



PROGRAM HANDBOOK

WELCOME TO METRO KIDS!

2024-2025



Metro Kids Program

2820 Center Street
Des Moines, IA 50321
Phone: (515) 242-7951
Website: www.dmschools.org

Enrollment in the Metro Kids Program constitutes an understanding that you will abide by the program policies.

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.

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

Educational Equity Statement

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 Carol-Wynn Green, 2100 Fleur Drive, Des Moines, IA 50321; phone: 515-242-7732 email: carol.wynngreen@dmschools.org

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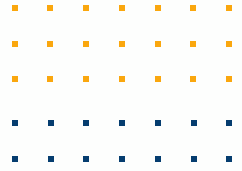
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Welcome!



Introduction

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 pre-school and 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 pre-school and school-age children 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.

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 not following Metro Kids guidelines and expectations 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
- 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.

Mission & Goals

Mission

Des Moines Public Schools - "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 - "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 & Objectives

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 regional 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 needs of children by providing a variety of age-appropriate activities.
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 HHS 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.

Enrollment

1 General Information

- A non-refundable registration fee is due seasonally 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 regional-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 Custom Calendar 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.
- Regional-day service is available on a first-come, first-served basis to families who need service on non-school days. Registration for currently active families will be accessible through your School Care Works online account.

2 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 of the last day of attendance by the child.
- 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.
- A drop fee of \$10 will be applied to your account upon discontinuation of service.
- Children dropped from Metro Kids are re-enrolled on a space available, first-come, first-served basis. The seasonal registration fee is paid only once per child each school year and each summer.

Enrollment

3 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 “Custom Calendar” 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.

4 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

1 Communication

- 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.
- A family member, guardian or family designee is expected to sign their child in and out each day.
- 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.
- Refer to page 19 for contact information for your Metro Kids site.

2 Family Involvement

- Conference times can always be arranged for you. Conferences are also offered twice per year in conjunction with school conferences. The Metro Kids Program Managers are willing to attend if either party requests it.
- Metro Kids sites host family events throughout the year and families are highly encouraged to attend.
- If you have comments and/or suggestions, please feel free to contact your site Enrichment Leader.

3 Fieldtrips

- 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.

4 Absences

- Families are responsible for paying for time RESERVED, not time used. Fees are not prorated for absences.
- In the event of reoccurring absence/appointment(s) the school and Metro Kids must be notified in writing about the dates and times the child will be absent.

Program Information

5 Personal Belongings

- Families of Metro Kids children need to provide weather-appropriate clothing for the season.
- 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.

6 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.
- If a staff member observes conduct by an individual wishing to pick up a child that reasonably leads the staff member to believe the individual is impaired, the staff member may take action to address these concerns. If necessary, an authorized individual on the pick-up permission slip will be contacted. If the parent/guardian decides to take the child, the proper authorities will be contacted.
- 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

1 General Info

- 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 5:30pm.
- Families are asked to notify their child's Metro Kids site any time the child is absent.

2 Regional Days

- Metro Kids offers regional 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. Regional Day registration will be available on the School Care works site. Families need to register for regional-day service as soon as possible in order to avoid missing the deadline and having to be placed on a waiting list. (See page 21 for the 2024/25 Regional Day Calendar)
- Pre-school children aged 3 and up, as well as school-age children are eligible to participate in the Metro Kids regional-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 regional-day program if needed. Regional-day programming will be available at select locations, on a first-come first-serve basis.

3 Hours of Operation

- Metro Kids is open from the end of the school day until 5:30 PM (on regular school days). On days of Regional Care, the program is open from 7:30am-5:30pm. Families must sign their children into the Metro Kids regional-day program every day. 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.
- Children attending the after-school program are responsible for reporting directly to their assigned area as soon as school is dismissed.

Attendance Policy

4 Late Departure

- 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 6:30 PM may be placed in the custody of the Des Moines Police Child Protection Unit.

5 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.
- 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.

Health & Safety

1 Accidents

- For the safety of the children, all of the staff is trained in First Aid and CPR. Incidents involving a child, including minor injuries, minor changes in health status, or behavioral concerns, shall be reported to the guardian on the day of the incident. Incidents resulting in an injury to a child shall be reported to the guardian on the day of the incident. Incidents resulting in a serious injury to a child or significant change in health status shall be verbally reported to the parents, guardian, and legal custodians immediately as well as 911 if necessary. The parents, guardians, and legal custodians of any child included in incidents involving inappropriate, sexually acting-out behavior shall be notified immediately after the incident. (HHS regulation) For serious injuries there will be an accident report filled out and sent to HHS.

2 Biting Policy

- In situations where biting occurs, the following first aid procedure will be followed:
 - For a surface bite, ice will be applied to reduce any swelling or bruising.
 - For a bite that breaks through the skin, the area will first be cleaned with soap and water. Bite mark will be bandaged, and the child will be monitored for any changes. Should changes occur, the guardian will be contacted immediately.
- Disruptive/unsafe behavior or biting, which does not respond to intervention, will require the Enrichment Leader to contact the guardian. The guardian and Leader will then meet to develop an individual plan to meet the needs of the child and the center.
- If you have questions or concerns regarding the biting policy, please call the Metro Kids office at 242-7951.

3 Emergency Drills

- Fire, disaster, 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.

Health & Safety

4 Illness

- If your child becomes ill while attending the program, you will be called to pick up your child within one HOUR from the initial phone call. If your child is unable to attend school due to an illness, they are also unable to attend the program. Please follow school guidelines for your child's return to school and the program. Metro Kids will adhere to the regulations set by the District, in conjunction with the Department of Health and Human Services, CDC, and Department of Public Health.
- **STUDENTS WITH THE FOLLOWING SYMPTOMS WILL BE SENT HOME**
 - Temperature of 100 or above (oral) or equivalent (normal temperature for 24 hours before returning to school)
 - Vomiting (free from vomiting for 24 hours before returning to school)
 - Diarrhea (free from diarrhea for 24 hours before returning to school)
 - Unexplained abdominal pain
 - Severe cold and/or cough
 - Unexplained skin eruptions or rash
 - Swelling, redness, tenderness, discharge of eyes (requires a doctor's diagnosis and treatment, if needed, or until symptoms are gone)
 - Communicable disease (requires a doctor's diagnosis and treatment, if needed, or until symptoms are gone)
 - Any health condition that in the nurse's judgment is of concern for the child's or other's health

5 Medications

- We will only administer prescription medication that is stored in the original container with physician's instructions. Metro Kids does not have access to the nurse's office so the program would need its own labeled bottle. The label also must have the child's name on it, dispensing instructions and prescription number. Guardians must sign and date a medication permission slip for all medications given to your child while they are in the program. It is the responsibility of the parent/guardian to replace medication prior to the expiration date. Over the counter medication also requires written documentation from the doctor. An assigned staff member will administer the medication.
- Staff will document on the Sunscreen Application form the time frames and dates that sunscreen was applied. It is the guardian's responsibility to ensure medication is refilled and onsite.
- All Enrichment Leaders and Assistant Enrichment Leaders are trained in Medication Administration.

Health & Safety

6 Snacks

- 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.
- If a child has a food allergy, please give the Enrichment Leader 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.
- 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.

7 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. (Please see page 19)
- 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.
- Emergency Drills: Drills for fire, tornadoes, and disasters are practiced monthly. An emergency plan is posted in each room for evacuation procedures. In the event of a bomb threat, power failure, chemical spills, or other disasters, the program will be evacuated, and parents will be asked to pick up their child/children at the area designated for emergencies.

Fees & Payment Policy

1 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 bi-weekly, or weekly if chosen to do so. If you are set up for autopay this process will run every Tuesday at 6:00 PM for the current week fees. (Refer to page 20 for 2024/25 Fee Calendar)
- **2024-2025 Fees (these fees do not apply to Cowles Montessori - see website)**
 - \$40- Seasonal Registration Fee (paid once per school year/once per summer)
 - \$85- Weekly Fee
 - \$24- per day for Custom Calendar
 - \$40 - Regional Day Care Fee
 - \$160 - Summer Weekly Fee
- **A 10-business day notice is required for any cancellation.** If you do not provide a 10-business 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.

2 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 are located on the DMPS website).
- Families receiving full-time financial assistance must 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 assistance are encouraged to reach out to the Enrichment Leader on-site, at their child's school, for assistance.

Fees & Payment Policy

3 Payment Information

- Staff and on-site school personnel will not accept Metro Kids payments at any time.
- It is not Metro Kids practice to prorate fees. 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.
- 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.
- When a child's participation has been stopped due to 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 family 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.
 - When an account is split, and one party becomes delinquent, the account will be treated as a whole, and neither party will be able to continue care until the balance is paid in full.
- 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.
- 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.

4 IRS Statements

- The Metro Kids Federal Identification number is 42-6001433.



Fees & Payment Policy

5 Payment Procedures

- Each family will be billed weekly for their child's Metro Kids service. Payment for Metro Kids is due online, in app, 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, IA 50321**

- Payments sent through the mail should be check or money order. Cash payments will only be accepted in the Business Office. 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 Business Office. Metro Kids cannot be responsible for cash payments left in the drop box.
- 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 payments (check & electronic payment). 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 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.

6 Outstanding Balance Process

- If payment is not received by the Tuesday following the payment due date, your child will not be able to attend on Wednesday and will not be re-admitted into the program until the account is paid in full. Please see the Fee Calendar on page 20 for payment due dates.

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 individual who has questions about the District's Title IX policy and procedures or wishes to make a report of sex discrimination including sexual harassment may contact the district's designated **Title IX Coordinator: Carol J. Wynn-Green, Equity & Inclusion Program Manager, 2100 Fleur Drive, Des Moines, Iowa 50321; Telephone (515) 242-7732; Email carol.wynngreen@dmschools.org**.

A report can be made online using the electronic complaint form located on the district's website: https://dmschools.co1.qualtrics.com/jfe/form/SV_eep1uoYxeoxJlpc

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 termination. 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.

Discipline Policy

1 General Information

- Our goal is to provide support and guidance to help your child deal with conflicts and changes, to help your child accept responsibility for his/her actions, and to help your child develop self-control and discipline.

2 Suspensions

- **One-Day Suspension** and a conversation with parent/guardian.
- **Three-Day Suspension** and a Parent/Guardian Conference will be set up to discuss the student's behavior.
- **Five-Day Suspension**
- **Up to 30 Day Suspension** and Parent/Guardian 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. Return will be based on school-day behavior.
- ***The result of each incident will be up to the discretion of the After School Program Managers, in conjunction with the site Enrichment Leaders.***

3 Termination of 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 After School Program Manager about the need to terminate the child's enrollment in the Metro Kids program for the remainder of the current school year.
- 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 5:30 PM closing time.

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. 14th 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.

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.

Grievance Procedures

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 formal 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 After School Program Manager, with the objective of resolving the matter informally. The After School Program Manager shall respond orally within seven (7) calendar days.

If the grievance remains unsettled, the family member or guardian may present the grievance to the Director of District Activities and Community Education 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 Director shall meet with the family member or guardian. This Director shall respond in writing within fourteen (14) calendar days of the filing.

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.

Metro Kids Directory

District Offices

Billing & Program Registration

Contact: Karissa Chavarria
Phone: (515) 242-7979
Email: dmpsmk@dmschools.org

Employment

Contact: Tara Ray-Smith
Phone: (515) 242-7951
Email: dmpsmk@dmschools.org

Program Questions/Concerns

Contact: Kelsi Stanley & Linda Phillips
Phone: (515) 242-7951
Email: kelsi.stanley@dmschools.org and/or
linda.phillips@dmschools.org

Metro Kids Program Locations

Brubaker

Ages K-6th
License: 120 kids
Ratio 1:15
(515) 661-8640

Capitol View + Willard Bus

Ages PreK-5th
License: 100 kids
Ratio 1:12
(515) 554-1324

Cattell

Ages K-5th
License: 120 kids
Ratio 1:15
(515) 867-4329

Cowles

Ages PreK-8th
License: 176 kids
Ratio 1:10
(515) 867-8850

Greenwood

Ages PreK-5th
License: 120 kids
Ratio 1:12
(515) 447-8293

Hanawalt

Ages K-5th
License: 120 kids
Ratio 1:15
(515) 783-9304

Howe

Ages K-5th
License: 150 kids
Ratio 1:15
(515) 865-7713

Hubbell

Ages K-5th
License: 150 kids
Ratio 1:15
(515) 783-0086

Jackson

Ages PreK-5th
License: 150 kids
Ratio 1:12
(515) 619-2404

Jefferson

Ages PreK-5th
License: 110 kids
Ratio 1:12
(515) 447-1131

Lovejoy

Ages K-5th
License: 150 kids
Ratio 1:15
(515) 339-9105

McKinley

Ages PreK-5th
License: 120 kids
Ratio 1:12
(515) 867-3015

Morris

+ Wright Bus
Ages K-5th
License: 125 kids
Ratio 1:15
(515) 306-1177

Park Ave.

Ages K-5th
License: 100 kids
Ratio 1:15
(515) 783-9712

Perkins

Ages K-5th
License: 130 kids
Ratio 1:15
(515) 783-9245

River Woods

Ages K-5th
License: 150 kids
Ratio 1:15
(515) 554-0960

Samuelson

+ Monroe Bus
Ages K-5th
License: 150 kids
Ratio 1:15
(515) 447-8772

South Union

Ages K-5th
License: 120 kids
Ratio 1:15
(515) 318-1250

Stowe

+ Garton Bus
Ages PreK-5th
License: 120 kids
Ratio 1:12
(515) 447-1122

Walnut St.

Ages PreK-5th
License: 150 kids
Ratio 1:12
(515) 556-6384

Windsor

+ Hillis Bus
Ages K-5th
License: 120 kids
Ratio 1:15
(515) 554-6962

2024-2025 Metro Kids Regional Day Calendar

August 2024						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2024						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2024						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2024						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2024						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January 2025						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Aug. 16	Last Day of Summer Metro Kids
Aug. 19 - 23	CLOSED; Staff Training
Aug. 26	First Day of School
Sep. 2	CLOSED; Labor Day
Sep. 20	Regional Day
Oct. 9 - 11	Regional Day
Nov. 4 - 5	Regional Day
Nov. 27 - 29	CLOSED; Thanksgiving Break
Dec. 13	Regional Day
Dec. 23	Regional Day
Dec. 24 - 26	CLOSED; Winter Break
Dec. 27	Regional Day
Dec. 30	Regional Day
Dec. 31 - Jan 1	CLOSED; Winter Break
Jan. 16 - 17	Regional Day
Jan. 20	Regional Day
Feb. 10 - 11	Regional Day
Mar. 13 - 14	CLOSED; Staff Training
Mar. 17 - 21	Regional Day
Mar. 31	CLOSED; EID Al Fitr
Apr. 25	Regional Day
Apr. 28	Regional Day
May 26	CLOSED; Memorial Day
June 5	Last Day of School
June 6	CLOSED; Staff Training
June 9 - 10	CLOSED; Staff Training
June 11	First Day of Summer Metro
June 19	CLOSED; Juneteenth
July 4	CLOSED; Fourth of July

February 2025						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2025						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2025						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2025						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2025						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

No School; Metro Kids CLOSED

No School; Metro Kids OPEN

First/Last Day of School

Registration for each regional day is separate from school year registration.

Summer 2025 start date is tentative and may be subject to change.