



Completely KIDS

Program Handbook

2022-2023

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Welcome to Completely KIDS!

The Completely KIDS Program Handbook was designed to help parents/ guardians and students understand the policies used at Completely KIDS. Exceptions to these policies may be made by the CEO and the Board President. **If you have any questions, please see your Program Coordinator.**

Completely KIDS educates and empowers kids and families to create a safe, healthy, successful and connected community. Our neighborhood-based programs reach children in preschool through middle school and their families, through school and homeless shelter partnerships. The hours of operations at your school are Monday through Friday from 4:05-6:00 (elementary) or 3:05-5:30 (middle) when school is in session. During the summer, the hours vary. General Completely KIDS office hours are 8:00-4:30 Monday through Friday. You can always contact someone at the office (402-397-5809) during those hours.

For childcare regulations, questions regarding childcare licensing, or to file a complaint please call the Department of Health and Human Services-Division of Public Health, Licensure Unit, Children's Services Licensing at 1-800-600-1289 or (402) 471-1802

Goals and Objectives

The goals of the Completely KIDS programs are:

- To ensure youth succeed academically eventually resulting in high school graduation and job readiness
- To ensure youth succeed socially through skill development
- To reduce family stress through supportive family programming
- To strengthen communities through relationships and parent engagement

Completely KIDS provides a safe environment for your child to learn and grow. We work hard to ensure that your child has the opportunity to have new experiences, develop more supportive relationships, and develop the skills that they need to be successful.

Registration

All children who attend the Completely KIDS program must be re-registered every Fall and Summer. Completely KIDS has limited spots available each year and does not guarantee any child re-enrollment in our programs. However, Completely KIDS families are given the first opportunities to enroll before new registrations are accepted.

Fall Registration: March-August

Completely KIDS participants and their siblings will be able to register before new applications are accepted. Once the maximum number of students are registered any additional applications will be put on a waiting list and contacted when space is available. If returning participants miss the early registration, they may be put on the waiting list if space is no longer available. **Remember, Title XX subsidy/scholarship applications must be completed by all families in OPS Elementary Schools.**

Summer Registration: February-May

Information Updates:

All personal information should be updated as needed if there are changes in address, phone number or other changes in order to maintain updated emergency contact information. In case of emergency, parents/guardians will be notified by phone whenever possible.

No School/Holiday Break/Program Cancellation/Weather

No School/Holiday Breaks:

When OPS schedules days off, Completely KIDS does not have program except if your child is registered in the CK26 agency program or if the program is having a special non-school day session (which you will know of in advance). To register for CK 26 programming, contact CK 26 Program Coordinator at 402-397-5809.

School Closure Due to Disease

If OPS closes schools due to public health reasons, Completely KIDS will not operate programs in-person. All programming will be moved to online as soon as possible. If this happens, you will be contacted with information about how your child can participate in virtual (online) programming.

School Conferences:

Completely KIDS may cancel program during school conferences due to school space availability. If Completely KIDS does cancel during conferences, you will be notified at least a week in advance. On those days, Completely KIDS participants will need to be picked up when school gets out – the **school office will not** hold Completely KIDS participants in the office until a parent/guardian can arrive. **It is your responsibility to read information related to closings located on the sign out table or in communication that go home with Completely KIDS participants.**

Weather:

When OPS cancels school or dismisses early because of weather conditions Completely KIDS does not have program. If possible, Completely KIDS will have a few staff members at the school to wait with the children until parents/guardians arrive. It is important that you arrive as soon as possible so that everyone (children and staff) can get home safely.

In case of an active tornado warning at time of program dismissal, children who walk home will not be permitted to walk and must be picked up from program. Children will not be released until a parent/guardian picks them up and signs the child out of program. Completely KIDS will take the necessary shelter until the warning is over.

Student Conduct

Completely KIDS follows the consequences outlined in the School's Student Handbook under the sections for Behavioral Guidelines and Discipline. Additional conduct expectations include:

- Participants are expected to check-in and out daily
- Participants are expected to follow school dress code policy.
- Participants are expected to leave outside food at home or in their backpacks (including candy, gum, pop, and other food).
- Participants are expected to follow staff direction and program rules at all times.
- Participants are encouraged to leave valuable items at home (money, cell phones, music devices, or other valuable/distracting devices). If personal items are lost, stolen, or broken, Completely KIDS is not liable.

- All participants are expected to be potty trained.
- Stealing of any kind is not tolerated.
- Bullying, racism, or physical violence of any kind is not tolerated.
- Weapons, alcohol, drugs or drug paraphernalia of any kind is not tolerated

If a child demonstrates bullying, racism, physical violence or stealing, Completely KIDS staff will discuss the behavior with the child and parent/guardian as soon as possible. Completely KIDS will use the experience as a teaching opportunity and will use a variety of consequences up to and including suspension or expulsion from the program. The child may also be referred to a Completely KIDS Child and Family Specialist, Case Worker, or community partner for services. Parents/guardians do not have to accept these services, however, if behaviors do not improve, the child may be removed from the program.

Participants can also earn special privileges and field trips for good behavior. If a participant is not following directions, is disrespectful to others, does not listen, or shows other examples of poor behavior, the child may not be able to participate in certain activities. The parent or guardian may be contacted to discuss the poor behavior. If the poor behavior continues to happen, the participant may be suspended or expelled from the program.

Attendance Policy

Program Expectations:

Your child is expected to be at program Monday through Friday from the time program starts until it ends. If other arrangements need to be made, please talk to your Program Coordinator. Completely KIDS programming helps your child most when he/she participates regularly in all activities. We are **not** a drop-in center. Completely KIDS requires all youth to attend a minimum of 60% of programming each month (at least three out of five days each week). If your child does not attend regularly, he/she may lose their spot at Completely KIDS so that another child can come to the program.

If your child will be absent, please contact the Program Coordinator. If your child is expected at program but does not check in within a reasonable time, you will be contacted by Completely KIDS staff.

Children Who Walk Home:

Children whose parents/guardians allow them to walk home may leave program a few minutes early so that they can walk home in daylight. This time may vary with the seasons. If your child needs to walk home earlier than the designated walking time, the **you must notify** the Program Coordinator or **the child will not** be allowed to leave early.

Confidentiality

All information about your child and family will remain confidential. Personal information (birthdate, address, etc.) from the registration forms will be entered into a database system that requires passwords to have access. Your personal information will not be shared without your consent.

Student Illness

Fever:

If a child has a fever, parents will be called and are expected to pick up the child immediately.

Communicable Diseases Policy:

Communicable diseases such as ringworm, pinkeye, lice, etc., are a potential health hazard for staff and other children at program. If your child or anyone in your family has any symptoms of COVID-19, they should not attend Completely KIDS. You will need to pick them up immediately and they cannot return until they are symptom free.

- School-based sites – your child will be referred to the school nurse for treatment. All school policies will be followed and you will be contacted as soon as possible to pick them up.
- CK 26 - you will be called to pick up your child from program. Your child can return to program after they have received treatment or are symptom free. A Completely KIDS Case Manager may contact you regarding resources and referrals if needed.

Medication:

It is the responsibility of the parent/guardian to notify the Program Coordinator of any specific medical needs of their child. It will also be the responsibility of the parent/guardian to provide the medication for the child. Your child will be responsible for administering the medication at program. The Program Coordinator can remind the child to take the medication but has no responsibility in administering medication. **Lifesaving medication such as insulin, asthma inhaler, or epi-pens can be administered by the Program Coordinator or designated staff in an emergency situation only if the parent/guardian has authorized the staff to do so, trained the staff on how to administer the medication, and provided the medication for the child.**

Bathrooming:

All students are expected to be potty trained. If a student has an accident, we will take the student to the bathroom and verbally guide the student in washing and changing into clean clothes (if available). Repeated accidents may result in the student being dismissed from program.

First Aid:

Completely KIDS will administer First Aid to a child if injured during the Completely KIDS program. For minor cuts or wounds, Completely KIDS staff will NOT utilize ointments or medications. If the child's injury is more severe, Completely KIDS staff will first attempt to contact you. If you cannot be reached, Completely KIDS staff will call the Emergency 9-1-1 if it is medically necessary.

Programming & Evaluation**Programming**

Completely KIDS believes in the importance of giving youth as much choice as possible to keep them engaged and excited about learning. However, some programming requires special parental permission for a child to participate (such as programming that addresses human growth and development or mental health needs). If at any time your child asks a Completely KIDS staff member a question, the staff member will provide factual, medically accurate information but will not discuss or impose values or give out personal information. Your child will also be encouraged to follow up with you to learn more.

Evaluation

Completely KIDS wants to make sure that we are providing the best programs possible and that your kids are learning new things. We measure success in several ways including surveying your children 3rd grade and older. Surveys may be given at the beginning of the school year and again

at the end to measure growth. If you do not want your child to participate, it is your responsibility to notify the Program Coordinator. Completely KIDS also measures our success using the tools below:

- All families will receive a parent survey to provide feedback on the program and impact the program had on their children. Although you can opt out, it is very important that these are returned.
- All teachers will be asked to give feedback on the performance of Completely KIDS youth in their classroom.
- All parents will be asked to sign consent forms so that Completely KIDS can receive each child's grades, test scores, and attendance.

Title XX & Fees

In order to participate in Completely KIDS programming, parents must agree to work with Completely KIDS staff to access Title XX childcare subsidies and/or fill out necessary paperwork. Youth will not be allowed to attend program until the entire registration process (including Title XX) is complete.

Late Pick-up Policy

If a child is not picked up on time from program:

- 1. First a verbal warning will be given to the parents.**
- 2. After the warning, each time the parent is late, the parent will be charged \$10 for every 15 minutes the parent is late picking up the child. The child will not be allowed back to the Completely KIDS program until the late fee is paid. Payment will be expected when the parent picks up the child.**
- 3. If a Completely KIDS Staff member is unable to contact a parent or emergency contact person for a reasonable amount of time (such as 30-45 minutes) the Police will be called.**

Field Trips

Throughout the year we will schedule field trips to enhance our program/curriculum. Permission slips and field trip information will be sent home prior to each trip and must be completed and returned to allow your child to participate.

- Field trips are a privilege of participating in the Completely KIDS program. No one is guaranteed to attend any field trip event.
- ALL children must have a written permission slip signed by their parent or guardian to participate in a field trip. If a permission slip is lost, a signed note by the parent will be accepted.
- If your child cannot attend the field trip, the Program Coordinator may offer activities at the school if there are multiple children not attending. If it is an all-program field trip, your child must be picked up if he or she is unable to attend. There will be no Completely KIDS program at the school or site when an all program field trip occurs.

Safety Policy

Picking Up A Child from Program

Parents and guardians are expected to sign their child out daily. Only authorized individuals are allowed to pick up your child. If there is an emergency where a non-listed individual must pick up your child, you will need to call the office to authorize release and individuals must be prepared to show valid identification before they are allowed to remove the child from the premises.

Parents/guardians Appearing Under the Influence of Alcohol or Drugs:

If a parent or authorized individual comes to pick up a child and the Program Coordinator is concerned about the well-being of the youth, the Program Coordinator will ask for the name of someone else that can pick up the child. If the individual does not give another name, the Program Coordinator will contact law enforcement and will discourage the individual from taking the child. The Principal and Program Manager will be notified immediately. Completely KIDS staff may also offer additional services.

Suspected Child Abuse and Neglect:

All Completely KIDS staff have the responsibility to report suspected child abuse and neglect. It is not Completely KIDS' responsibility to determine whether or not abuse or neglect is occurring. By law, Completely KIDS staff must report their suspicions.

Youth Alcohol or Drug Possession:

If a youth comes to the program appearing to be under the influence of alcohol or drugs, the Program Coordinator will contact the parent, the Principal, and the Police. Completely KIDS will work with the parent to find treatment for the youth before the youth returns to the program.

Youth Weapon Possession:

If a youth brings a weapon to program, the Program Coordinator will contact the parent, the Principal and the Police immediately and the youth may be removed from program. Completely KIDS may also offer services to assist the child and family.

Inclusion Policy

Completely KIDS is committed to providing an inclusive environment where all are treated with courtesy, respect and dignity. Completely KIDS expressly prohibits any form of unlawful discrimination or harassment based on race, color, religion, sex, gender, gender identity or expression, ethnic or national origin, age, sexual orientation, disability, genetic information, or status in any other group protected by national, federal, state or local law.

Should your child need accommodations based on a hidden or visible disability, please contact the Program Coordinator at your site. Completely KIDS will do it's best to accommodate students of all needs within the confines of staff training and ability.

Parent/guardian and Family Engagement

Completely KIDS recognizes that the family is the most important part of your child's success. Throughout the year, Completely KIDS will communicate with you through notes, telephone calls, texts/DoJo, social media, newsletters, fliers, and Family Nights. In addition, we encourage you to contact the Program Coordinator if you have any questions or concerns at any time.

Family Participation:

Throughout the school year, there will be Family Nights plus special activities and celebrations. Completely KIDS strongly encourages families to attend these functions

Parent/Guardian Engagement:

Completely KIDS believes that family involvement in education is essential to each child's success. Therefore, all parents are encouraged to volunteer/participate in programming during the year. A minimum of 5 volunteer opportunities will be provided at each program. Examples of how to volunteer may include helping on field trips, serving food at Family Nights or coming to program to teach the children something special. Another way to be involved is to attend parent classes at the Completely KIDS agency building. Parent classes are available during the day, in the evening, and on Saturday mornings. Please ask your Program Coordinator for more information on scheduling and types of classes.

Parent/Guardian Misconduct:

Threatening, using inappropriate language, or other behaviors deemed in any way to be unsafe towards Completely KIDS staff or children may result in the immediate dismissal of your children from all Completely KIDS programs they attend.

Grievance Process:

If you are upset about something that happens at Completely KIDS, here is what you do:

1. Talk to the Program Coordinator. If you are not happy with the Program Coordinator's decision or response, go to Step 2.
2. Call, email, or set up an appointment to speak with the Program Manager/Director about the issue. Program Managers/Directors can be reached at the Completely KIDS main office located on 2655 St. Mary's Ave., Omaha, Nebraska 68105, or (402) 397-5809. If you are not satisfied with the results go to Step 3.
3. File a written grievance or complaint with the Chief Program Officer. If you are not satisfied with the results, go to Step 4.
4. Request in writing that the Chief Program Officer give your written grievance (or complaint) to the Chief Executive Officer (CEO). Include the reasons you are unhappy with the prior decision(s). The CEO will make a final decision on how the situation will be handled. You will receive a letter in the mail within two weeks of the CEO receiving the complaint.