



IMPRINTS CARES

EXPANDED LEARNING

2022-2023

PARENT HANDBOOK

To nurture children for lifelong success!



Imprints Cares Expanded Learning provides:

- Before and after school programming
- Summer Enrichment Camp

On-Site Locations will include:

Elementary Schools

- Brunson
- Gibson
- Griffith
- Jefferson
- Meadowlark
- Moore
- Morgan
- Old Richmond
- Piney Grove
- Sherwood Forest
- Smith Farm
- Southwest
- Speas
- Union Cross
- Vienna
- Walkertown
- Ward
- Whitaker

Middle Schools

- Meadowlark
- Lewisville
- Lowrance

Our commitment to you: To provide the highest quality expanded learning programming through structured educational enrichment, social and emotional engagement, and always putting safety first. We work for working families and look forward to building a trusting relationship with you and your student (s).



This Parent Handbook includes information regarding:

Program Information

- Employees
- Homework
- Enrichment Activities
- Student Information
- Snacks
- Personal Items
- Cell Phones/Electronics
- Medication
- Injury

Levels of Service

- Full-Time Packages
- Drop-In Packages

Closures

- School Holidays
- Inclement Weather Policy

Financial Agreement

- Registration Fee
- Methods of Payment
- Payments
- Late Fee
- Re-Entry Fee
- Returned Payment Fee
- Withdrawal Policy
- Refund Policy
- Check-In and Pick-Up Policy
- PINS
- Late Pick-up Policy
- Discounts

Custody Orders

Behavior Expectations & Discipline

- Students
- Parents
- Discipline Policy
- Severe Clause

Thank you for trusting Imprints Cares to care for your students.



PROGRAM INFORMATION

Employees

We employ highly qualified staff which include teachers, school staff, local college students, and community members.

Homework

Structured homework time is offered daily. Our staff is available to help with questions, explanations, and to keep students on task. It is not a one-on-one tutoring session.

Enrichment Activities

Arts and Crafts | Reading | Expressive Writing | Computer Time | Outside Time / Games | Building Blocks / Legos | Field Trips | Movies | Special Guests

Although daily schedules may vary at each school, a typical afternoon schedule includes:

30 minutes – Second Step SEL (Social Emotional Learning)/Snack

45 minutes+ - homework

45 minutes – outside time

30 minutes – enrichment/STEM activities

All activities will enhance your student's social and emotional development while creating a safe and inviting environment.

Student Information

Most communication to parents and guardians will come through emails. Please make sure that we have your correct email address on file. It is also very important to have up-to-date phone numbers on file in case of an emergency. You can update your student's information through the parent portal, or you can email the changes needed at: expandedlearningsupport@imprintscares.org

Snacks

Imprints Cares provides all students with a healthy afternoon snack. Snacks from home are not needed unless dietary restrictions are necessary. If you have any questions, contact your site supervisor.

Personal Items

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

Cell Phones/Electronics

If your child brings electronics to school, these items must be left in their bookbags when in our care. This includes cell phones, laptops, electronic games, etc.



Medication

If your student needs medication while in our care, please complete a medication authorization form. See your site supervisor for a copy of the form. Medications must be in the prescribed or original container.

Injury

In case of an injury to your student, an injury report will be completed. The parent/guardian will be notified based on the severity of the injury. Otherwise, the form will be given at pick up.

LEVELS OF SERVICE

Imprints Cares understands that families have different needs – which is why we offer different levels of service.

Full-Time Packages

- Morning only
- Afternoon only
- Morning & Afternoon

Morning care begins at 6:30 am and afternoon care runs until 6:00 pm.

Please refer to our website for the current pricing of each level of service.
(www.imprintscares.org/expandel-learning)

Afternoon programs include the following teacher workdays at no additional cost.

- October 31
- November 23
- December 19-21
- January 27
- February 20
- March 31
- April 3-6

Afternoon programs also include the following Early Release days at no additional cost.

- October 5
- February 8
- March 15
- April 26

School will dismiss 2 hours early on the early release days.



Drop-In Packages

- AM Drop-In
- PM Drop-In
- Early Release Drop-In
- Teacher Workday Drop-In

For parents who need occasional care, Imprints Cares offers a **prepaid** drop-in service. Drop-in services will be offered through a parent-managed calendar. Parents may use any days throughout the month they choose. Drop-in Services used without **prepayment**, are subject to an additional fee.

For AM and Drop-in students, the following teacher workdays are available at an extra cost.

- October 31
- November 23
- December 19-21
- January 27
- February 20
- March 31
- April 3-6

For AM and Drop-in students, the following Early Release days are available at an extra cost.

- October 5
- February 8
- March 15
- April 26

CLOSURES

Service will not be provided on weekends, school-designated holidays, and inclement weather days.

School Holidays

WS/FC Schools and Imprints Cares will close on the following dates:

- September 5 – Labor Day
- November 11 – Veteran’s Day
- November 24-25 -Thanksgiving
- December 22 – January 3
- January 16 – MLK Holiday
- April 7 - Good Friday
- April 10 – Easter Monday
- May 29 – Memorial Day



Inclement Weather Policy

- If school is **CLOSED FOR STUDENTS**, Imprints Cares will be closed.
- If school is **DELAYED**, Imprints Cares will open at 8:30 AM
- If school is **DISMISSED EARLY**, Imprints Cares will begin service immediately following dismissal.

Please watch WXII for school closures and delays.

**Parents will be contacted if weather conditions become a safety concern for our students and/or staff.
We cannot release students during a tornado warning.**

No credits, refunds, or transfers are given for days missed due to inclement weather.

FINANCIAL AGREEMENT

By enrolling your student in Imprints Cares, you agree to the following:

Registration Fee

\$40 annual non-refundable registration fee – *required for all levels of service* – with payment required at time of enrollment.

Methods of Payment

The preferred method of payment is an ACH transfer set up under Auto-Pay.

- **Auto-Pay:** You can set up Auto-Pay through your parent portal. Payment will be drafted automatically each month.
- **Online:** One-time payments can be made through the parent portal. You can access your parent portal through our website.
- **Phone:** You may call the office to make a secured payment by phone: 336-722-6296 x 217 or 223

Payments

- **Full-Time** service payments are **due on the 25th day of the month** for the upcoming month of service.
 - Full-Time accounts set for Auto-Pay will draft on the 25th day of the month.
 - Please note if you have a past due balance the Auto-Pay will pull the full balance.
 - Drop-in services will be charged, and payments are required per service.
 - Auto-Pay is not available for payment of Drop-in charges.



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

Unpaid balances over 90 days, will be subject to collections.

Late Fee

Full-Time - Payments not made by the last day of the month will incur a **\$35** late fee on the 1st day of the upcoming month of care. Your student will not attend the next month until the balance is paid in full.

Drop-In - Unscheduled Drop-ins not paid by the end of the month will incur a **\$35** late fee on the 1st day of the upcoming month of care.

Re-entry Fee

If your student is dismissed from the program due to failure to make payments, a re-entry fee of **\$100** will be charged for re-entry to the program. Payment of outstanding balance and re-entry fee will be required prior to registration.

Returned Payment Fee

A **\$35** returned payment fee will be applied for any payments that are returned from your bank. Your student will not be able to attend until the balance is paid in full.

Withdrawal Policy

You must notify Imprints Cares at **expandedlearningsupport@imprintscares.org** two weeks prior to withdrawing your student from Imprints Cares.

No credits, refunds, or transfers are given for absences or early withdrawal.

Refund Policy

Once payment is made for services, no refunds and/or credits will be given.

Check-In and Pick-Up Policy

For the safety of your students, parents/guardians, are required to sign their children in and out with a staff member every day they attend the program.

Check-in

Parents/guardians are required to walk students into the facility and sign them in.



Sign Out

Parents/guardians are required to sign students out of the program during pick-up. Staff will only release students to individuals 16 or older that are listed on your student's contact form. Contacts will be asked to show proof of identification.

Person Identification Numbers (PINs)

Parents will be issued PINs to sign their students 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. Parent PINS can be located in the parent portal.

Late Pick-up Policy

Students must be picked up **by 6:00 pm each day**. Failure to do so will result in additional fees as described below. More than 3 occurrences of Late Pick-up may result in the dismissal of the student from Imprints Cares.

Late Pick-up Fees

Before 6:15 pm | \$10 6:15-6:29 pm | \$20 6:30pm-6:59 PM | \$50 After 7:00 PM | \$100

Charges will be billed and due upon receipt of the invoice. Non-payment of fees will result in dismissal from the program. A re-entry fee may apply. If your student is not picked up by 6:45 pm and Imprints Cares is unable to reach any authorized adults on your account, the Forsyth County Sheriff's department will be notified.

Discounts

- Sibling Discount – Imprints Cares offers a 10% discount for each subsequent student.
 - WSFCS Employee Discount – Imprints Cares offers a 20% discount per student when service is provided on-site at school locations.
 - Military discount – Imprints Cares offers a 20% discount per student.
 - Discounts only apply to full-time services during the school year.
- **Only one discount applies per family.**

Custody Orders

To enforce any non-authorized pick-up orders, current custody papers must be on file at your student's school and the Imprints Cares office before your student begins service. **NO EXCEPTIONS.**



BEHAVIOR EXPECTATIONS & DISCIPLINE

Students

Imprints Cares is committed to providing a nurturing and safe environment for students. The safety of your student is our highest priority. To provide a safe and enjoyable experience for all students, positive behavior is expected from everyone. Students are expected to follow the directions of the adult in charge and to follow school and Imprints Cares rules. Students are expected to remain in the appropriate area with the group to which they are assigned.

Parents

Parents and/or guardians are expected to treat Imprints Cares staff, all students, and other parents with courtesy and respect.

Discipline Policy

1. 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.
2. If behavior changes are not exhibited by the student after the first notice, the student may be suspended.
3. Imprints Cares has the option to permanently remove any student from the program if disruptive behavior does not improve or at the discretion of the Expanded Learning Director.
4. Any discipline will be handled by the Imprints Cares staff and not the WS/FC School system.

NOTE: Refunds are NOT 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 suspended or 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 Expanded Learning Director's discretion. If you have any questions about Imprints Cares Discipline Policy, please contact us directly.



Please refer to our website for additional information about Imprints Cares and updates on our programs. (www.imprintscares.org/expanded-learning/)