

Welcome to Imprints Cares - Before & After School Program

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Thank you for enrolling your student!



2019/2020 Parent Handbook



PROGRAM INFORMATION

Employees

We employ highly-qualified staff which include teachers and other employees from your student's school and the community.

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.

Enrichment Activities

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

All activities will enhance your student's social and emotional development while creating a safe and inviting environment. **(Preschool students cannot be transported on Imprints Cares buses.)**

Person Identification Numbers (PINs)

Parents will be issued PINs to sign their student 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 ensure 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.

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.

LEVELS OF SERVICE

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

Full-Time Options

Imprints Cares provides care for **mornings only, afternoons only, and morning & afternoon** for parents who need full-time care. Morning care begins at 6:30 am and afternoon care runs until 6:00 pm. **Please see addendum for specific costs.**

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. **Please see addendum for specific costs.**

Special Days

Teacher workday and early release day service will be located at the school. In some cases, Teacher Workdays may be open at limited schools but open to all Imprints Cares students. **Please see addendum for specific dates.**

CLOSURES

Service will not be provided on weekends, school designated holidays and inclement weather days. **Please see addendum for specific dates.**

School Holidays

Please see addendum for specific dates.

Inclement Weather Policy

- If school is **CLOSED FOR STUDENTS**, Imprints Cares will be closed.
- If school is **DELAYED**, Imprints Cares will open at 7:30 am.
- If school is **DISMISSED EARLY**, Imprints Cares will begin service immediately following dismissal. **Parents will be contacted if weather conditions continue to worsen such that care cannot be provided safely for our students and/or staff.**

FINANCIAL AGREEMENT

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

Registration Fee

\$40 nonrefundable registration fee – **required for all levels of service** – with payment required at time of enrollment.

Methods of Payment

The preferred method of payment is credit card.

- **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 automatically each month.
- **Phone:** You may call the office to make a secured payment by phone: 336-722-6296 x223
- **Mail:** Mail 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 and/or dismissal from the program.**
- **In Person:** You may bring your payment to the office at the above address.

FINANCIAL AGREEMENT (continued)

Payments

- **Full-Time** service payments are **due the 25th day of the month** for the upcoming month of service.
 - ✓ Full-Time accounts set for recurring payments – auto-draft will draft on the 25th day of the month.
 - ✓ **Drop-In** service payments are **due the 12th of the month** following the month of service.
 - ✓ Drop-In accounts set for recurring payments – auto-draft will draft on the 12th of the month.
 - ✓ **Payments not made by the 12th of the month will incur a \$35 late fee on the 14th day of the same month.**
 - ✓ Starting with the 11th drop-in day in a single month, the full-time rate will be applied.

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

Late Fee

Payments not made by the end of the month will incur a **\$35** late fee on the 1st day of the upcoming month of care. Your child may not attend until the balance is paid in full.

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.

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.

Returned Payment Fee

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

Withdrawal Policy

If needed, you must notify Janelle Gibbs, Jgibbs@ImprintsCares.org, two weeks prior to withdrawing your student from Imprints Cares.

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

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

After 6:30pm | \$50

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.

BEHAVIOR EXPECTATIONS

Students

Imprints Cares is committed to providing a nurturing, relaxing and safe environment for students. 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 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 and all students with courtesy and respect. Parents are not permitted to approach or discipline Imprints Cares students.

Discipline Policy

- 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.
- If behavior changes are not exhibited by the student after the first notice, the student may be suspended up to 3 days.

- If the student behavior does not improve after subsequent suspensions, Imprints Cares has the option to permanently remove the student from the program.

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 Imprints Cares Director's discretion. If you have any questions about Imprints Cares Discipline Policy, please contact us directly.

CUSTODY ORDERS

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

HANDBOOK ADDENDUM

LEVELS OF SERVICE

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

Full-Time Options

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

Mornings Only | \$90 per month

Afternoons Only* | \$240 per month

Mornings & Afternoons* | \$265 per month

(* Full-Time Afternoons includes Early Release Days and Teacher Workdays)

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 per day

Afternoons Only | \$14 per day

Mornings & Afternoons | \$22 per day

HANDBOOK ADDENDUM

SPECIAL DATES

Teacher workday and early release day service will be located at the school. In some cases, Teacher Workdays may be open at limited schools but open to all Imprints Cares students.

Teacher Workdays | \$35 per day

Early Release Days | \$20 per day

Teacher Workdays

October 28 & 29
November 27
January 23 & 24
March 28
April 13-17*

Early Release Days

October 9
December 11
February 19
March 18

Mini-Camp

Imprints Cares offers a week-long mini-camp during spring break. The camp will be theme based with lots of fun activities and field trips. Hours of the mini-camp will be 7:00am to 6:00pm.

Week Long Mini Camp

Spring Break Camp

April 13-17

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 the following dates:

- September 2 – Labor Day
- November 11 – Veteran’s Day
- November 28-29 – Thanksgiving
- December 24–January 3 – Winter Break
- January 20 – MLK Day
- April 10 – Good Friday
- May 25 – Memorial Day