HANDBOOK



WELCOME



Skyhawks School-Aged Care is an after-school program for children entering kindergarten through fifth grade. Skyhawks Sports MN partners with Eagle Ridge Academy in a shared vision to develop the whole student to be confident, healthy, and respectful individuals ready for all that life has to throw at them. Skyhawks Sports Academy was established 42 years ago and offers skill-based, confidence-building opportunities for children ages 2 to 12.

Mission Statement

Skyhawks Childcare's mission is to Teach Life Skills through Sports by partnering with community organizations. We believe keeping our children active is a foundational life skill. Our school-aged enrichment is inclusive, caring, and committed to providing quality extended-day programs for children in a safe and fun environment.

This Family Handbook is a resource for program expectations and guidelines.

CONTACT INFORMATION

SKYHAWKS SCHOOL-AGED
BUSINESS OFFICE

1500 MCANDREWS RD W
SUITE 242-44
BURNSVILLE, MN 55337

EMAIL:
MINNESOTA@SKYHAWKS.COM

PHONE: 651-998-0418



Program Information

Skyhawks School-Aged Care is open Monday - Friday from 3:20 p.m. to 6:00 p.m. for grades K-5. All parents of children enrolled in the after-school program need to utilize sign in/out system per site.

Pick-up Authorization

For each children's protection, the only people authorized to pick up a child are those designated as the parent/guardian and other individuals identified as Emergency Contacts. If a child is to be released to anyone other than the person(s) listed, written notice must be received by the staff on site prior to pick-up time. In the case of last-minute changes, a phone call will be acceptable. If staff does not know the person, they will ask to see a picture identification.

Meals And Snacks

A nutritious snack is served each day after school. Students with dietary restrictions and/or allergies are able to bring a snack from home. On non-school days, students must provide their own lunch.

Finder's Fee

For the safety of each child, it is important that you contact the site lead if your children will not attend the program on a regularly scheduled day. When staff is required to search for your children, a \$10 "finder's fee" will be assessed. This fee will appear on your account. Repeated “finder’s fee” may result in a warning which may then result in the termination of your School-Aged Care contract.

Personal Belongings

Skyhawks School-Aged Care is a recreational and educational program. We recommend children dress appropriately for indoor and outdoor play. Skyhawks School-Aged Care is not responsible for the loss or damaged items brought in from home. Personal belongings should be labeled and fit in your children’s backpacks.

Outdoor Activities

Skyhawks School-Aged Care staff will assess the weather conditions to determine if the outdoor activities need to be altered due to weather extremes. Skyhawks School-Aged Care will follow the district guidance for outside recess: Skyhawks School-Aged Care will stay inside with temps below 0°F or wind chills below -10°F.

Late Pick-up

Children enrolled in Skyhawks School-Aged Care must be picked up by 6:00 p.m. A late charge of \$1 per minute will be assessed for late pick-up, per child. The late charge will appear on your next invoice.

In an emergency, staff will remain with the children until 6:30 p.m. If Skyhawks School-Aged Care staff have not been contacted by that time and no one listed as an emergency contact can be reached, Skyhawks School-Aged Care will contact local police for assistance. Repeated late pick-ups will result in a warning which may then result in the termination of your School-Aged Care contract.



Absence

If your child(ren) will be absent from the Skyhawks School-Aged Care program, please call/email and inform the Skyhawks Site Lead. Notifying the school office or business office does not guarantee the message will get to the Skyhawks School-Aged Care staff. See Finder's Fee.

Ratios

Skyhawks School-Aged Care will maintain an overall ratio of 12 to 1 for all grades per state standard.

Group Sizes

The number of children in an area at one time will be determined by the following:

- Size of the space
- Number of staff
- Age of children

Skyhawks School-Aged Care strives to limit the number of children to 40 in any given program area. Exceptions will be snacks, group activities, and large group assemblies. During these times the Skyhawks team will be strategically placed in the environment.

Programming Provided

- After-School care begins at the end of the school day until 6:00 p.m. This is a time for children to have a nutritious snack, engage in sport-based activities, finish homework, socialize, and enjoy choice-based activities. Childcare will operate from 1:20 p.m. to 6 p.m. on Early Release days. On non-school days, Skyhawks will operate from 8:00am-4pm. This is available to grades K–5
 - **Please note:** If we do not meet our minimum number (12) of children enrolled for a non-school day, we will cancel that day and issue refunds. Your site lead will inform you of any cancellations due to low enrollment.

Scheduling

Our program requires pre-registered and pre-paid care. Schedules can differ weekly, as long as the child has been registered for each day childcare is needed, and paid for.

- Students can register for the month, the week, or daily.

Refunds

Skyhawks School-Aged care does not refund for unexpected absences (i.e., illness, appointments, etc.)

- If you are scheduled for the month and need to make adjustments, you must give the program manager minimum 2-week notice. Credit will be added to your account to use in the future.
- If you are scheduled for the week and need to make adjustments, you must give your program manager minimum 48-hours notice. Credit will be added to your account to use in the future.

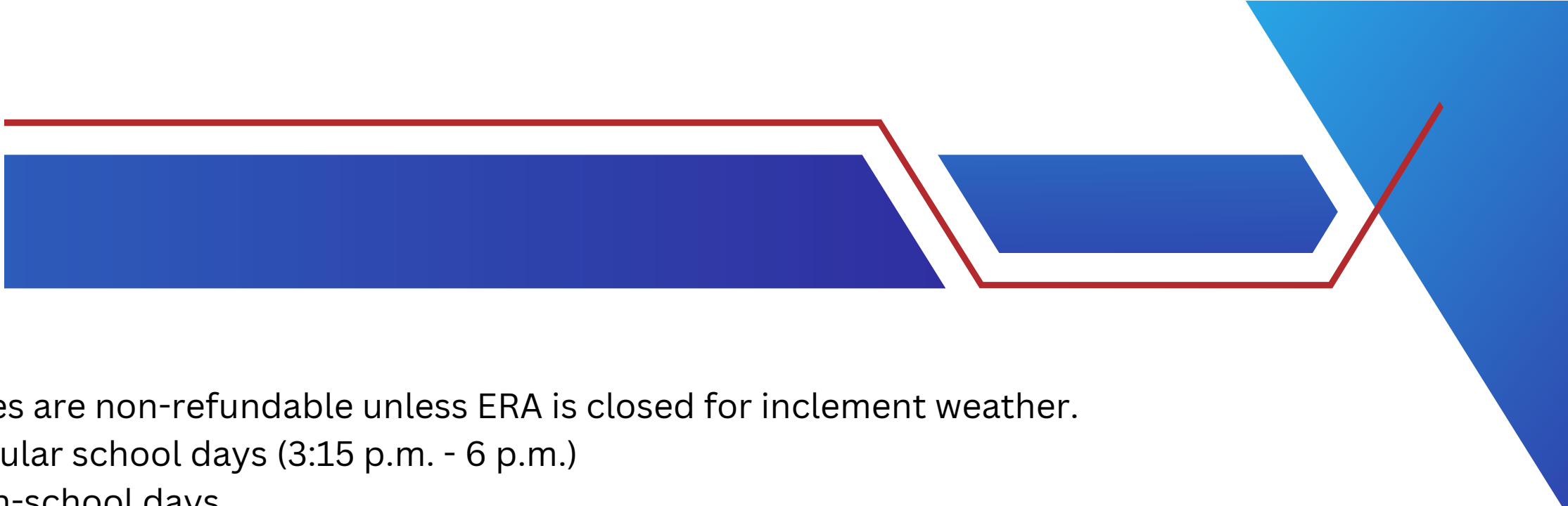
Emergency Contacts

For safety reasons, it is critical that you provide Skyhawks School-Aged Care with current information on your children's registration. Additional emergency contacts can always be added at a later date, but that addition must be communicated to the Site Lead by the child's parent/guardian. It is the parent's/guardian's responsibility to keep Skyhawks School-Aged Care up to date with changes to their children's approved pick-up person(s).

Billing

Skyhawks School-Aged Care operations rely on timely payment.

- All fees are collected upon registration each month. Additional days can be added at anytime throughout the month, as long as that day has not exceeded the maximum number of students per day.
- Payments are collected through an automatic deduction on your credit card: Visa, MasterCard, AMEX, or Discover. Please contact the Skyhawks Office Team with any questions regarding registration or payment.



Fees and Policies

- Registered dates are non-refundable unless ERA is closed for inclement weather.
- \$18/day for regular school days (3:15 p.m. - 6 p.m.)
- \$35/day for non-school days
- Please note: there is a \$5 registration fee per transaction.

Holidays and Program Preparation Days

The following days on which Skyhawks School-Aged Care is closed on the following holidays and school-wide days off:

- Labor Day (September 4)
- Fall Break (October 16-20)
- Thanksgiving Break (Nov 22-24)
- Winter break (Dec 20 - Jan 2)
- Martin Luther King Day (Jan 15)
- President’s Day (Feb 19)
- Spring Break (March 25-29)
- Memorial Day (May 27)

Illness and Absence Policies

If your child will not be attending the Skyhawks School-Aged Care program for any scheduled day:

- Call or email your program site lead and inform them that your children(s) will not be attending.
- Do not rely on the business office, school office, or children’s teacher to relay a message to Skyhawks School-Aged Care staff.

Illness

If a child becomes ill while at Skyhawks School-Aged Care, the children will rest in a quiet area until a family member or emergency backup person can be contacted to pick up the children. There is no credit given for absent sick days.

Skyhawks School-Aged Care follows the district policy, so a child may not attend if absent from school that day or with any of the following symptoms:

- Fever
- Undiagnosed Rash
- Vomiting
- Sore Throat
- Diarrhea
- Contagious Illness
- Covid-19





Accidents/Emergencies

Our staff is certified in CPR, First Aid, and general emergencies (i.e. fire, tornado). Emergency information is obtained when registering for the Skyhawks School-Aged Care program. If a child has a minor injury, first aid will be administered, and a family member will be informed.

If a serious accident occurs that might need medical attention, the staff will contact a family member immediately so that the children may receive necessary medical treatment.

In an emergency, when immediate attention is needed, the staff will call 911, and then immediately contact a family member. After 911 has been called, it is up to the paramedics to decide on the appropriate action. If the child needs emergency treatment, it will be at the nearest available medical facility. The family will be responsible for all medical charges.

Inclement Weather -Cold Weather Policy

Skyhawks School-Aged Care will follow the district guidelines. Skyhawks School-Aged Care will follow the district guidance for outside recess: Skyhawks School-Aged Care will stay inside with temps below 0°F or wind chills below -10°F.

Warm Weather/Sun Policy

- Families will need to supply sunscreen for their children. Please label with the child's name.
- We recommend that parents/guardians apply sunscreen prior to the student's arrival.
- Programming will allow time to support students reapplying sunscreen throughout the day.
- Staff may assist in applying sunscreen if needed, but must wear gloves.
- Drinking water will be available as often as possible.
- Programming is modified when there is extreme heat and/or air quality warnings are in effect.



Unexpected School Closings

If Eagle Ridge Academy is canceled prior to the time when children arrive, Skyhawks School-Aged Care will also be closed. This announcement will be made through the district voicemail system, posted on WCCO radio (830 AM), WCCO Channel 4, KSTP Channel 5, KARE 11, or the school's website: <https://www.eagleridgeacademy.org/>

If ERA closes unexpectedly for any reason, Skyhawks School-Aged Care will also close. Staff will call families and be instructed to pick up their children immediately.

Refunds will not be granted due to unexpected school closings or late starts.

Special Needs and Medical Needs

Skyhawks School-Aged Care values children with disabilities as an integral part of our diverse community. Skyhawks School-Aged Care encourages the enrollment of children with disabilities and strives to support their success in our program. Our goal for all children is to have independent, meaningful participation.

If your child receives special services during the school day, please contact abock@skyhawks.com so that we might set up a plan to best serve your children's needs.

Skyhawks School-Aged Care will do its best to accommodate all children's needs, within reasonable accommodation per MN Education Code.

Medication

Skyhawks School-Aged Care does not have a licensed nurse during program hours to oversee or administer over-the-counter, controlled, or life-saving medications. Skyhawks staff will administer most medications following physician orders and under the directions of parents/guardians' written guidance. Medications that require specialized training or that fall outside of the scope of the program's abilities, may require a parent/guardian to administer or will delay care until plans will be put in place. A Medication Authorization form will need to be on file and emergency action plans should be communicated to the site leader and documented in the registration system.

Insurance

Medical insurance coverage for children participating in Skyhawks School-Aged Care is the responsibility of the family.

Behavior Management

Skyhawks School-Aged Care strives to establish and maintain a behavior guidance system that reinforces positive behaviors. The following methods will be used to accomplish this:

- Staff will act as positive role models.
- Both the group as a whole and the needs of the children as an individual will be taken into consideration.
- Rules will be appropriate for each children's age and stage of development.

The rationale for rules will be explained and related to the children's well-being, and to the safety of all. (Be Kind, Be Safe, Be Fair). Rules will be consistently enforced. Consequences will be logical, such as redirecting children to other activities or limiting choices.

Skyhawks School-Aged Care program activities are evaluated on an ongoing basis to determine the program's ability to meet each children's needs. Below are the steps taken if a child is experiencing difficulty in the program.

Five-Step Behavior Process

Incidents will be logged to document serious behavior issues



Discussion

What did you do?
Why is that not acceptable?



Break #1

Child controls
duration



Break #2

Staff controls
duration



**Parent
Contact**



**Remove from
program for the
Day**

Complaints

Submit all concerns in writing to set up a time to discuss concerns or issues with the staff person involved and the Lead Supervisor. If it is not resolved, contact the Skyhawks School-Aged Care Program Supervisor. If the issue is not resolved, contact the Activities Specialist through Eagle Ridge Academy.

Withdrawal

Failure to comply with the terms of the Family Handbook may result in the withdrawal of your School-Aged Care contract.

Program Locations

Eagle Ridge Academy
1111 Bren Rd W, Minnetonka MN, 55343