



DES MOINES PUBLIC SCHOOLS

P R O G R A M  
H A N D B O O K

2021-2022 SCHOOL YEAR

Metro Kids  
Des Moines Public Schools  
2100 Fleur Dr.  
Des Moines, Iowa 50321  
(515) 242-7951  
(515) 242-7576 (Fax)  
[www.dmschools.org](http://www.dmschools.org)

THIS HANDBOOK IS INTENDED TO DESCRIBE THE DISTRICT'S EXPECTATIONS BY OFFERING FAMILIES INFORMATION AND GUIDANCE AS IT PERTAINS TO THE METRO KIDS PROGRAM. THIS HANDBOOK IS NOT A CONTRACT. ANY PART OF THIS HANDBOOK MAY BE REVOKED OR CHANGED AT ANY TIME, WITH OR WITHOUT NOTICE. FURTHERMORE, THE GENERAL GUIDELINES DESCRIBED IN THIS HANDBOOK MAY NOT BE STRICTLY APPLIED BY THE DISTRICT IN ANY GIVEN SITUATION WITH ITS UNIQUE CIRCUMSTANCES.

*Metro Kids Program, 2100 Fleur Dr., Des Moines, Iowa 50321*  
515-242-7951, Fax 515-242-7576 Web site: [www.dmschools.org](http://www.dmschools.org)

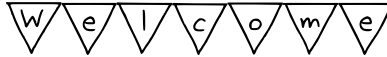
Persons with disabilities who need information about accessibility to the building or who need sign or language interpreters, please call 242-7951.

*It is the policy of the Des Moines Community School District not to illegally discriminate on the basis of race, color, national origin, sex, disability, religion, creed, age (for employment), marital status (for programs), sexual orientation, gender identity and socioeconomic status (for programs) in its educational programs and its employment practices. There is a grievance procedure for processing complaints of discrimination. If you believe you have (or your child has) been discriminated against or treated unjustly at school, please contact Human Resources, 2323 Grand Avenue, Des Moines, IA 50312, 515-242-7709.*

*Complaints can also be directed to the Iowa Civil Rights Commission, 400 E. 14<sup>th</sup> Street, Des Moines, IA 50319-1004, (515) 281-4121, or Region VII Office for Civil Rights, Citigroup Center 500 W. Madison Street, Suite 1475 Chicago, IL 60661-4544.*

# I N D E X

WELCOME	4
MISSION STATEMENTS	4
GOALS	4
RIGHTS & RESPONSIBILITIES	5
COMMUNICATION	6
ENROLLMENT	7
PROGRAM INFORMATION	9
ATTENDANCE POLICY	10
SCHOOL CLOSINGS & EARLY DISMISSALS	12
HEALTH & SAFETY	13
FEES AND PAYMENT POLICY	16
ZERO TOLERANCE POLICIES	19
DISCIPLINE POLICY	20
GRIEVANCE PROCEDURES	24
NETWORK ACCEPTABLE USE GUIDELINES	25
STATE OF IOWA ANNUAL NOTICE	26



Welcome to the Des Moines Public Schools' Metro Kids program. The Des Moines Independent Community School District's Out of School Time Program provides enrichment activities to school-age children in an environment that is safe, nurturing, challenging and fun.

Metro Kids provides service to more than twenty-five district elementary schools. Most children enrolled in Metro Kids attend classes at the same school or attendance center that provides the out of school time program.

The Metro Kids program is available for elementary school-age children (grades K-5) who are currently enrolled in the Des Moines Public Schools. Metro Kids also provides school-age, full-day service at regional sites on non-school days except for weekends and District-approved legal holidays.

## MISSION STATEMENT & LEARNING PHILOSOPHY

### DES MOINES PUBLIC SCHOOLS MISSION STATEMENT

The Des Moines Public Schools exist so that graduates possess the knowledge, skills and abilities to be successful at the next stage of their lives.

### METRO KIDS MISSION STATEMENT

Metro Kids maintains the integrity of the Des Moines Public Schools' mission by providing enrichment activities that encourage children to further their educational and social development by participating in creative, recreational and interactive opportunities while attending out of school time programming.

## GOALS

### **Metro Kids Objectives are...**

1. To serve the families of children enrolled in the Des Moines Public Schools by providing out of school time programming on school days, and full-day service on days when school is not in session.
2. To meet the needs of families by establishing policies and procedures and evaluating outcomes of the program based upon information obtained through family and child surveys, community meetings, and direct interaction with participants.

3. To meet the developmental needs of children by providing a variety of activities designed for the ages of the children and the needs of the individual child.
4. To provide a safe environment for children by requiring compliance with school safety rules and First Aid/CPR certification of staff who are directly responsible for children and DHS licensed.
5. To provide out of school time activities by maintaining a self-supporting family fee-based program and by collaborating with community agencies to provide financial assistance.

## RIGHTS & RESPONSIBILITIES

### FAMILIES HAVE THE RIGHT:

- to know their child is in a warm, caring, and safe environment.
- to share concerns with the staff at any time, about anything they feel is not in the best interest of their child.
- to know if their child is misbehaving and to spend time talking with the staff concerning a solution.
- to know if their child does not report to the program as scheduled.

### FAMILY'S RESPONSIBILITIES ARE:

- to notify staff if your child will not attend.
- to notify staff in writing or by cell phone when another authorized person is picking up your child.
- to notify the Metro Kids office at 242-7951 if you are withdrawing your child or [dmpsmk@dmschools.org](mailto:dmpsmk@dmschools.org)
- to list additional names of relatives and friends on School Care Works.
- to inform staff if your child has a contagious illness.
- to pay fees according to the terms described in the signed registration form.
- to keep your child's emergency sheet up-to-date concerning changes in phone numbers, addresses, and emergency information.
- to pick up your child on time and check out in School Care Works each day.

### CHILDREN HAVE THE RIGHT:

- to use all equipment and space on an equal basis.
- to have their ideas and feelings respected in a warm environment.
- to be treated fairly, equally, and respectfully.

to have staff members who care about them, enjoy being with them, and help them grow.

CHILDREN NEED TO BE RESPONSIBLE:

for learning and understanding the rules that guide them during the time they are in Metro Kids.

for learning how their actions have consequences that can and do affect themselves and others.

for remaining with the group and staff at all times.

for returning materials and equipment to the place where they found them.

## COMMUNICATION

### GENERAL INFORMATION

It is important to establish a line of communication with the staff. Families are encouraged to visit their Metro Kids program at any time of the day. Families are encouraged to help staff keep the lines of communication open by sharing concerns as they arise. It also gives you an opportunity to share and discuss daily events with the staff and your child.

A family member, guardian or family designee is expected to sign their child in and out each day.

A cell phone is available at each Metro Kids site which enables families to contact staff when an emergency occurs. Please keep the cell phone number accessible for easy access as needed.

Family involvement in every aspect of Metro Kids is encouraged because families provide the biggest influences and have the greatest impact on their child's life.

Families are encouraged to participate in center activities and projects and to share their thoughts on issues affecting their child and the daily program offerings with the Metro Kids staff.

It is imperative that families notify the school office and the staff by 12:00 PM if their child will not be in attendance during the afternoon session due to a change in plans, illness, vacation, etc.

An information area is provided at each Metro Kids site to share information.

Conference times can always be arranged for you. Conferences are also offered twice per year in conjunction with school conferences. The Metro Kids Program Administrator or the Metro Kids Coordinators are willing to attend if either party requests it.

### FIELD TRIPS

Occasionally children attending Metro Kids will go on field trips. Some of these may be walking trips close to the school and others may be off-site and require District, private or public transportation. Family participation on any field trip is welcome and encouraged.

## FAMILY INVOLVEMENT

Families are always welcome to visit the Metro Kids program. You may even want to stay and play a game, draw a picture or put a puzzle together with your child. Metro Kids sites host family event throughout the year and families are highly encouraged to attend.

Families are encouraged to participate in the annual evaluation process by completing a Metro Kids Survey form.

Please feel free to send in comments and/or suggestions to the Metro Kids office at 2100 Fleur Dr., Des Moines, Iowa 50321 or call 242-7951.

## ENROLLMENT

### GENERAL INFORMATION

A non-refundable registration fee is due annually to enroll your child in the Metro Kids program.

***Metro Kids service and fees are based on a weekly schedule. To ensure your child's safety, please let the Metro Kids staff know what your weekly schedule will be and please put in writing any changes that might occur.***

***Families receiving financial assistance must qualify for and use all five school days per week, for full-days families must have 2 units per day (10 per week). Part-time financial aid contracts will be accepted for the days in which you receive coverage, if you choose to register for days outside your coverage you will be billed at the Pick Your Day Rate. Families must pay weekly fees or may choose not to register and attend until the financial aid contract has been approved and received in the Metro Kids office.***

Children attending out of school time programming will not be charged for school breaks and other District-scheduled non-school days. **Full-day service** is available on a first-come, first-served basis to families who need service on non-school days. For more information, see the Attendance Policy section on page 10.

### DISCONTINUATION OF SERVICE

If you decide to terminate service, you need to immediately notify the Metro Kids office at 242-7951 or email [dmpsmk@dmschools.org](mailto:dmpsmk@dmschools.org) of the last day of attendance by the child.

We understand that hospitalization, lay-off, and other emergency situations do occur. If you must withdraw your child for two or more continuous weeks, you need to notify the Metro Kids office immediately at 242-7951 or your weekly fees will continue. Children dropped from Metro Kids are re-enrolled on a space available, first-come, first-served basis. The annual registration fee is paid only once per child each school year.

### NO DROP-IN POLICY

Metro Kids is not a drop-in childcare program students must be registered on School Care Works and families can utilize the "Pick Your Day" service. Families must be registered to ensure capacity.

Friends and siblings of children in Metro Kids are not to be admitted to the program on a drop-in basis. This includes, but is not limited to, visiting relatives or friends.

### REGISTRATION AGREEMENT

**It is important that you fill out the enrollment forms completely.** We use this information to contact you or your physician in case of an illness or accident. Your child's current immunization and physical records are kept in a locked file in the school office. If there is information pertaining to your child's health that the Metro Kids staff should be aware of, please make sure that you share the necessary information on either the child's emergency sheet or through written doctor's orders.

Any change in address, phone numbers, etc. Must be updated in School Care Works immediately. This information always needs to remain current.

You may also want to add additional information to the emergency sheet such as the name, address, and phone number of 2 or 3 other individuals that you are willing to have pick up your child by updating this on the School Care Works parent portal. It is imperative to maintain a current list of individuals who can pick up your child at or before the afternoon closing time if you are unable to do so.

For the safety of your child, a notarized copy of the custody agreement must be included with your Metro Kids registration if your custody arrangement affects your child's release from Metro Kids. Should your custody agreement change, or problems occur with the eligibility of the person to whom the child can or cannot be released, please notify the staff immediately. A copy of any changes in the custody agreement also needs to be on file with the Metro Kids program.



# PROGRAM INFORMATION

## ABSENCES

Families are asked to notify the Metro Kids staff when their child is ill and will not be in attendance.

Families are responsible for paying for time **RESERVED**, not time used. Fees are not prorated for absences. Refunds will not be made for absences or hospitalizations of less than one (1) week, (Monday - Friday).

In event of doctor's appointments or other absences such as scouts, music lessons, school enrichment classes, or other out-of-school activities on a regularly scheduled attendance day, the school and Metro Kids must be notified in writing about the dates and times the child will be absent.

## ACTIVITIES

It is recommended that all children need to be outside a minimum of 10 (ten) minutes each afternoon unless the temperature is below freezing, or it is raining. Longer periods of outside time are encouraged when the weather permits.

Inside and outside activities are based around child's choice that encourages children to make wise decisions that are creative and challenging as well as fun.

Due to copyright infringement laws, no Metro Kids site may show any DVDs or CDs rented or owned by staff, children, or their family.

## PERSONAL BELONGINGS

Families of Metro Kids children need to provide appropriate clothing for the season. Children are encouraged to go outside for at least a short period of time, weather permitting, in order to run, stretch and catch a breath of fresh air. Caps and hats are not to be worn inside the building unless it is for a documented religious reason or an excuse for a medical condition has been documented by a physician and has been filed in the nurse's office.

If your child brings a cell phone to school, it is to remain turned off in the child's backpack during Metro Kids hours. Families may contact their child through the Metro Kids cell phone. In an emergency situation, your child may contact you via the school's or Metro Kids phone.

Families are advised **not** to bring personal toys, games electronics or special items from home. Each Metro Kids program offers a wide variety of activities for the children to choose to do during each session. If a child does bring personal items from home, it is

with the understanding that if they are lost, stolen or broken, Metro Kids will not assume any liability for the items.

Families are asked not to send non-commercially prepared food or money with their child unless prior arrangements for a special event have been made with and approved by the Metro Kids staff and Program Administrator.

### RELEASE OF CHILDREN

A family member or guardian needs to personally deliver and pick up their children from Metro Kids. Each evening you or your designee listed on your child's emergency sheet will need to sign your child out of the Metro Kids program before departing the area.

Please let your designees know that they may be asked to present a picture ID to the staff before your child will be released.

Children will be allowed to leave only with person(s) designated in writing by the family member or guardian.

Children will be released as directed on the emergency form. A change of plans should be made in advance and in writing. Children may not be released to anyone who is not listed on the emergency sheet.

Any student participating in after school activities, such as scouts, chorus, band, dance, enrichment classes, etc. needs a written note with the name of the activity, the time and date, and where the child is to go at the completion of the activity. Staff will not expect a child to return to the Metro Kids program unless it is stated otherwise in writing.

Anyone who appears to be in an impaired condition when he/she arrives at Metro Kids to pick up a child may be asked to call a friend or relative to come and drive the child home.

In cases of divorce or separation, the law stipulates that Metro Kids must honor the rights of both parents to bring and pick up their child unless a court order has been issued which assigns full custody of the child to only one parent.

## ATTENDANCE POLICY

### GENERAL INFORMATION

Beginning and ending hours of operation are the same in all the Metro Kids programs (with the exception of Cowles Montessori Elementary/Middle.) During the school-year Metro Kids will be open from dismissal until 6pm.

Families are asked to notify their child's Metro Kids site any time the child is absent.

### METRO KIDS FULL-DAY SERVICES

Metro Kids offers full-day service on a first-come, first-served basis for non-school days such as Conference Days, In-service Days, Winter Break, Spring Break, and Summer Break. Full Day registration will be available on the School Care works site. Families need to register for full-day service as soon as possible in order to avoid missing the deadline and having to be placed on a waiting list.

Only school-age children are eligible to participate in the Metro Kids full-day program that is offered on non-school days, excluding weekends and legal holidays. Families who have enrolled children in Metro Kids, but who have dropped them from the program may use the full-day program if needed. Full-day programming will be available at select locations, on a first-come first-serve basis.

#### HOURS OF OPERATION

Metro Kids is open from the end of the school day until 6:00 PM (on regular school days). On days of Regional Care (full-day) the program is open from 7:30am-5:30pm. Families must sign their children into the Metro Kids full-day program every day, Metro Kids does not assume responsibility for a child until the child has been properly signed in. A child must be signed out each day by a family member, guardian or a family designee. Once a child has been signed out for the day, the responsibility for the child becomes that of the family member, guardian or their designee. The child is expected to leave with them and is not to return to the program for any remaining time in the afternoon.

Children who have left school for a scheduled appointment may return to Metro Kids for the remainder of the afternoon if the adult needs to return to work after the appointment.

Children attending the after-school program are responsible for reporting directly to their assigned area as soon as school is dismissed.

#### LATE DEPARTURE NOTIFICATION

The clock in the Metro Kids area will be official and will be used to determine the arrival time of the individual picking up the child.

Overtime charges will be:

For 1-15 minutes overtime, \$10.00 per child

Each additional 1-15 minutes, \$5.00 per child

Late fees will automatically be added to your bill.

Any child who remains at a Metro Kids site after 7:00 PM may be placed in the custody of the Des Moines Police Child Protection Unit.

Metro Kids services may be terminated if three overtime charges occur.

#### SCHOOL CLOSINGS

Decisions to close Metro Kids due to weather are made by the Superintendent of Schools as the need arises. Announcements will be made through the local news media, the school district's web site, and the school district's Facebook and Twitter pages when schools or child care centers are closed or delayed because of weather conditions or other emergencies. Information is also on the District website: [www.dmschools.org](http://www.dmschools.org).

On a day school is cancelled due to weather, Metro Kids will be closed. School Care Works will automatically adjust your fee and prorate your payment for that week. If school is cancelled sometime after lunch due to weather conditions, Metro Kids will not be open.

When ***all elementary schools*** are dismissed **90 minutes earlier** than their regularly scheduled dismissal time due to severe weather, **no Metro Kids service will be available.**

When ***all elementary schools*** are closed, **Metro Kids service will not be available.**

When an ***individual school*** closes for a specific reason that deals with health or safety concerns, **Metro Kids service will not be available.**

When ***non-weather emergency-related early dismissals occur***, **Metro Kids service will not be available.**

If District offices are closed during Regional Care days, Metro Kids will also be closed.

When an individual school closes for a specific reason, Metro Kids service will not be available.

When non-weather-related emergency early dismissals occur, Metro Kids service will not be available.

#### EARLY DISMISSALS

Metro Kids will provide service on days schools dismiss early for scheduled events that appear on the school calendar.

## HEALTH & SAFETY

### ACCIDENTS

Each family must provide emergency information when a child enrolls in Metro Kids. It is vital that this form is complete and accurate and that it be updated during the year if any change in the information occurs. Metro Kids staff are trained in first-aid and are

required to complete an accident report for any serious scrape, bump, or bite that may occur while the child is in Metro Kids. The family will not be notified by the staff about minor scrapes and bumps. If an accident is serious enough that it requires treatment beyond basic first-aid, the family will be notified as soon as possible by telephone. Staff will immediately call 911 if a severe injury occurs.

### BITING POLICY

Biting is a common and troubling occurrence in many child care centers. Children may bite other children as well as adults. While there is often concern expressed about the behavioral implications regarding this behavior, a concern also exists regarding the transmission of disease.

While causing concern among staff, biting is not necessarily developmentally inappropriate. Children often use biting as a means of what is termed “instrumental aggression.” This differs from “hostile aggression” in that the child is merely trying to reestablish territory, usually either space or an object. In these cases, biting may be prevented by ensuring an adequate supply of toys and materials and by staff vigilance in anticipating problems and redirecting children.

Other causes may be normal exploration, teething, learning about cause and effect, gaining attention, imitating older peers, establishing independence and control, and the expression of frustration and stress. Research has shown that the incidence of biting is at its highest point in September, when new children may be enrolled in the center. The highest incidence of biting occurs before noon, when children may be getting tired and hungry and are more easily frustrated.

The important element to remember is to attend to the victim of the biting incident, assess why the biting is occurring, and develop positive interventions with the child who bites.

The child care licensing consultant, the child care health consultant, and staff at the area education agency can provide assistance or information on proper interventions with biting.

If you have questions or concerns regarding the biting policy, please call the Metro Kids office at 242-7951.

### ILLNESS

We are concerned with your child’s health and the health of the other children. If your child is ill, he/she will need to stay home. Families are required to notify Metro Kids if their child has a communicable disease such as chicken pox, mumps, pink eye, etc.

To maintain a safe and healthful environment for your child and those around him/her, the following health policies have been established and will be enforced. Des Moines Public School's Health Guidelines recommend that children be symptom free for 24 hours before returning to Metro Kids.

We recommend that you have arrangements made in advance for your child's care during periods of illness.

If you have observed any of the following symptoms within the last 24 hours, your child should stay home.

Vomiting	Diarrhea
Communicable disease	Undiagnosed rash
Temperature of 100 degrees (without fever-reducing medication)	

To help limit the spread of illness, Metro Kids are required to wash their hands with soap and water prior to eating, after using the restroom and after any messy activity.

### MEDICATIONS

Des Moines Public School policy prohibits the dispensing of any medications not prescribed by a doctor. The medicine must have the prescription directions on the bottle, be in the original container, and must specify the dosage.

The family member or guardian must fill out a daily medication form provided by the school with specific instructions.

Non-prescription medications, including aspirin and cough drops, are never to be given to a child attending Metro Kids without having first received the same type of documentation that is required for prescription medication. It must be in a proper container with specific written instructions from the doctor attached to the bottle or container.

Staff will supervise the self-administration of inhalers which the child must keep in his/her backpack when not in use. They will also document the use of the inhaler.

Self-administration of medication must have the physician and family member's written approval of usage on file in the nurse's office.

Families are encouraged to administer medications whenever possible before bringing their child to Metro Kids in the morning and again in the evening after Metro Kids. If this cannot be done, ask the pharmacist for a second labeled container to be left in the Metro medicine lock box for the duration of the prescription.

All children need to have a signed permission slip to have sunscreen applied. Sunscreen will be provided by the child's family; bottles will be marked with the child's name. Sunscreen will be applied to children by themselves or assisted by a friend or staff. If staff assists children, they will need to use gloves and use a new set of gloves in between applications or wash hands thoroughly in between if not using gloves.

Staff will document on the Sunscreen Application form the time frames and dates that sunscreen was applied. It is the parent's responsibility to ensure medication is refilled and onsite.

### HEALTHY FOODS AND TREATS

Non-food items are encouraged for program parties and special celebrations. If food is a part of the activity, it must be purchased either through the District's Food and Nutrition Management Department or be commercially prepackaged and wrapped as individual servings. Boxes of commercially produced cookies and crackers are approved for distribution by a gloved member of the Metro Kids staff.

Food should never be used as a reward or a punishment for a child's acceptable or unacceptable behavior. All children are to fully participate during lunch and snack times.

If a child has a food allergy, please give the Metro Kids Coordinator a written statement from the child's physician which states the nature of the allergy and the foods that are or are not acceptable for the child to eat. At the same time this information must also be given to the District's Food and Nutrition Management Department so alternative snack arrangements can be made.

The breakfast program at your child's school is available at no charge to Metro Kids participants.

Nutritious snacks from the Food and Nutrition Management Department are provided to the children after school at no additional cost. Federal regulations require that all snacks and beverages provided by the Metro Kids program must be consumed on-site in the Metro Kids area and may not be taken home or away from the Metro Kids site.

### EMERGENCY DRILLS

Fire, disaster, intruder and tornado drill information is posted in all Metro Kids areas. Each site reviews and practices this information as a precautionary measure on a monthly basis.

### EMERGENCY PROCEDURES

It is the family's responsibility to provide emergency information and to make sure it is always current for each child enrolled in Metro Kids. When changes occur, you must notify the Metro Kids staff of the changes.

Cell phone service is available at Metro Kids. You should receive a card with the cell phone number of your child's site. Please keep it with you at all times in case an emergency should arise.

DMPS has an “Readiness and Emergency Management for Schools” plan that is accessible on the DMPS website. Metro Kids will utilize this emergency plan for any emergency that may occur.

In the event that your child is involved in an accident or emergency situation, the family will be notified as soon as possible.

The Des Moines Public Schools assumes no liability for injury to any child during his/her participation in the Metro Kids program. The family will be responsible for paying all costs and fees related to any emergency medical care and/or treatment the child receives.

### INSURANCE

Most families are covered by the family’s policy at work and/or their own private policies. Families with children attending the Des Moines Public Schools may sign up for supplemental accident insurance. Enrollment applications are available in the fall of each school year. Please check with the child’s teacher or the school office for this insurance form if you wish to enroll. Additional insurance to cover the summer months is also available.

## FEES & PAYMENT POLICY

### FEES

The scheduled times, as stated on the registration form, will be used to determine the weekly billing. Unused days in the current week cannot be traded for scheduled/unscheduled days in subsequent weeks. Families are responsible for paying for the time reserved, not the time actually used.

Families are responsible for making their payments on or before the Monday of each week of service. If you are set up for auto-pay this process will run every Tuesday for the current week fees.

2021-2022 Fees:

\$32- Annual Registration Fee (paid once per school year)

\$70- Weekly Fee

\$20- per day for Pick Your Day

A 14-day notice is required for any cancellation. If you do not provide a 14-day notice prior to the start of service, you will be assessed a \$10 cancellation fee, per child for the time reserved. Failure to cancel prior to the start of a reserved week will result in the full tuition rate charged for that week, per child.



## PAYMENT INFORMATION

If there is a discrepancy with your bill, call the Metro Kids billing office immediately at 242-7745 option 3.

Staff and on-site school personnel will not accept Metro Kids payments at any time.

It is not Metro Kids practice to prorate fees for illness, family emergencies, family vacations, or short-term hospitalization. Children who are partially in attendance and absent for illness or an emergency will be billed for the full week. Families should contact the Metro Kids office at 242-7951 concerning extended absences for hospitalization or family emergencies.

Fees are only billed by the week and payment is due on or before Monday of each week. Fees are **not** prorated for start dates that occur during the week so families are encouraged to begin Metro Kids on Monday or the first day that service is offered during that week.

Checks and money orders should be made payable to Metro Kids. Your child or children's name and school should be placed in the memo section. Families with multiple children in the program should add the manner in which you wish the payment to be divided among your children. Credit card payments can be taken over the phone if you are unable to log in to the website or app to pay your bill. Please call 242-7745 option 3.

When a child's participation has been stopped to due delinquent account, the account must be paid in full before the student can be re-enrolled. Students must also have an up-to-date account to register for regional days, summer or school-year programming. If the child is removed from programming due to an outstanding balance and the families pays off the balance they will be put on a waiting list if there is not an opening in the program.

If families require a split account due to a custody arrangement, a court order must be provided to the Metro Kids Office. If no such order is provided, the parent/guardian registering the child will be responsible for the total amount.

You may also make payments online by logging onto the School Care Works parent portal <https://connect.schoolcareworks.com/login.jsp> which will allow Metro Kids to process fee payments safely, quickly and efficiently from your checking account, savings account or a major credit card. MasterCard, Visa, or Discover cards are accepted. You may also download the free app "Insite Connect" to manage your account and make payments or set up auto-pay. Metro Kids recommends that you make a payment 2 to 3 days before it is actually due.

If you have signed up for the auto-pay program, payments will be pulled from your account on file on Tuesday of each week of service. You are responsible for updating your account/card information if your account has been closed or your card has expired. You may do this by logging into the website or the parent InSite Connect app.

*Remember...Payments are still due on Monday of each week of service.*

## FINANCIAL ASSISTANCE

Families who need assistance with Metro Kids fees may call the agencies listed below for information and eligibility requirements. Multiple contracts from more than one agency will not be honored. **Families are responsible for any fee that a supporting agency does not pay.**

### Participating Agencies:

Department of Human Services at 1-866-448-4605

Polk County Community & Family Services at 286-3611

Promise Jobs at 281-9665

Families receiving full-time financial assistance must qualify for and use all five school days per week (or receive 2 units per day for full days/ 10 units a week). Part time financial aid contracts will be accepted, if families choose days outside their coverage, they will be billed for those days. Families must pay weekly fees or may choose not to register and attend until the financial aid contract has been approved and received in the Metro Kids office.

Families needing financial assistant are encouraged to reach out to the site supervisor for assistance.

## IRS STATEMENTS

Statements will be available by the end of January by logging onto the School Care Works parent portal. Canceled checks or receipts for cash payments are another means of verification. The Metro Kids Federal Identification number is 42-6001433.

## PAYMENT PROCEDURES

Each family will be billed weekly for their child's Metro Kids service. Payment for Metro Kids is due online or in the Business Office on or before Monday of each week of services. Fees are not prorated for start dates that occur during the week, so families are encouraged to always begin service on the first school day of the week. Send payments to:

Metro Kids  
Business Office

2100 Fleur Dr.,  
Des Moines, Iowa 50321

Payments sent through the mail should be check or money order. Cash payments will only be accepted in the Business Office at 2100Fleur. The Business Office personnel will be available from 8:00 AM to 4:00 PM to take cash payments. Bring exact change when making cash payments. Credit or debit card payments can be made by logging onto the School Care Works parent portal or the InSite Connect app.

An outside after-hours drop box is available at the 2100 Fleur Dr. Metro Kids cannot be responsible for cash payments left in the drop box at 2100 Fleur Dr.

When sending in a payment, the child's name and school must be written on the bottom of the check or money order. Families may send in payments without waiting for their weekly fee statement. **Prepayment of fees is acceptable.**

Weekly amounts due are listed on the Fee Calendar, at DMSchools.org.

A \$20.00 fee will be charged for returned checks. This may also result in the requirement that future payments be paid by cash.

All checks, including post-dated checks, are deposited on the day they are received.

Childcare accounts with an outstanding balance will be sent to the Business Office for Collection and the child will be removed from the program. When a child's participation has been stopped to due delinquent account, the account must be paid in full before the student can be re-enrolled.

### 21-22 OUTSTANDING BALANCE PROCESS FOR METRO KIDS

Week One-Families will be contacted if they have an outstanding balance.

Week Two-Families who still remain outstanding on week 2 will be notified by staff and discuss a plan for payment

Week Three-Families who still remain outstanding on week 3 will be notified, families who do not pay their balance by week 4 will be turned over to the business office and removed from the program

Week Four-Families will be notified that their balance is outstanding. Families will be turned over to the Business Office. Families will be removed from care until the balance is paid.

## PROGRAM ACTIVITIES

### SCHOOL YEAR SAMPLE ACTIVITIES SCHEDULE

SCHEDULE FOR 21-22 SCHOOL YEAR	
2:00PM-2:40PM	OPENING PROCEDURES/PLANNING
2:40P- BELL RINGS/DISMISSAL	

2:40P-2:55P	CHECK-IN TIME: ATTENDANCE, HANDWASHING, SNACK
2:55-3:05	CONNECTION TIME: CIRCLE TIME/SEL WORD OF THE WEEK
3:05-3:35	MOVEMENT TIME: (OUTSIDE OR INSIDE)
3:35-4:05	PICK YOUR ADVENTURE TIME: STEM ARTS & CRAFTS MUSIC DRAMA FREE READING/WRITING BOARD GAMES/CARDS/MATH BUILDING/CONSTRUCTION SERVICE-LEARNING CULTURAL APPRECIATION
4:05-4:45	EXPLORATION (CLUB )TIME
4:45-6:00	PICK YOUR ADVENTURE TIME: STEM ARTS & CRAFTS MUSIC DRAMA FREE READING/WRITING BOARD GAMES/CARDS/MATH BUILDING/CONSTRUCTION SERVICE-LEARNING CULTURAL APPRECIATION GYM/MOVEMENT OPTIONAL: SECOND EXPLORATION TIME
6:00 PM	DISMISSAL AND CLOSING PROCEDURES

**Movement Time:** Outdoor or Indoor Play (Following Weather Chart), please include multiple free choice options (basketballs, hula hoops, nerf balls, four square, jump ropes, hopscotch, etc.

**Pick Your Adventure Time:** Students get to pick from a variety of stations. Please ensure each station is set-up at minimum once per week.

**Exploration Time:** Exploration (Club) Time, please offer the number of clubs needed based on your student enrollment numbers and student interest, one club time must be offered each day. You may offer additional club times as well.

# ZERO TOLERANCE POLICIES

## SEXUAL HARASSMENT FREE ENVIRONMENT

The District is committed to maintaining a learning and working environment free from any form of sexual harassment or intimidation towards personnel and students on school property on school time, at a school-sponsored activity, or in a school-related context. Any complaint or concern regarding sexual harassment will be reviewed following the Policy and Procedures for Processing Sexual Harassment Complaints Series 400 Code 454.

## ZERO TOLERANCE FOR WEAPONS

The Des Moines Public Schools will not tolerate the possession or use of weapons on school property or at school-related activities, while on school-owned and operated school buses or on chartered buses, or while away from school grounds if such conduct directly affects students or staff. Students who violate this policy may be subject to expulsion and/or disciplinary action. When appropriate, violation of this policy will be reported to law enforcement agencies for investigation. Toy guns, knives etc. are not to be brought to District facilities and grounds even when the intent is for play only.

## ZERO TOLERANCE FOR FIGHTING

The Des Moines Public Schools will not tolerate fighting on school property or at school-related activities, while on school-owned and operated school buses or on chartered buses, or while away from school grounds if such conduct directly affects students or staff. Students who violate this policy will be subject to suspension and/or expulsion. When appropriate, violations of this policy will be reported to law enforcement agencies for investigation.

Fighting will be defined as physical contact with malicious intent between individuals including, but not limited to, hitting, kicking, and pushing.

## ZERO TOLERANCE OF HARASSMENT

The Des Moines Public Schools is committed to maintaining a learning and working environment free from any form of harassment or intimidation towards personnel and students on school property on school time, at a school-sponsored activity, or in a school-related context.

It is important for all employees and students of the Des Moines Public Schools to feel they can go to work and school without fear. If you have questions concerning any of the Zero Tolerance policies, call the Metro Kids office at 242-7951 or the Human Resources Office at 242-7736.

# DISCIPLINE POLICY

## GENERAL INFORMATION

Children are entitled to a pleasant and harmonious atmosphere. Unacceptable behavior may be cause for dismissal from Metro Kids. The Metro Kids program of the Des Moines Public Schools reserves the right to suspend or terminate services when children, family members or guardians are unable or unwilling to abide by the Metro Kids guidelines.

All staff receive training in appropriate discipline techniques. Discipline is a corrective consequence for an inappropriate action. It is the responsibility of a caregiver to insure that the discipline serves this purpose by confirming that the child knows why the consequence has occurred.

The number one tool used in Metro Kids is redirection. Most potential behavior issues will be warded off with redirection and change in involvement and/or activity.

Except for situations where a behavior report is written, a single inappropriate behavior will not receive more than a single consequence.

## BEHAVIOR REPORTS/INFINITE CAMPUS

Each child is provided with warnings prior to completion of a behavior incident report.

The report will be written in the student's Infinite Campus account and a meeting will be held with the parent/guardian upon picking up the child.

## SUSPENSIONS

When the severity of a problem is great enough that it could endanger the safety and welfare of a child, staff or the other children in the program, suspension may be effective immediately after the on-site staff have consulted with the Metro Kids Coordinator and/or Administrator. Fees continue during the time of a suspension in order to keep your child enrolled in the Metro Kids program.

### Possible reasons for Suspension from a Metro Kids Program:

1. Elopement-a student leaves the school building/grounds.

2. Physical harm-a student causes/threatens to harm another student/staff member with the intent to harm.
3. Verbal Harassment/Hate Speech
4. Regular reoccurring behavior that disrupts the ability to run a quality and safe program and/or puts the Metro program out of ratio.

Students will be given multiple redirections and warnings when needed. In the event disruptive behavior continues to occur, the following process will be followed:

1. One Day Suspension and a conversation with parent/guardian.
2. Up to a Three Day Suspension and a Parent Conference will be set up to discuss the student's behavior. A Behavior Commitment form will be put into place in an effort to set the student up for success.
3. Up to 30 Day Suspension and Parent Conference will be set up. Meetings will also be set up with the principal, counselor and the student's teacher to create a successful return plan for the student. The child's behavior will be monitored during the school day and communication with the parents/guardians will take place during this suspension.

#### TERMINATION OF METRO KIDS SERVICES

If a child's behavior is severely or chronically disruptive to the functioning of the program, his/her enrollment may be terminated. The following summarizes situations that might result in termination of a child from the Metro Kids program:

If the child returns to the Metro Kids program after being suspended from the program and then receives another suspension, the Metro Kids staff will consult with the Metro Kids Coordinator and/or Administrator about the need to terminate the child's enrollment in the Metro Kids program for the remainder of the current school year.

If the severity of a problem is great enough that it endangers the safety and welfare of the child, staff or other children in the program, the Metro Kids staff will consult with the Metro Kids Coordinator and/or Administrator to determine if termination of service should occur immediately.

A family member or guardian who does not follow Metro Kids policies and procedures or displays disrespect or belligerent behaviors towards the Metro Kids staff, children or

other participating families may lose the privilege of remaining in the Metro Kids program.

Adults who have an issue with a particular child must take the issue to the Metro Kids staff in order to resolve the problem. Adults are never to confront a child about questions or concerns they may have.

Participation in the Metro Kids program may be terminated if a child is regularly picked up after the 6:00 PM closing time.

## STAFFING

### ORIENTATION & TRAINING

Metro Kids staff follow all DHS policies and procedures related to hiring, onboarding and on-going training. Metro Kids staff are trained in CPR/First Aid, Mandatory Reporter, Universal Precautions and Pre-Service Essentials. Metro Kids staff also attend bi-annual staff trainings that are approved through DHS. Additionally, staff attend team meetings, DHS approved trainings and conferences on an on-going basis.

## GRIEVANCE PROCEDURES

### **Educational and Employment Equity Statement Des Moines Independent Community School District**

It is the policy of the Des Moines Community School District not to illegally discriminate on the basis of race, color, national origin, sex, disability, religion, creed, age (for employment), marital status (for programs), sexual orientation, gender identity and socioeconomic status (for programs) in its educational programs and its employment practices. There is a grievance procedure for processing complaints of discrimination. If you believe you have (or your child has) been discriminated against or treated unjustly at school, please contact Human Resource at 2100 Fleur Dr, Des Moines, IA, 515-242-7709.

Complaints can also be directed to the Iowa Civil Rights Commission, 400 E. 14<sup>th</sup> Street, Des Moines, IA 50319-1004, (515) 281-4121, or Region VII Office for Civil Rights, Citigroup Center 500 W. Madison Street, Suite 1475 Chicago, IL 60661-4544.



Persons with disabilities who need information about accessibility to a Metro Kids program or who need sign or language interpreters should contact the Metro Kids office at 242-7951.

### DISCRIMINATION COMPLAINT PROCEDURE

A complaint procedure has been developed to handle these complaints. Employees, families or guardians, children, and volunteers may file a complaint. Briefly, the complaint procedure includes four steps.

Talk to the site supervisor about the complaint to try to solve the problem. If the cause of the complaint is based on the conduct of the team leader, the complainant should contact the Metro Kids Program Administrator.

If not satisfied with the result of Step 1, a complaint form must be filed with the Program Administrator within fifteen (15) working days. A written response must be made by the Program Administrator within ten (10) working days. Individuals may obtain a complaint form from the District Compliance Officer by calling 242-7781. The Compliance Officer will be involved with the processing of the complaint.

If not satisfied, the complaint may be filed with the appropriate Director within five (5) working days after receiving the response from the Program Administrator. The Director must respond within ten (10) working days.

If not satisfied, the complaint may be filed with the Superintendent within five (5) working days after receiving the response from the Director. A response must be made by the Superintendent within ten (10) working days of receiving the complaint.

If still not satisfied, an individual may seek legal advice or file a formal complaint with the Des Moines Human Rights Commission, Iowa Civil Rights Commission, the Equal Employment Opportunity Commission, or other agencies. If an individual seeks other avenues of redress, the District will not conduct the internal complaint investigation.

### SPECIFIC PROGRAM CONCERNS

The purpose of this procedure is to resolve an issue of concern. Families and staff are encouraged to visit with each other daily in order to keep the lines of communication open so problems can be solved before they become issues.

Steps to follow for filing a grievance:

If the family and the site supervisor are unable to resolve a concern, then the family member or guardian shall discuss the issue of concern with the Metro Kids Program Administrator, with the objective of resolving the matter informally. The Metro Kids Program Administrator shall respond orally within seven (7) calendar days.

If the grievance remains unsettled, the family member or guardian may present the grievance to the Executive Director of Student and Family Services within seven (7) calendar days of the answer or the date the answer is due. Within seven (7) calendar

days of the date of filing, this administrator shall meet with the family member or guardian. This administrator shall respond in writing within fourteen (14) calendar days of the filing.

**NETWORK ACCEPTABLE USE GUIDELINES**  
**INFORMATION COPY ONLY – DO NOT COMPLETE AND RETURN THIS FORM.**

As the parent/guardian of this/these student/students, I have read the DMPS Acceptable Use Guidelines that are included in the Elementary School Parent Handbook. I understand that access to the network is intended for educational purposes. I understand that DMPS has taken precautions to eliminate inappropriate material; however, I also recognize it is impossible for DMPS to restrict access to all inappropriate materials and I will not hold DMPS responsible for materials acquired on the network. I hereby give permission to DMPS to provide network access for my child during Metro Kids hours.

\_\_\_\_\_  
Child's Name (Please Print)

\_\_\_\_\_  
School

\_\_\_\_\_  
Child's Name (Please Print)

\_\_\_\_\_  
School

\_\_\_\_\_  
Child's Name (Please Print)

\_\_\_\_\_  
School

\_\_\_\_\_  
Parent/Guardian Signature

**STATE OF IOWA**

**ANNUAL NOTICE**

## INFORMATION FOR STUDENT/FAMILY HANDBOOKS

### **Notice: Corporal Punishment, Restraint, and Physical Confinement and Detention**

**State law forbids school employees from using corporal punishment against any student. Certain actions by school employees are not considered corporal punishment. Additionally, school employees may use “reasonable and necessary force, not designed or intended to cause pain” to do certain things, such as prevent harm to persons or property.**

**State law also places limits on school employees’ abilities to restrain or confine and detain any student. The law limits why, how, where, and for how long a school employee may restrain or confine and detain a child. If a child is restrained or confined and detained, the school must maintain documentation and must provide certain types of notice to the child’s parent.**

**If you have any questions about this state law, please contact your school. The complete text of the law and additional information is available on the Iowa Department of Education’s web site: [www.iowa.gov/educate](http://www.iowa.gov/educate).**

Metro Kids Site Enrollment (When school is open at 100% capacity):

Brubaker  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Hillis  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Jackson  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Capitol View  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Howe  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Jefferson  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Cattell  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Hubbell  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

King  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Cowles  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Garton  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Greenwood  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Lovejoy  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds: 1:15  
10 years and up 1:20

Hanawalt  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

McKinley  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Monroe  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Morris  
Ages K-5th  
Program licensed for 125 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Oak Park  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Park Ave  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Perkins  
Ages K-5th  
Program licensed for 130 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Samuelson  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Stowe  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Walnut St.  
Ages K-5th  
Program licensed for 150 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Willard  
Ages K-5th  
Program licensed for 120 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20

Wright  
Ages K-5th  
Program licensed for 100 children  
School are ratios are:  
5 to 10 year olds 1:15  
10 years and up 1:20