

# Kid Central Child Care

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[www.kidcentralchildcare.com](http://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 the best child care services in the Capital Region at an affordable price. Our brand-new 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 smaller groups compared to all other commercial facilities, so that our Teachers can give the needed individualized attention to all of their students.

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  
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## **Hours of Operation**

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

**Closed:** Saturday and Sunday

## **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. Regarding drop off and pick up, there are adequate parking spaces in the front lot. We ask you not to park in the street during drop off or pick up. Once you arrive, please use your electronic key fob to enter the building. **Do not lend your key fob to anyone other than an approved person on your file.** Each family will receive one key fob to enter the building. If you lose your fob, additional keys can be purchased for \$10 per device. If you do not have your electronic key fob, please ring the doorbell and one of our staff will let you into the building.

## **Sign In/ Sign Out Procedures**

Once you enter the building, please immediately go to the **Parent Board** 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.

## **Open Door Policy**

Kid Central offers an Open Door Policy for parents. We do ask however, that you be mindful of other parents attempting to drop off/ pick up their child. There is enough space to handle the normal flow of traffic, however if someone stays for an irregular amount of time, it may cause issues. 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 either the week before, but no later than the start of each week on Monday. We request that you pay a week in

advance to avoid any late payments, if possible. 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. We accept cash, check or credit cards. Please be sure to review our Cash/ Check Tuition Schedule and our Credit Card Tuition Schedule since they are not the same.

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, vacations, holidays, or any days that Kid Central is closed during the week. Failure to pay on these days/ weeks will result in additional late fees and may 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.

### **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 may refuse you entry to our program. This decision will be at the discretion of the 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 open 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 late fee of \$15 per each fifteen minutes shall get added to your week's weekly tuition rate.

### **Holidays**

Kid Central observes all major holiday's (New Year's Day, Independence Day, Labor Day, Thanksgivings Day and Christmas Day). We also observe non-major holidays to conduct staff trainings. On these occasions, we will be closed to the public and will not offer child care services. Any upcoming holidays will be posted on 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.

## **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.

## **Emergencies**

In the event of an emergency, we will follow our State approved Emergency Plan. 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 and staff 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** 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.

**Acceptance**

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

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Parent/ Guardian

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Signature

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Date

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Parent/ Guardian

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Signature

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Date

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Child's Name

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Child's Date of Birth