



FAMILY HANDBOOK

www.KidsSafari.org



Directory

General Information, Registration & Billing:

952.681.6128

Email: KidsSafari@isd271.org

Kids' SAFARI Administrative Office

Community Education Campus – Suite 200
2575 West 88th Street, Bloomington 55431

www.KidsSafari.org

*Indicates sites that also have Preschool SAFARI

Hillcrest Community School*

9301 Thomas Rd
952.681.5306

Indian Mounds Elementary

9801 11th Ave S
952.681.6006

Normandale Hills Elementary*

6501 Toledo Ave S
952.806.7006

Oak Grove Elementary

1301 W 104th St
952.681.6806

Olson Elementary

4501 W 102nd St
952.806.8806

Poplar Bridge Elementary*

8401 Palmer Ave S
952.681.5406

Ridgeview Elementary

9400 Nesbitt Ave
952.806.7106

Valley View Elementary

350 E 88th St
952.681.5706

Washburn Elementary

8401 Xerxes Ave S
952.681.5506

Westwood Elementary*

3701 W 108th St
952.806.7206

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Welcome to Kids' SAFARI and Preschool SAFARI Care

(Safe, Age-appropriate, Fun, Adventures in Recreation and Imagination)

**Bloomington Community Education's
Youth and Family Department would like to
welcome your family to Kids' SAFARI!**

This Family Handbook outlines what you may expect from Kids' SAFARI and what our program expects from you in return. We hope your family's experience with us will be an enriching and positive one. Please know that Kids' SAFARI reserves the right to amend its policies and procedures at any time.

Position Statement

The focus of the Kids' SAFARI programs is on childcare and enrichment opportunities designed to meet the changing needs of children from age 3 through 5th grade and their families. This is accomplished through creative learning experiences designed to increase social interaction. Our programs are fee-based and administered by the Bloomington Community Education's Youth and Family Department.

Kids' SAFARI Philosophy

Our purpose is to lead children to discover friendship, independence, and confidence through a variety of activities and experiences. Children are encouraged to discover their talents and interests and to take pride in their accomplishments. The staff and program facilitate a warm and secure environment. The role of Kids' SAFARI, in cooperation with home, is to support the development of the whole child.

Students Eligible for Enrollment

The Kid's SAFARI program accepts students from Kindergarten through 5th grade.

Preschool SAFARI Care is for children that have an approved contract with Preschool SAFARI Class, ages 3-5.

RESPONSIBILITIES OF PROGRAM, STUDENTS AND PARENTS/GUARDIANS

Program's Responsibilities:

- Provide a safe, positive and enriching environment which meets the developmental needs of students.
- Provide caring staff who show genuine respect for students and provide positive role models.
- Keep parents/guardians informed through regular newsletters, flyers, email and verbal communication.

Student's Responsibilities:

- Be friendly.
- Be safe.
- Be honest.
- Be respectful.
- Have fun!



Parent/Guardian's Responsibilities:

- Observe the rules and policies of the SAFARI program and Bloomington Public Schools.
- Share concerns with staff members about your child's needs in the program.
- Listen to concerns of staff members about your child's behavior and work towards an agreeable solution to any problems.
- Keep your online account and emergency information complete and up-to-date.
- Inform site when your child will not be in attendance.
- Inform site if someone else will be picking up your child.
- Read the handbook, billing information, email and posted messages at the site.
- Abide by all contract obligations and keep financial account current.

Bloomington Public Schools has a Respectful Workplace policy. In summary it states: Staff shall not engage in unprofessional or disrespectful behavior, or be subjected to unprofessional or disrespectful behavior from co-workers, parents/guardians, or people doing business with the District. The entire policy can be found on the district's website (bloomingtonschools.org, School Board Policy 457). Family members are expected to model respectful and positive behavior when working with program staff either in person, on the phone, or via email. Any family member treating a staff member unprofessionally or disrespectfully may result in termination of the child's contract.

School year Kids' SAFARI registration dates can be found at
www.KidsSafari.org

Preschool SAFARI Care registration begins with class registration.
Placement is available on a first come, first served basis.

PARENT/GUARDIAN ROLE AND COMMUNICATION

The connection and communication between home and Kids' SAFARI programs is vital to the success of your child. Parents/Guardians are welcome to visit the site (check in at table). Please feel free to share any information at any time that may affect your child's time with us at any of the Kids' SAFARI programs.

There is a family log/notebook available at each site for parents/guardians to write important information regarding child pick-ups, absences, etc. This notebook will be checked daily. If you need to relay important *confidential* information regarding your child, please talk to program staff.

Parent/Guardian Permission

Upon registration, parents/guardians authorize the following:



- Permission for use of the name, photographs, video and quotes of your child(ren) for use at open house events, scrapbooks and orientation.
- Permission for use of the name, photographs, video and quotes of your child for the purpose of publicizing the program (newspapers, flyers, brochures, internet, TV, etc.).
- Permission for your child(ren) to participate in neighborhood walking excursions.
- Permission for your child(ren) to take part in field trips on a day they will be in attendance.
- Permission for exchange of information between Bloomington Public School personnel and the Youth and Family Department whenever it would be beneficial for your child(ren).

Questions and Concerns

If you have a concern regarding any of the Kids' SAFARI programs or a staff person:

1. Immediately set up a time to discuss it with the Youth and Family Coordinator (YFC) at your SAFARI site.
2. If the issue is not resolved, contact the Program Manager at the Administrative Office.

Written grievances are to be submitted to the Administrative Office.

PROGRAM COMPONENTS

Before School (6:30 a.m. - school start)

The morning program is a balance of self-directed and staff-directed activities that include arts and crafts, dramatic play, gym and outdoor activities, games and children's literature. Breakfast is available through the school's meal program. To participate in the meal program, you must set up an account online. For more information about the meal program, please visit Food Service at <https://www.bloomington.k12.mn.us>.

After School (school ends - 6:00 p.m)

Children may choose to participate in outdoor activities, gym games, arts and crafts, homework club, science, or special activities. An after-school snack is provided.

ENROLLMENT & REGISTRATION

Registration links are available online at KidsSafari.org. If you do not have access to a computer you may go to the Community Education office for assistance. In order for registration to be complete, we require the following:

- Completed online contract, agreement to terms, and Family Emergency Information.
- Non-refundable Kids' SAFARI registration fee of \$40 new students or \$30 returning students, charged at time of contract approval.
- Preschool SAFARI Care non-refundable registration fee is \$10.
 - Preschool SAFARI: An approved Preschool SAFARI Class contract is required before a Care contract can be approved.
- A valid and frequently checked e-mail address.

Please allow a **minimum** of three business days to process contract requests.

All policies are in effect once a contract is approved. Kids' SAFARI reserves the right to delay enrollment due to the need to increase staffing or gather additional information about a student. Kids' SAFARI may also deny or limit service due to non-payment of current or previous charges for Kids' SAFARI and/or any Community Education programs.

KIDS' SAFARI CONTRACT OPTIONS

Consistent Schedule – please visit KidsSafari.org for current tuition rates.

May be 1-5 days per week and requires a consistent weekly schedule.

- Permanent schedule changes representing a new consistent pattern of attendance require parents/guardians to request the change via email at KidsSafari@isd271.org. You will be notified of acceptance/denial.
- A one-week written notice is required for all schedule changes and incur a \$10.00 per child contract change fee.
- After the registration deadline to start SAFARI the first day of school (posted on website), Kids' SAFARI will only approve schedule changes beginning late September. We are not able to accommodate schedule changes the first two weeks.
- Vacation credit is available with a one-week written notice to the Administrative Office, once per season for up to 5 consecutive days (not including weekends or holidays) within a two-week time frame, equal to the child's SAFARI schedule. Please refer to the Vacation Credit section of this handbook for more information. No refunds for absences, including illness.
- If space is available, drop-in days may be added at the Drop-In rate. (see below)

Pick Your Days – please visit KidsSafari.org for current tuition rates

- Schedules must be submitted by the 20th of each month for the following month via your online account. Schedules submitted after the due date will be drop-in only.
- Pick Your Day contracts are required to be on Auto Payment via credit card or ACH. Auto Payment will occur on the 5th of each month.
- Once the submitted schedule is approved changes are not permitted and refunds/credit will not be given for absences, including illness.

Drop-In – please visit KidsSafari.org for current tuition rates

- Parents must submit a Drop-In request **at least** 48 hours (not including weekends) prior to the date needed via their online account. For an emergency drop-in (within 24 hours) please contact the site.
- Drop-ins are accepted as space allows and on a first come first served basis – availability is not guaranteed. **Children may not attend until the request is approved online. If a child attends without an approved Drop-In request, families will be expected to pick-up the child immediately. Subsequent incidents may result in termination of Kids’ SAFARI contract and care will no longer be provided.**
- Drop-in charges will be invoiced on the next billing cycle.
- Refunds are not available for cancellation of an approved drop-in date. Switching dates/times is not permitted.
- Vacation credit does not apply to Drop-In days.

Non-School Days

Kids’ SAFARI is open when school is closed due to conferences, workshops and winter/spring break. Non-School Days are in addition to your contract and must be requested separately via your online account. A light breakfast and snack are provided on these days; children need to bring their own lunch and beverage. Due to enrollment, sites are combined for Non-School Days.

Non-School Day requests must be submitted by due dates listed on our website. Space may be limited. Charges are billed monthly. Once the request is approved, schedule changes and/or switching of days is not permitted. Non-School Days may be cancelled for 50% credit if requested in writing to the Administrative Office by the due date. Vacation credit is not available.

PRESCHOOL SAFARI CONTRACT OPTIONS

At this time, only a consistent 5 day schedule before and/or after Preschool SAFARI Class is available. No refunds or credits for absence day.

- Permanent schedule changes representing a new consistent pattern of attendance require parents/guardians to request the change via email at KidsSafari@isd271.org. You will be notified of acceptance/denial.
- A one-week written notice is required for all schedule changes and incur a \$10.00 per child contract change fee.
- Vacation credit is available with a one-week written notice to the Administrative Office, once per season for up to 5 consecutive days (not including weekends or holidays) equal to the child’s SAFARI schedule within a two-week time frame. Please refer to the Vacation Credit section of this handbook for more information. Children may not attend the program during the requested time off. If a child arrives, you will be charged at the drop-in rate, and the vacation credit will be voided.

Non-School Days

Preschool SAFARI is open when school is closed due to conferences, workshops and winter/spring break. Non-School Days are in addition to your contract and must be requested separately via your online account. A light breakfast and snack are provided on these days; children need to bring their own lunch and beverage.

Non-School Day requests must be submitted by due dates listed on our website. Space may be limited. Charges are billed monthly. Non-School Days may be cancelled for 50% credit if requested in writing to the Administrative Office by the due date. Vacation credit is not available.

FINANCIAL POLICIES

Program Fees

Charges are generated through your online account. Payment is due in *advance* of service whether or not your child is in attendance.

Kids'/Preschool SAFARI Consistent Schedule: Payments may be made in two equal installments, due by the 5th and the 20th of the month. Auto-Pay will be processed on the 5th of the month. Total balance due must be paid on or before the 20th of the month to avoid a \$20 late fee.

Pick Your Days: Contracts are required to be on Auto Payment via credit card or ACH. Auto Payment will occur on the 5th of each month.

Drop-In: After the site has approved your drop-in request, the drop-in charge will appear on your next invoice. Auto-Pay will be processed on the 5th of the month. If not on Auto-Pay, payments may be made in two equal installments, due by the 5th and the 20th of the month. Total balance due must be paid on or before the 20th of the month to avoid a \$20 late fee.

Receipts

Families manage their own accounts online. This includes printing any necessary receipts.

Vacation Credit

Vacation credit applies to Consistent Schedule contracts only. Credit is available with a one-week *written* notice to the Administrative Office, once per school year for up to 5 consecutive days within a two-week time frame, equal to the child's SAFARI schedule. Children may not attend the program during the requested time off. If your child arrives you will be charged the drop-in rate, and the vacation credit will be voided. Vacation credit does not apply to Non-School Days.



Contract Revision Fee (\$10 per child, per change)

Schedule changes representing a new pattern of attendance require a one-week written notice to our Administrative Office and incur a \$10 charge per child, per change. Requests must be approved/denied before the change can begin.

Late Payments

Kids' SAFARI is a non-profit, self-supporting organization and needs your prompt payment to meet expenses. A \$20 late fee is applied to any unpaid balance on accounts when payment is not received by the 20th of each month. Kids' SAFARI programs reserve the right to discontinue or limit service due to failure to meet payment obligations as defined by the contract. Accounts in default are placed with a collection agency, and incur all costs relative to collection including legal and collection agency fees. Families who have been in collection with ISD #271 will be required to use a credit card for their Kids' SAFARI account.

Declined Payment

Those with an established pattern of declined payment will be required to change their contract to the “Pick Your Days” option and follow all procedures including payment for the entire month’s bill via Auto-Pay on the 5th of each month.

NSF Checks

Bloomington Public Schools uses PayTek to electronically recover any insufficient fund checks returned to the school district along with a \$30 state allowed fee. If repayment is not made within 5 business days of notification, Kids' SAFARI services may be suspended. To reach PayTek directly please call customer service at 1.800.641.9998. Families will be required to use a credit card for payment for any future transactions if they have previously given ISD #271 an NSF check.

Withdrawal from the Program

Withdrawal from a Kids' SAFARI program requires a one-week *written* notice to the Administrative Office. The weekly program fee will be charged for one week following the date in which the Billing Department receives written notice. Payment in full is due upon withdrawal.

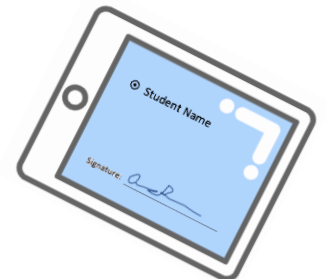
Fee Assistance

Kids' SAFARI is a provider with Hennepin County which enables families who qualify to obtain financial assistance for childcare. Please call Hennepin County at 612.348.5937 for more information. Parents are responsible for reading and understanding all Hennepin County guidelines and procedures.

ATTENDANCE POLICIES & PROCEDURES

Sign In/Out Procedures

A parent/guardian must sign your child in every morning and out every afternoon via an electronic system, which automatically time stamps your signature. Failure to comply may result in termination of your contract.



Access Cards

Preschool and Kids' SAFARI parents/guardians use a programmed electronic card to gain access to the school building during program hours. Each site will have a designated door to enter, and the access card will only work on that door. During school hours all families must enter through the school’s main office.

Up to two access cards will be issued to families at no additional cost. There is a \$25 fee for any replacement or lost cards. All cards must be returned upon departure from the program on the last day of attendance to avoid a \$25 fee. At the end of the school year contract all cards must be returned to avoid a \$25 fee per card.

Authorized Pickups

During online registration for a Kids' SAFARI program, please name all persons authorized to pick up your child and anyone who is not allowed to pick them up. In order for us to legally stop a non-custodial parent from taking a child, a copy of the current court order must be on file at the SAFARI site. Staff cannot physically stop a parent from taking a child at any time.

You must inform the staff in advance, preferably in writing, if someone other than an authorized pickup will take your child. We ask you to remind the authorized person that site staff will ask for picture identification if we do not already know him or her. We will accept your child's verification regarding identification if needed.

Absences

Before School

If your child will be absent from the morning program, there is no need to call.

After School

If your child will be absent from the after school program, please call the phone number listed on page one for your program site. If Kids' SAFARI staff are not notified, we will call you to confirm the absence and/or to notify you of non-attendance, and could charge a \$5 Finder's Fee. Calling the school absence line or sending a note to your child's teacher is not sufficient, as the school is not responsible for relaying this information to Kids' SAFARI.

Non-School Days

If your child will be absent from a scheduled non-school day or will be arriving after 9:00 a.m., it is important that you call the site off attendance or a \$5 Finder's Fee may be charged.

Late Pick-up Procedures

Preschool and Kids' SAFARI end promptly at 6:00 PM.

Our procedures are as follows:

1. A late fee of \$1.00 per minute per child (maximum amount of \$60.00 per child, per day) will be assessed beginning at 6:00 pm (according to our electronic sign in/out system).
2. If we have not heard from a parent/guardian by 6:15 PM, the emergency contacts will be called.
3. If we have not heard from a parent/guardian or emergency contact by 7:00 PM we will notify the Bloomington Police Department.



It is understood that conditions beyond one's control exist (inclement weather, etc.). If these conditions arise you must notify the site as soon as possible to make arrangements for someone else to pick up your child. **Continued late pick up will result in termination of your contract.**

School Closings

School closures are communicated via:

- Phone and email through our automated notification system (Blackboard Connect)
- The district website (bloomington.k12.mn.us)
- Facebook (Bloomington Public Schools)
- Twitter (@District271)
- WCCO radio (830am)
- Local TV stations

Full Day Closing

If Bloomington Public Schools are closed all day, Preschool/Kids' SAFARI will also be closed.

Early Dismissal

In the event the Bloomington Schools close mid-day, after-school Preschool/Kids' SAFARI programs may not open. Your child will be sent home according to school guidelines. It is imperative that you have an action plan to assist your child in handling an early dismissal from school.

Cancellation of After-School Activities

In the event that Bloomington Schools close all afternoon and evening programming and Preschool/Kids' SAFARI is in operation, we will remain open until all children are picked up. You must initiate your emergency pick-up plan:

Pick up your child promptly.

OR

Contact someone else to pick up your child.

Tuition which encompasses any school closing is non-refundable.

PROGRAM INFORMATION

Daily Activities

Children's play is often active and messy. Please dress your child in comfortable play clothes and shoes intended for running and climbing.



Outdoor Activities

Outside play is an integral part of children's developmental learning, health and well-being. Students must be prepared to go outdoors every day. Kids' SAFARI staff will assess the weather conditions to determine if activities will be carried out as planned. If your child is unable to go outside due to health conditions, please talk to staff.

Video/Computer Games

Kids' SAFARI acknowledges the importance of technology in developing children. We do allow children to play computer and video games at times. Please contact your child's site with any questions.

Toys and Personal Belongings

Preschool/Kids' SAFARI programs are not responsible for lost, stolen or broken personal belongings. Please leave toys at home. Occasionally, Kids' SAFARI will have a special day where they are allowed. Please check with your site as to when these days will occur.

Weapons Policy

In accordance with school district policy, Preschool/Kids' SAFARI takes a zero tolerance position on the possession, use, or distribution of weapons, toy weapons or pretend weapons of any kind. The entire policy can be found on the district's website, school Board Policy 501. Students in possession of any type of weapon may be subject to suspension, contract termination, or other disciplinary action deemed suitable.

Field Trips

When you enroll your child in Kids' SAFARI, you are giving permission for your child to participate in off-site field trips. Kids' SAFARI will inform you in advance of all field trips that occur, including non-school days. Transportation is provided through the district, though occasional off-site walking trips may also occur. Field trip costs are included in Kids' SAFARI fees. All children are expected to accompany the group on the field trip as alternate care is not available. All emergency/medical procedures will be followed. Picking up and dropping off from a field trip is not allowed.

Behavior Management

We maintain appropriate behavior through clear consistent guidelines, consequences and positive staff interaction. When dealing with inappropriate behavior we utilize parent/guardian assistance and school staff. If a child displays a pattern of consistent inappropriate behavior, Preschool/Kids' SAFARI reserves the right to evaluate whether the child can best be served by our program, and to suspend any child based on program or school district policies or inappropriate behavior. In the case of a suspension, a discussion and/or mandatory meeting will take place between the parent/guardian, child (if appropriate) and staff before the child can return to our program. Tuition credit or refund is not available for suspension from our program.

Accommodation Process

Kids' SAFARI is committed to providing a safe, healthy atmosphere for the students we serve. If your child needs a special accommodation please call one of our Inclusion Coordinators at 952.681.6105 or 952-681-6127. We will provide all reasonable and appropriate accommodations to any student within the existing Preschool/Kids' SAFARI program. We are committed to working with the student's family to determine appropriate accommodations. If a student displays a behavior which jeopardizes the safety of themselves or others the staff will contact the student's parent/guardian and request that the student be removed from the program for a predetermined amount of time. When a student has persistent difficulty being a part of the existing Kids' SAFARI program, the following steps will be taken to promote their success:

1. The student's behavior will be observed and monitored by Preschool/Kids' SAFARI and school staff. Information will be gathered from the student, his or her family and school personnel.
2. A plan and timeline for inclusion will be developed. All involved parties will be expected to sign, date and comply with a behavior plan. A child may be removed from the program until a signed plan is in place. Changes will be made to the plan if determined to be necessary.
3. Occasionally, the existing Preschool/Kids' SAFARI program will not be the best environment for the student. If all integration efforts have been exhausted within the existing timeline and have not been successful, the Kids' SAFARI accommodation team will evaluate the ability of the program to serve the student. If it is determined that the program can no longer accommodate the student the child's contract will be cancelled.

MEDICAL INFORMATION & POLICIES

Immunizations

Preschool/Kids' SAFARI must maintain or have access to records detailing the child's current immunizations or applicable exemption prior to the first day of attendance. Any student currently not enrolled in Bloomington Public Schools must submit immunization information to the Kids' SAFARI office prior to the first day of attendance.

Special Health Conditions

It is the parents'/guardians' responsibility to inform Preschool/Kids' SAFARI upon enrollment, or at appropriate times, of any special health conditions and/or needs such as asthma, severe allergies, diabetes, seizures, heart conditions, etc. so that we can provide for appropriate care. Please notify staff if your child is on any medication that might cause side effects. Parent/guardians are welcome to review snack choices for allergy concerns and are free to send an alternative snack from home for their child.

Illness

Bloomington Public Schools and Kids' SAFARI are committed to providing an environment in which students can thrive. Please keep your child home if they have any of the following symptoms: fever of 100 degrees or higher, diarrhea or vomiting within the last 24 hours, an undiagnosed rash, inflamed eyes, severe cold or sore throat.



A student may return to Kids' SAFARI after:

- Temperature is normal for 24 hours.
- 24 hours after the last occurrence of vomiting and/or diarrhea.
- 24 hours of treatment at home or under a physician's care.

If a child becomes ill at Preschool/Kids' SAFARI we will isolate the child with proper supervision and notify the parent/guardian listed on the student's account to immediately pick up your child. If you cannot be reached, the staff will contact the emergency contacts listed on your child's account.

Please notify Preschool/Kids' SAFARI if your child develops a communicable disease. Information about confirmed contagious diseases will be posted at the site the same day we are notified to inform parent/guardians of possible exposure.

Medications

By law we are not permitted to give any medication, including over the counter medication, without a doctor's order. Preschool/Kids' SAFARI staff can administer medication only if all the following conditions are met:

1. A medical permission form is signed by the **parent/guardian and doctor** and on file with Kids' SAFARI. Forms are available upon request and may be faxed to the site when completed.
2. Medication is brought in the original container clearly marked with your child's first and last name, directions and dosage.
3. Staff are informed of possible side effects.

We are not permitted to give expired medication. Any unused medication will be returned to the parent/guardian or destroyed. It is the parent/guardian's responsibility to transfer medication

between the regular site and Non-School Day sites. Kids' SAFARI programs are not responsible for transporting student's medication.

Allergies

Upon registration, a parent/guardian must complete the allergy information form, which includes a description of the allergy, avoidance techniques, description of reaction and how to respond to the allergic reaction.

Injuries

Kids' SAFARI makes every effort to maintain a safe environment. Staff are trained in First Aid and CPR. If your child becomes injured at Kids' SAFARI the staff member's first duty is to provide first aid, second is to notify parents/guardians. Emergency information must be completed online when registering for any Kids' SAFARI program. Please keep this information current.

Accident Reports

If a student has a minor injury that requires first aid you will be notified when you pick up your child. If a student receives a serious injury, which may require medical attention, the staff will call the parent/guardian to arrange an immediate pick up.

If a student is involved in an **emergency situation** the staff will call 911 and a parent/guardian or an alternate listed on the child's account will be contacted as soon as possible. The emergency response personnel will evaluate needs and/or treatment, which may include transport to a medical facility per their agency protocols. The parent/guardian will be responsible for all charges for medical care.



Child Abuse or Neglect

School district employees are mandated reporters and are required by law to report any suspected cases of child abuse or neglect.