

Kid Central Child Care

145 Vly Road • Niskayuna, NY 12309
(518) 250-5086 • kidcentralcolonie@gmail.com
www.kidcentralchildcare.com

Welcome to Kid Central!

On behalf of all the staff, welcome to our program! We'd also like to say thank you for allowing us to take care of the most important part of your life! At Kid Central, it is our mission to offer high quality childcare services in the Capital Region at an affordable price. Our facility was designed specifically to give the best atmosphere for children to learn and grow. Our teachers are also hand selected as the best in the area. Each classroom has been specifically designed to help with your child's development as they grow up through our program.

To help guide you through our program and policies, please review the following information. If you ever have questions, concerns, or suggestions, please do not hesitate to let us know. Our staff is always willing and able to help!



Joelle and Gary Ziele – Owners

Kid Central Child Care
145 Vly Rd.
Niskayuna, NY 12309
(Office) 518-250-5086
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Hours of Operation

Open: Monday through Friday – 7:00 A.M. to 6:00 P.M.

Closed: Saturday and Sunday, various Holiday's (See Holiday Schedule)

Pick up/ Drop Off Procedures

We request that you try to follow a weekly routine regarding the time of pick up and drop off. By doing so, it will help us with staffing and allow us to keep the flow of families coming and going move smoothly. To help keep drop off and pick-ups easier on the children, we receive and hand off children at the front door. This process also helps to prepare your children for elementary school. We ask that you send a text to one of the Director Phones, giving us a heads up when you are on the way. Once you have arrived, please ring the front doorbell. We will then bring your child into the building or bring them out to you with their belongings.

9.5-Hour Policy

To keep our tuition rates as low as possible, Kid Central follows a 9.5-hour policy. This means that your child can not be in our care for longer than 9.5 hours throughout the day. If a child is in our care for longer than 9.5 hours, additional fees will apply. For more information, please see our **9.5 Hour Fee Schedule** located in our Parent Packets or on our website.

Sign In/ Sign Out Procedures

Once you enter the building, please immediately go to the **wall mounted iPad** to sign your child in or out of the facility prior to entering their classroom. This must be done every time and is essential to the safety of the children in the event of an emergency.

Visitations and Meetings

If you ever have concerns or questions, we will be happy to sit down with you. Kid Central will allow parents/ guardians into the building. If you would like to come into the building, simply speak to our Director to schedule a time to visit. All visitors will be accompanied by a staff member. We request that you not spend extended periods of time unless there is a specific reason to do so. We also request that parents not spend extended periods of time in the classrooms. When parents stay for too long in the classroom, it can cause disruptions with the normal routines we are trying to keep the children on and with the Teacher's lesson plans. There are windows outside every

classroom so that parents may observe their child from the main hall if they wish to stay a little longer.

Payment Procedures

Enrollment Fees (if applicable) must be made before your child is scheduled to attend our program. Weekly Tuition payments must be made by Friday on the week before the start of each week. Payments may only be made on a weekly cost basis. For instance, you are welcome to pay for multiple weeks at a time, if you choose to. However, the cost cannot be broken down by days or months. The amount you pay must be divisible by your current weekly tuition. We accept cash, check, or payments through Venmo and Zelle. Please be sure to review our most recent Tuition Schedule.

Please note that your weekly tuition is due regardless of your child not attending for the day/ week. This includes, but is not limited to: sick days, snow days, vacations, holidays, or any days that Kid Central is closed during the week. This also includes closures due extreme weather, pandemics, or any other act of god that is beyond our control. Failure to pay on these days/ weeks will result in additional late fees and will cause you to lose your child's spot in our program.

Sickness and Illnesses

If your child becomes ill and needs to go to the doctor, a doctor's note stating that your child is healthy and can attend our program is required before they can be allowed back into our facility. Children with a fever over 100-degrees may not return to the program until they are fever free for 24-hours without the use of fever reducing medication. Please review our Medical Plan for further policies.

Late Fee/ Pick Up Policy

A \$20 late fee is applied for **each day** that your tuition payment is not on time. We will make all attempts that are possible to reach out to you if a late fee is going to be applied. If tuition has been due for extended periods of time, we will refuse you entry to our program. This decision will be at the discretion of the Owner and/or Director. In the event that you are refused entry into our program, any late payments or fees will still be due.

Regarding pick up/ drop off, our facility is licensed from 7:00 A.M. until 6:00 P.M. Monday through Friday. We are not able to let any children or parents into our facility before 7:00 A.M. If for whatever reason you do not pick up your child before 6:00 P.M., a fee of \$15 plus \$1 for every minute passed 6:00 P.M. will be added to your next week's

tuition rate. Multiple offenses of this policy will also result in your child losing their space in our program.

Holidays

Kid Central observes all major holiday's (New Year's Day, Independence Day, Labor Day, Thanksgivings Day and Christmas Day). We also observe a few non-major holidays to conduct staff trainings. On these occasions, we will be closed to the public and will not offer childcare services. Any upcoming holidays will be posted on the **Monthly Calendars** and our **Parent Board**, so you have adequate time to make other arrangements. These off days will not affect the weekly tuition rates. You are still required to pay your full weekly tuition.

Snow Days

In the event of severe weather, Kid Central may be forced to close for the day for the safety of the children and its staff. Our closings will be shown on your local news stations and posted on the School Closings Network. If we are able to notify parents the night before, we shall do so via text. In the event that a severe storm occurs throughout the day, it will be at the sole discretion of the Director and/or Owner to close early, if needed. If this occurs, we will reach out to all parents as soon as possible to notify them.

Visitor Policy

Safety is of the utmost importance to us. All visitors must be submitted and approved to our Director **before they are allowed to enter the building**. We **will not release any child to a non-approved person** without written consent from the parent/ guardian on file **and** photo identification. All visitors **must** have photo-identification on them as well to access our facility. Simply giving us their name will not grant them access to our facility.

Meals/ Food from Home

At Kid Central, we provide nutritious table food for all children (breakfast, lunch and an afternoon snack) each day. Meals are served at approximately 9:00 A.M., 11:30 A.M. and 3:00 PM. If you choose to provide your child with meals from home, please check with the Director and/ or Owners to see if there are any current food allergies within their classroom. Please be aware that Kid Central cannot prepare your child's meals in anyway, nor can we heat up meals from home, aside from infant food and bottles. Meals from home must also be in a ready-to-eat containers.

If you choose to bring in food from home for your child, you must do so each day. You cannot pick and choose based off the day's Kid Central menu since the menu is applicable to unexpected changes.

Food Allergies

In the event that your child has a particular food allergy, we require a note from their doctor going over the allergy, the severity of an allergic reaction and what to do in case of an allergic reaction. Additional documents may be requested as well.

Emergencies

In the event of an emergency, we will follow our State approved Emergency Plans. Once the well being of each and every child can be met, we will notify all parents of the situation. This may be either a call, email or text depending on your preference.

Injuries and Accidents

Kid Central Child Care is a licensed daycare program with the State of New York. We adhere to the requirements and guidelines set forth by OCFS (these guidelines can be found on our Parent Board). We pride our self on having a safe environment for your child to attend each day. Unless in the case of extreme carelessness, you forgo your right to sue Kid Central Child Care LLC, it's owners, the staff, and the property owners for any injuries your child may receive on our premises and/or under our supervision. This includes, but is not limited to: inside classrooms, restrooms, outside play areas, or outside on any fieldtrips (if applicable).

Important Notices and Announcements

Any notices and announcements will be posted on our Parent Board. We may also leave notes in your child's cubby, depending on the type of notice.

Termination Policy

Kid Central Child Care is an at-will facility. Our facility and the Parent/ Guardian may cancel services at any time. Please refer to our **Termination Policy Form** for full details. This form can be found as a separate document in your Parent Packet and on our website.

Cancellation of Services

In the event that you must remove your child from our programs, parents **must** give at least (2) weeks-notice before the child’s last day. If your child will not be attending for the last (2) weeks, you are still required to pay (2) full weeks of tuition.

Acceptance

By signing below, you are acknowledging that you have reviewed and agree with the above policies and procedures mentioned in this document.

Parent/ Guardian

Signature

Date

Parent/ Guardian

Signature

Date

Child’s Name

Child’s Date of Birth