

Kid Central Child Care

1 Johnson Rd • Latham, NY 12110
(518) 250-4134 • kidcentrallatham@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 facilities were designed specifically to give the best atmosphere for children to learn and grow. Our teachers are 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

1 Johnson Rd.

Latham, NY 12110

(Office) 518-250-4134

(Fax) 518-218-9337

(Email) kidcentrallatham@gmail.com

Hours of Operation

Open: Monday through Friday – 7:30 A.M. to 5:30 P.M.

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

Pick up/ Drop Off Procedures

Pick up and drop off can occur at any time within the program's hours. However, **In-Classroom** drop off/ pick up must be done between **7:30 A.M to 9:00 A.M.** and **4:00 P.M. to 5:30 PM.** If you arrive outside those times, pick up/ drop off will be done in the front lobby. One of our staff will bring your child down to their classroom or bring them to you from their classroom. This is to ensure that late arrivals and early pick-ups do not distract from the classroom schedules and activities. Once you arrive, please use your four-digit code to enter the building. **Do not give out your code to anyone other than an approved person on your file.** If you forget your code, please ring the doorbell and one of our staff will let you into the building.

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 cannot 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 **iPad Station** 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.

Communication with Parents

At Kid Central, we communicate with parents through phone, email and text messages. Our program has two cellular devices, referred to as **Director Phones**. These cellular devices never leave the premises. Parents are welcome to call or text these devices to check in on their child throughout the day, and to notify the program of any information regarding their child that we may need to know. Kid Central will also use these devices to send out pictures, notify parents about information regarding the program, their child or for any other announcements. Please note that any messages or calls received before or after program hours will not be responded to until the next business day.

Open-Door Policy

Kid Central offers an Open-Door Policy for parents. We do ask that you be mindful of other parents attempting to drop off/ pick up their child. Parents and families may not spend extended periods of time in the program unless there is an approved reason to do so. Also, Parents may not spend extended periods of time in the classrooms. When parents stay for too long in the classroom, it causes disruptions with the normal routines we are trying to keep the children on and with the Teacher's lesson plans. There are half walls outside every classroom so that parents can observe their child from the main hall if they wish to do so.

Payment Procedures

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 do so. 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 100.4-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 and drop off, our facility is open from 7:30 A.M. until 5:30 P.M. Monday through Friday. We are not able to let any children or parents into our facility before 7:30 A.M. If for whatever reason you pick up your child after 5:30 P.M., **your enrollment may be terminated as soon as that night at the discretion of the Director and Owners.** If enrollment is not terminated, the following fees will apply:

<u>First Offense:</u>	<u>Second Offense:</u>	<u>Third Offense:</u>	<u>Fourth Offense:</u>	<u>Five or more Offenses:</u>
Verbal Warning <i>(Depending on the severity of the offense.)</i>	\$100 Fee if picked up before 5:45 PM. \$200 Fee if picked up between 5:45 PM and 6:00 PM	\$200 Fee if picked up before 5:45 PM. \$300 Fee if picked up between 5:45 PM and 6:00 PM	\$400 Fee if picked up before 5:45 PM. \$500 Fee if picked up between 5:45 PM and 6:00 PM	\$500 Fee if picked up before 5:45 PM. \$1000 Fee if picked up between 5:45 PM and 6:00 PM

Late Pick Up Fees are due at drop off the next morning. Late fees must be paid in cash and in the exact amount owed. Children may not be dropped off at the center until the fee is paid. Please note, weekly tuition is due in full to keep your space, regardless of attendance.

Holidays

Kid Central observes all major holidays (New Year’s Day, Independence Day, Labor Day, Thanksgivings Day and Christmas Day). We also observe a few non-major holidays to conduct staff training. 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.

Delays/ Snow Days/ Severe Weather

In the event of severe weather, the owner and/ or Director will make the determination if the program will be delayed and/ or closed for the day. Closings will be announced via the School Closings Network, local news channels, and on our Facebook page. 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. Please note that tuition is never affected by delays and closings.

Visitor Policy

Safety is of the upmost 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 any way, nor can we heat up meals from home, aside from infant food and bottles. Meals from home must be in a ready-to-eat container.

If you choose to bring food from home for your child, you must do so every 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 explaining the allergy, the severity of an allergic reaction and what to do in case of an allergic reaction. Simply telling us that your child has a food allergy is not acceptable.

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 ourselves 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, its 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 field trips (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**. Please note that tuition is never prorated, and always the full weekly amount. For example, if a child's last day is on a Monday, the full tuition is due for their last week. We advise that you plan the last day to be on a Friday, if possible. Otherwise, the full week of tuition will be due. 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