

Kid Central Child Care

1976 Central Avenue & 8 Maryland Avenue, Colonie, NY 12205

(518) 608-6100 • 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 facilities were 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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8 Maryland Ave.

Colonie, NY 12205

(Office) 518-608-6100

(Fax) 518-218-9337

(Email) kidcentralcolonie@gmail.com

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. Regarding drop off and pick up, there are adequate parking spaces in the front and side 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 no lend your key fob to anyone other than an approved person on your file.** Each family will receive two key fobs 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.

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 **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.

Kid Central Child Care and Kid Central Too!

Although owned and operated by the same person, due to the different physical addresses, Kid Central and Kid Central Too! are licensed as two separate daycare programs. By signing these documents, you agree to have your child enrolled in both programs. You also agree to allow our Director and/or Owners to transition your child from one program to the other throughout the day. If your child is signed into the other program, parents will be notified at the time of transition by phone, text or email, depending on your notification preference.

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 morning. 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 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. 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. 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.

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 will follow the school closings of the South Colonie School District. For instance, if South Colonie is closed in the morning before 7:00 A.M., Kid Central will be closed as well. If South Colonie is only delayed, Kid Central will be open normal time. 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.

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 and Kid Central Too! are licensed daycare programs 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, Kid Central Too!, 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.

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.

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