



Nurturing children. Strengthening families. Building community.

IMPRINTS CARES EXPANDED LEARNING

2023-2024 PARENT HANDBOOK, RULES AND RESPONSIBILITIES

Revised January 15, 2024**

To nurture children for lifelong success!



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INTRODUCTION

The information contained in this Parent Handbook, Rules, and Responsibilities (“Parent Handbook”) is being provided to students and their families to ensure that all parties know the rules and responsibilities of enrolled students and their parents/guardians in the Expanded Learning Programs, and to encourage effective operation of the Expanded Learning Program.

Please read this information carefully and share these rules and responsibilities with your enrolled student.

BY CHECKING THE BOX IN THE REGISTRATION/PORTAL, YOU AS A PARENT/GUARDIAN ACKNOWLEDGE THAT YOU HAVE RECEIVED THIS PARENT HANDBOOK, RULES AND RESPONSIBILITIES AND HAVE READ IT. YOU FURTHER AGREE TO ACCEPT AND BE BOUND BY THE RULES AND RESPONSIBILITIES DESCRIBED IN THIS PARENT HANDBOOK INCLUDING THE FINANCIAL RESPONSIBILITY FOR PAYMENT OF THE SERVICE FEES FOR THE IMPRINTS CARES EXPANDED LEARNING PROGRAMS, AND ALL OF THE TERMS, CONDITIONS AND AGREEMENTS BETWEEN YOU AND IMPRINTS CARES STATED HEREIN. I also understand there are no refunds once payment has been made for services.

Our commitment to you: To provide a safe and nurturing learning environment including homework help and enrichment activities. We support working families and look forward to building a trusting relationship with you and your student(s).

This Parent Handbook applies to the Imprints Cares Expanded Learning Programs (“Expanded Learning Programs”) including:

- **Before and After School Programs**
- **Summer Enrichment Camps**



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These Expanded Learning Programs are provided at the following On-Site Locations, during the school year:

Elementary	Schools	Middle Schools	Inclusion Program
Bolton	Piney Grove	Meadowlark	Coliseum Drive
Forsyth Academy	Sherwood Forest	Lewisville	
Gibson	Smith Farm		
Griffith	Southwest		
Jefferson	Speas		
Meadowlark	Union Cross		
Moore	Vienna		
Morgan	Walkertown		
Old Richmond	Ward		
Old Town	Whitaker		

CONTACT INFORMATION

711 Coliseum Plaza Court

Winston-Salem NC 27101

336-722-6296

ExpandedLearningSupport@imprintscares.org

PROGRAM INFORMATION

Employees

We employ highly qualified staff which include teachers, school staff, current college students, and community members. Staff go through the Imprints Cares new hire onboarding processes (which include background and drug testing) and receive various trainings (like CPR training) throughout their tenure.



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Homework

Structured homework time is offered daily. Our staff are available to help with questions, explanations, and to keep students on task. The Expanded Learning Programs do not provide a one-on-one tutoring session.

Enrichment Activities

**Arts and Crafts | Outside Time | Games | Building Blocks | Field Trips | Movies
Special Guests | Fun Fridays | STEM Activities**

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/guardians will come through email. Parents/guardians are responsible for checking email regularly and reading all emails from Imprints Cares. Please note the following:

- **Invoices and system generated emails will come from a “no reply” email.**
- **Please check your junk/spam file and mark it as a safe sender.**
- 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 email the changes needed to: expandedlearningsupport@imprintscares.org.



Snacks

Imprints Cares provides all students with a healthy afternoon snack. Snacks from home are unnecessary and discouraged unless your student has dietary restrictions. If you have any questions or concerns contact your site supervisor.

Personal Items

Imprints Cares provides materials and supplies needed for all activities. Items brought from home are unnecessary and strongly discouraged. Imprints Cares shall not be responsible if items brought from home are damaged or misplaced.

Cell Phones/Electronics

If your child brings electronics to school, these items must be left in their bookbags while in our care during the Expanded Learning Programs. This includes cell phones, laptops, electronic games, etc. Imprints Cares shall not be responsible if any electronics are damaged or misplaced.

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 original prescription container or over the counter container, clearly labeled with your student's name.

Injury

***In the event your student is injured, no matter how minor, the student should report the accident to an Imprints Cares staff member. 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.*

Imprints Cares is responsible only for immediate first aid. Imprints Cares does not pay for medical or hospital bills incurred due to an accident to the student in Imprints Cares services.

If your child requires further medical assistance after an injury, call the Imprints Cares office at 336-722-6296 to obtain a copy of the accident claim form.

Imprints Cares cannot intervene or complete the accident claim form or insurance forms for the parent/guardian of the student. Imprints Cares is not able to upload information



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and/or communicate with any third-party insurance providers other than to provide an incident report or questions addressed to Imprints Cares, not to the claimant.

Parent Portal

Your Parent Portal may be accessed by navigating to <https://family.daycareworks.com/login.jsp>. Your “username” and “password” are chosen when you do your initial registration. The Parent Portal is used for making payment, setting up auto payment options, updating information on you and your student. Please explore the various tiles to access the various areas of your account. Additional links are also available on our website.

LEVELS OF SERVICE

Imprints Cares understands that families have different needs – which is why we offer different levels of service. We realize circumstances change throughout the school year and want to be able to accommodate parent/guardian needs. However, if you need to change from one service level to another, you will **NOT** be able to change back. (We understand there are less days in December, however Imprints Cares does not charge afternoon only and morning & afternoon families more for teacher workdays or Spring Break camp. This balances out those additional days in December.)

Full-Time Packages

- Morning only
- Afternoon only (includes teacher workdays and Spring Break)
- Morning & Afternoon (includes teacher workdays and Spring Break)

Note: Morning care begins at 6:30 a.m. and afternoon care runs until 6:00 p.m.



Afternoon only and Morning & Afternoon include the following teacher workdays at no additional cost:

- October 30-31
- November 22
- December 18-20
- January 25-26
- March 4-5
- April 2-5, 8

FORSYTH ACADEMY - ONLY	
<u>Teacher Workdays</u>	<u>Half Days</u>
* October 12	* October 26
* October 27	* February 2
* March 19	* February 16
* April 2-5, 8	* March 8
	* May 3
	* June 7

The above dates are available at an additional charge for the Morning only and Drop-In services.

Drop-In Packages

- AM Drop-In
- PM Drop-In
- Teacher Workday Drop-In

Drop-In Packages are convenient for parents/guardians who need occasional care:

- Imprints Cares offers a **prepaid** drop-in service.
- Drop-in services will be offered through a Parent-Managed calendar (PMC) accessed through the parent portal. Your child may not attend if attendance is not scheduled. Drop-in Services that do not use the PMC are subject to additional fees.
- Parents/guardians may use any days throughout the month they choose. There is not a limit to the number of days you may use.
- You may schedule as late at 2:00 p.m. for same day service.
- You will have the flexibility to change a scheduled pre-paid day up to the **day before** the service has been scheduled. You will be unable to make any change on the day of the scheduled service. We will be unable to issue a credit, transfer, or refund for any prepaid Drop-In days.
- You will find additional information about the Parent Managed Calendar on our website. If you have questions, please call the office at 336-722-6296 and we will be happy to assist.



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Please refer to our website for the current pricing of each level of service.

www.imprintscares.org/before-and-after-school-care

Scroll to the bottom of the page for Before & After School Care FAQs.

CLOSURES

Expanded Learning Programs service are not provided on weekends, school-designated holidays, and inclement weather days when school system is closed.

Note: Imprints Cares follows the WS/FCS calendar.

School Holidays

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

- September 4 – Labor Day
- November 10 – Veteran’s Day
- November 23-24 -Thanksgiving
- December 21 – January 2
- January 15 – MLK Holiday
- March 29 - Good Friday
- April 1 – Easter Monday
- May 27 – Memorial Day

Inclement Weather Policy

- If school is **CLOSED FOR STUDENTS**, Imprints Cares will be closed.
- ****If school is DELAYED by ONE hour**, Imprints Cares will open at 7:30 am.
- ****If school is DELAYED by TWO hours**, Imprints Cares will open at 8:30 a.m.
- If school is **DISMISSED EARLY**, Imprints Cares will begin service immediately



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following dismissal.

Note: Please watch WXII for school closures and delays.

Parents/guardians will be contacted if weather conditions become a safety concern for our students and/or staff. Please note, we cannot release students during a tornado warning.

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

School System Policies

Imprints Cares follows all WSFCS policies. Please see below for the Standard Response Protocol:



Imprints
cares

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IN AN EMERGENCY TAKE ACTION



HOLD! In your room or area. Clear the halls.

OCCUPANTS

Clear the hallways and remain in room or area until the "All Clear" is announced
Do business as usual

STAFF

Close and lock door
Account for occupants and staff
Do business as usual



SECURE! Get inside. Lock outside doors.

OCCUPANTS

Return inside
Do business as usual

STAFF

Bring everyone indoors
Lock outside doors
Increase situational awareness
Account for occupants and staff
Do business as usual



LOCKDOWN! Locks, lights, out of sight.

OCCUPANTS

Move away from sight
Maintain silence
Do not open the door
Prepare to evade or defend

STAFF

Lock interior doors
Turn out the lights
Move away from sight
Do not open the door
Maintain silence
Account for occupants and staff
Prepare to evade or defend



EVACUATE! (A location may be specified)

OCCUPANTS

Evacuate to specified location
Bring your phone
Instructions may be provided about retaining or leaving belongings

STAFF

Lead evacuation to specified location
Account for occupants and staff
Notify if missing, extra or injured people



SHELTER! Hazard and safety strategy.

OCCUPANTS

Use appropriate safety strategy for the hazard

Hazard

Tornado
Hazmat
Earthquake
Tsunami

Safety Strategy

Evacuate to shelter area
Seal the room
Drop, cover and hold
Get to high ground

STAFF

Lead safety strategy
Account for occupants and staff
Notify if missing, extra or injured people

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FINANCIAL AGREEMENT

By enrolling your student in Imprints Cares, you agree to be financially responsible for Expanded Learning Programs costs and fees billed to you, including the following terms and conditions:

711 Coliseum Plaza Court, Winston-Salem, NC 27106
2920 Reynolda Road, Winston-Salem, NC 27106

336.722.6296 • ImprintsCares.org

[f](#) [t](#) /ImprintsCares



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Registration Fee

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

NOTE: If you are new and registering for **summer camp only, this fee will be billed to your account after you have registered and paid the weekly deposit fees for selected weeks.**

Program Fee

Please refer to our website for the current pricing of each level of service: www.imprintscares.org/before-and-after-school-care. Scroll to the bottom of the page for Before & After School Care FAQs.

Methods of Payment

Imprints Cares accepts payment by automatic withdrawal from your bank account, credit card or debit card. You will be required to set up your payment method in the secure Parent Portal during registration.

ACH – AUTOMATED CLEARING HOUSE

Enter your bank account information

- This is the preferred method of payment is an ACH transfer set up under Auto-Pay.
- A 1.4% reduction in program fees will be applied for each payment made by ACH through Auto-Pay **only**.
- This payment method is for bank account information only.
- You will need your bank routing number and your bank account number to set up this payment method.

CREDIT and DEBITS CARDS

- **Auto-Pay:** Automatic payments are set up through your Parent Portal. Payment will be drafted automatically each month.
- **Online:** One-time payments can be made through the Parent Portal.



- **Phone:** You may call our office to make a secured payment by phone: 336-722-6296

Payments

- **Full-Time** service payments are **due on the 25th day of the month** for the upcoming month of service.
 - We can add additional auto-pay dates to help accommodate your pay schedule. 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** service payments are **due prior to service.**
 - Payment is made through the Parent Managed Calendar on the website.
 - Payments not made prior to service will incur an additional charge. This includes requests made by phone, email, or the child showing up for care to add your child for the day.
 - Auto-pay is not available for payment of Drop-In Program charges.
- **Summer Camp** service payments are **due on the 25th of the month for the upcoming month's camp weeks (ex. June weeks due 5/25).**
 - Reservation fees are due upon registration. These are deducted from the weekly balance. These fees are nonrefundable

Refunds, credits, or transfers are not available once payment for service has been made.

Dismissal of Student for Non-Payment

Failure to make scheduled payments will result in the dismissal of your student from Imprints Cares Expanded Learning Programs. For full-time programs, if payment for services has not been made by the 1st day of the month, your child cannot attend and a \$35 late payment fee is added to your account. Your child may return when payment is made in full. For drop-in programs, please refer to the Drop-In Service requirements.

Collection Costs and Attorney Fees.

Any balance that remains unpaid for more than 90 days will be subject to collection.



You agree to pay all expenses of collection, including but not limited to reasonable attorney's fees if we must retain the services of an attorney to collect payment of Expanded Learning Program fees from you.

Credits

Should a credit balance be accrued on your account, it must be used in full within the calendar school year of payment (no exceptions).

Late Fee

Full-Time - Payments not made by the last day of the month due will incur a **\$35** late fee on the 1st day of the upcoming month of care. Your student will not be permitted to attend the upcoming month until the balance is paid in full. No refund or credit of unattended days prior to payment will be permitted.

Drop-In – Unpaid balances will incur a **\$35** late fee.

Re-entry Fee

If your student is dismissed from the Expanded Learning 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 the Expanded Learning Program until the balance is paid in full.

Withdrawal Policy

You must notify Imprints Cares two weeks prior to withdrawing your student from Imprints Cares Expanded Learning Programs at: expandedlearningsupport@imprintscares.org.

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

Refund Policy



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Once payment is made for Expanded Learning Programs services, no refunds and/or credits will be given by Imprints Cares.

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 Expanded Learning Program.

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

Afternoon Sign Out - Parents/guardians are required to sign students out of the Expanded Learning Programs during pick-up. Staff will only release students to individuals 16 years old and older that are listed on your student's contact form. Contacts will be asked to show proof of identification.

Person Identification Numbers (PINs)

Parents/guardians 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. You will find your PINs by clicking the "Personal" tile when accessing the Parent Portal.

Late Pick-up Policy

Students must be picked up **by 6:00 p.m. 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 Expanded Learning Programs.

Late Pick-up Fees

Before 6:15 p.m.	 \$10
6:15 – 6:29 p.m.	 \$20
6:30 – 6:59 p.m.	 \$50
After 7:00 p.m.	 \$100



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Charges will be billed and due upon receipt of the invoice. Non-payment of fees will result in dismissal of your student from the Expanded Learning Programs. 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 – 10% discount for each additional student in the family.
- WSFCS Employee Discount – 20% discount per student
- Military discount – 20% discount per student.
- Discounts apply to ***full-time services*** ONLY during the school year.

*** Only one discount applies per family.**

****ACH (banking info only) through Auto-Pay will apply in addition to another discount.**

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.**

CODE OF CONDUCT, BEHAVIOR EXPECTATIONS AND DISCIPLINE

Code of Conduct

At all times Imprints Cares students are expected to exhibit respect for self, respect for others, respect for property, and respect for the Expanded Learning Programs and its staff.



Behavior Expectations

Students

Imprints Cares is committed to providing a nurturing and safe environment for students. The safety of your student is our highest priority. In order 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.

Failure to abide by this simple code of conduct may result in discipline as outlined below.

Parents

Parents/guardians are expected to treat Imprints Cares staff, all students, and other parents with courtesy and respect, and to reinforce in their students the simple code of conduct outlined above.

Discipline Policy

- Parents/guardians 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 from the Expanded Learning Programs. The length of the suspension will be based on the severity of the incident, and at the discretion of the Expanded Learning Director. If you have any questions about Imprints Cares Discipline Policy, please contact us directly.
- Imprints Cares has the option to permanently expel any student from the Expanded Learning Programs if disruptive behavior does not improve or at the discretion of the Expanded Learning Director.
- Any discipline issues occurring during the Expanded Learning Program will be handled solely 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



expelled from Imprints Cares Expanded Learning Programs.

Severe Clause

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

- Fighting
- Bullying
- Inappropriate conduct
- Disrespect to adults

LIABILITY ISSUES

Indemnification

To the extent your student damages property of Imprints Cares, the host school, a staff member, another student or any third party, or causes a personal injury to a staff member, another student or any third party, while participating in the Expanded Learning Programs, you agree to indemnify Imprints Cares, its officers, directors, employees, subcontractors, agents and affiliates (“Indemnified Parties” and each an “Indemnified Party”) from all present and future claims that may be made by a third party against any Indemnified Party for such property damage or personal injury. You understand that as the parent/guardian of your student, you are responsible for their actions and agree to indemnify, defend and hold harmless Imprints Cares for the actions of your student while participating in the Expanded Learning Programs.

Release of Liability

In consideration for the services provided in the Expanded Learning Programs and participation of your student in the activities incidental to such participation in the Expanded Learning Programs you agree to release Imprints Cares, its officers, directors, employees, subcontractors, agents and affiliates (“Imprints Cares Parties” and each a “Imprints Cares Party”) from all present and future claims that may be made by you or your student for property damage or personal injury arising as a result of your student’s participation in the Expanded Learning Program, except for those



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claims which are the result of an Imprints Cares Party's gross negligence or willful misconduct.

Please refer to our website for additional information about Imprints Cares and updates on our Learning Programs.

www.imprintscares.org/before-and-after-school-care

Additional information may be found by scrolling to the bottom of the website page for FAQs.

THANK YOU FOR TRUSTING IMPRINTS CARES TO CARE FOR YOUR STUDENTS!