

Welcome to Imprints Cares, Expanded Learning, Before & After School Service (**Imprints Cares**) @ Downtown on Broad (IC 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 IC 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.**

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 due 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.

****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 10 days or less per month. Parents may use any days throughout the month they choose. Full-time rates will apply should more days be used.

Full-Time Options

Mornings Only | \$90 per mo.
Afternoons Only | \$240 per mo.
Mornings & Afternoons | \$265 per mo.

Early Release Days

September 14
October 5
November 2
February 8
March 1
March 22

Drop-In Options

Limited to 10 days or less per month

Mornings Only | \$8/day per student
Afternoons Only | \$14/day per student
Mornings & Afternoons | \$22/day per student
Teacher Workday | \$35/day per student
Early Release Day | \$20/day per student

Teacher Workdays

November 8
November 23
January 23
February 13
March 31
April 10
April 11

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. Do not save or bookmark links as this may result in inappropriate application of payments. Request updated links from Janelle @ 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 Street, 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 due to inclement weather, Imprints Cares will be closed.

- *Tune into WXII, channel 12, for 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*

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 service
- For **Full-Time** service, all payments are due the last day of the month for the upcoming month of Imprints Cares, with a five-day grace period
- For **Drop-In** service, all payments are due by the 20th of the month, with a five-day grace period

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

Delinquent payment fees

- A \$25 late fee will be charged to the account each month payment is late.
- All school year balances not paid by June 30 will accrue monthly late fees.

Delinquent balances will result in my student's removal from Imprints Cares.

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.

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. **Payment is due at time of pick-up.**

Late Pick-up Fees

6:05 pm – 6:15 pm = \$10

After 6:15 pm = \$20

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 IC Downtown and 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.

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 fighting, excessive bullying, use of profanity or disrespect to adults, a student may be expelled from Imprints Cares **without a prior discipline notice**. The length of the suspension will be based on the severity of the incident and at Imprints Cares Director's discretion. If you have any questions about Imprints Cares discipline policy, please contact us directly.

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 IC Downtown **and** Imprints Cares offices. ***NO EXCEPTIONS***