



**Imprints
cares**

Nurturing Children. Supporting Parents.
Changing Communities.

2017/2018 PARENT HANDBOOK



Welcome to Imprints Cares, Expanded Learning, Before & After School Service @ Imprints Cares Downtown. Parent Handbook covers—

- **Program Information**
- **Inclement Weather Policy**
- **Financial Agreement**
- **Late Pick Up Policy**
- **Discipline Policy**

Thank you for enrolling your student!

From the Imprints Cares Executive Team,

Betty West, Director | Janelle Gibbs, Administrator | Bart Rodden, Field Supervisor

Program Information

Employees

We employ teachers and staff to manage the program at Imprints Cares Downtown.

Homework

As part of the program, a structured homework time is offered. The staff we employ is available to help with questions, explanations, and redirections. It is however not a tutoring session.

PINs

Parents will be issued PINs to sign their child in or out. PINs will also be assigned to anyone designated as an emergency contact or authorized pick-up. PINs are for security purposes and should be kept private. **To assure correct records, please be aware of the number you are entering into the computer as well as sign in/out commands. Computer usage is for adults only.**





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Program Information Cont'd

Snacks

Imprints Cares provides all students a healthy afternoon snack. Snacks from home are not needed unless dietary restrictions are necessary.

Registration Fee

\$40 nonrefundable registration fee—*required for all levels of service*—Payment is required at time of enrollment.

Full-Time Options*

Imprints Cares provides several options for parents who need full-time care. Morning care begins at 6:30 am and afternoon care runs until 6:00 pm.

Mornings Only | \$90 per mo.

Afternoons Only | \$240 per mo.

Mornings & Afternoons | \$265 per mo

**Student's enrolled in Full-Time Options: No additional charge for Teacher Workdays and Early Release Days*

Drop-In Options

For parents who need occasional care, Imprints Cares offers a drop-in service. Drop-in service is limited to ten (10) days or less per month. Starting with the 11th day, the full-time rate will apply. Parents may use any days throughout the month they choose.

Mornings Only | \$8/day per student

Afternoons Only | \$14/day per student

Mornings & Afternoons | \$22/day per student

Teacher Workdays

\$35/day per student

Early Release Days

\$20/day per student





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Program Information Cont'd

Teacher Workdays

Early Release Days

October 30	November 22	October 18	February 28
January 22	February 19	February 7	March 21
March 29		April 25	

Method of Payments

- **Online:** Payments may be made online through our PCI compliant online process. Each invoice will include an embedded link that you will click to make your payment. **There is NOT a dedicated link on the website for payment.** (Please do not save, bookmark, or use old links as this may result in inappropriate application of payments.) Please request updated links from Janelle at jgibbs@ImprintsCares.org.
- **EFT:** During the registration process, **you may click the box for recurring payments** to be drafted the last day of the month for the upcoming month of care.
- **Phone:** You may call the office to make a secured payment by phone. 336-722-6296 x223
- **Mail:** You may mail your payment to Imprints Cares, 502 N Broad St, Winston-Salem, NC, 27101. **Please make sure your payment reaches the office by the due date to avoid late fees.**
- **In Person:** You may bring your payment to the office at the above address.

Inclement Weather Policy

Snow days

When school is closed for students due to inclement weather, Imprints Cares will be closed.

- Tune in to WXII Channel 12 for the latest school weather updates
- If school is **delayed**, Imprints Cares will open at 7:30 am
- When school is **dismissed early**, Imprints Cares will begin immediately
- *Parents will be contacted if weather conditions continue to worsen*



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Financial Agreement

By enrolling my student in Imprints Cares, I understand and agree to the following:

Payments

- \$40 nonrefundable registration fee due at time of enrollment for all levels of services
- For **Full-Time** service, all payments are **due the last day of the month** for the upcoming month of Imprints Cares
 - ✓ Full-Time accounts set for recurring payments, the auto-draft will draft on the last day of the month
- For **Drop-In** service, all payments are due by the 12th of the month
 - ✓ Drop-In accounts set for recurring payments, the auto-draft will draft on the 12th of the month
 - ✓ Starting with the 11th drop-in day, the full-time rate will apply

**Failure to make scheduled payments will result
in the dismissal of my student from Imprints Cares**

Re-entry Fee

If your child is dismissed from the program due to failure to make payment, a re-entry fee of \$25 will be charged for re-entry to the program.

Insufficient Funds Policy

Should my check be returned for insufficient funds, I expressly authorize my account to be bank drafted for the amount of the check plus any applicable fee. The use of a check is my acknowledgement and acceptance of this policy and its terms and conditions.

Withdrawal Policy

I will notify Janelle Gibbs, jgibbs@ImprintsCares.org, two weeks prior to withdrawing my student from Imprints Cares.

No credit or transfers are given for absences, snow days or early withdrawal





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Late Pick-up Policy

I understand my student must be picked up by 6:00 pm or I will be charged a late pick-up fee. My student may be dismissed from Imprints Cares after the 3rd occurrence. Charges will be billed and due upon receipt of invoice. Non-payment of fees will result in dismissal from the program. A re-entry fee may apply.

Late Pick-up Fees: 6:05 pm-6:15 pm = **\$10** After 6:15 pm = **\$20** After 6:30pm = **\$50**

Discipline Policy

Students

Imprints Cares is committed to providing a nurturing, relaxing and safe environment for students, we make every effort to help students complete their homework, understand areas where they might need extra help, and enjoy new and fun experiences.

The safety of your student is important to Imprints Cares. In order to provide a safe and enjoyable experience for all students, positive behavior is expected from everyone. Students are expected to follow directions of the adult in charge and to follow Imprints Cares rules. Students are expected to remain in the appropriate area with the group to which they are assigned.

Imprints Cares provides enriching activities that include all games, materials, and supplies needed. Items brought from home are strongly discouraged as we cannot be responsible if they are damaged or misplaced.

First Discipline Notice

After two (2) verbal warnings to the students (parents will be notified of verbal warnings), parents will receive written notification that their student has been disruptive, with the indication that a long-term change in behavior is expected from the student.





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Discipline Policy Cont'd

Second Discipline Notice

If no long-term behavior changes are exhibited by the student after the first notice, a second notice will be sent. The student will also be suspended from Imprints Cares for three days after the second notice.

Third Discipline Notice

If the student's behavior does not improve, a third notice will be sent. The student will also be suspended from Imprints Cares for five days after the notice.

Fourth Discipline Notice

If the student's behavior does not improve, a fourth discipline notice will be sent home, and the student will be permanently removed from Imprints Cares.

**Please note: NO refunds are given for a student on suspension
or a student permanently removed from Imprints Cares**

Severe Clause

In the event of severe misconduct, a student may be expelled from Imprints Cares without a prior discipline notice—including, but not limited to:

- Fighting
- Excessive bullying
- Inappropriate conduct
- Disrespect to adults

The length of the suspension will be based on the severity of the incident and at the Imprints Cares Director's discretion. If you have any questions about Imprints Cares Discipline Policy, please contact us directly.





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Discipline Policy Cont'd

Parents

Parents and/or guardians are expected to treat Imprints Cares staff and all students with courtesy and respect. Parents are not permitted to approach or discipline Imprints Cares students.

Custody Orders

To enforce non-authorized pick-up, current custody papers must be on file at Imprints Cares offices. **NO EXCEPTIONS.**

