



2020/2021 Parent Handbook

WELCOME TO

IMPRINTS CARES

Mission Statement: To enrich children's development while supporting their families through the journey of parenthood.

EXPANDED-LEARNING

Imprints Cares Expanded-Learning provides before and after school programming, summer camps, tutoring services and gives support for homework, enrichment, and family support.

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Imprints Cares – Expanded Learning Program

This Parent Handbook includes information regarding:

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Thank you for entrusting your student with us!

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 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

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.

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.

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LEVELS OF SERVICE

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

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. Full-time care includes Wednesday remote learning days and additional dates.

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:

- April 2 – Good Friday
- May 31 – 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 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.**

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

FINANCIAL AGREEMENT

By enrolling your student in Imprints Cares, you 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.

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FINANCIAL AGREEMENT (continued)

- **Online:** Payments may be made through our secure online portal. 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.
- **Electronic Funds Transfer (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.

Payments

Payments are **due the 25th day of the month** for the upcoming month of service. Accounts set for recurring payments will auto-draft on the 25th day of the month.

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 student may not attend until the balance is paid in full.

PLEASE NOTE

Once payment is made for services, no refund and/or credit will be given (including COVID-19 related issues).

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

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.

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FINANCIAL AGREEMENT (continued)

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 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 credits, refunds or transfers are given for absences 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. If your student is not picked up by 7:00 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.

BEHAVIOR EXPECTATIONS

Students

Imprints Cares is committed to providing a nurturing 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

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.

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.

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.**