



**Welcome!**

## **Parent Policies & Handbook**

**Hours of Operation 6am-6pm Monday - Friday**

**Locations:**

**Alden Center**

12835 Broadway Avenue  
Alden, NY 14004  
Phone: (716) 937-4602  
Fax: (716) 937-4675

**Clarence Center**

5840 Goodrich Road  
Clarence Center, NY 14032  
Phone: (716) 406-2900  
Fax: (716) 406-2909

**Elma Center**

2331 Bowen Road  
Elma, NY 14059  
Phone: (716) 655-2705  
Fax: (716) 655-2703

**Leroy Center**

2 Tountas Avenue  
LeRoy, NY 14482  
Phone: (585) 768-8025  
Fax: (585) 768-8025 (call first)

**Lancaster Center**

5959 Broadway Avenue  
Lancaster, NY 14086  
Phone: (716) 309-3008  
Fax: (716) 391-1012

**Batavia Center**

5079 Clinton Street Road  
Batavia, NY 14020  
Phone: (585) 201-7137  
Fax: (585) 201-7197

## Parent Handbook

**We're so glad you chose Imagination Station for your child care needs! We opened our first center in January 2011. We provide our students with a safe and nurturing environment through our hands-on approach. We promise to provide a high-quality program that is educationally based and stimulating for your child. You'll find that we've created a friendly, yet professional environment for the whole family to enjoy. We know you've made the best choice for your child care needs, so now enjoy experiencing it!**

### REGISTRATION

There is a one-time charge of \$35.00 per child to enroll into the center. Additionally, each account will be billed a security deposit and first week tuition for each child enrolling into the program. Upon receiving payment, Imagination Station will secure your child's spot in the program.

Please note, if you decide not to begin enrollment the registration fee, security deposit, and first week tuition will not be refunded.

If a child dis-enrolls from the center and returns at a later time, parents will need to re-enroll, resulting in a \$35.00 registration fee.

### TUITION

Billing is done every Friday. Therefore, tuition is due every Monday by 10am for the current week. If payment has not been made by Monday 10am, the child(s) will not be allowed to attend until the balance is brought current. Payment can be made in the form of auto withdrawal (set up on DCW) or check which can be dropped in the tuition drop box located next to the sign in monitor.

Non-payment may result in losing your child's spot in our center.

### SIBLING DISCOUNT

Families enrolling more than one (1) child will receive a 10% discount on the eldest child, for any days in which both children are scheduled to attend the center. Should there be more than two (2) children enrolled in our program the family will receive a 10% discount on each of the eldest children. Please note that due to our low tuition rates for our school-aged students, we do not offer a sibling discount on the school-age rate.

### LATE PICKUP

Children who exceed the maximum amount of care allotted per day for their respective center will be charged. Should your child be signed in for more than the allotted hours a day a \$40.00 late pick-up fee will be assessed for the first 15 minutes and \$20 every 5 minutes thereafter. If you wish to utilize our "Drop In Care" from time to time, there is a \$5 convenience fee added to the tuition rate.

Alden Center - Maximum Time Allotment 9.5 Hours of Care

Batavia Center - Maximum Time Allotment 10 Hours of Care

Clarence Center- Maximum Time Allotment 9.5 Hours of Care

Elma Center - Maximum Time Allotment 9.5 Hours of Care

Lancaster Center- Maximum Time Allotment 9.5 Hours of Care

Leroy Center - Maximum Time Allotment 10 Hours of Care

A late pickup fee of \$2.00 per minute will be assessed for every minute after 6:00 p.m. that your child is at the center.

#### **RETURNED CHECK FEE**

A fee of \$45 will be assessed for all returned checks. Once a parent has more than two (2) returned checks Imagination Station will require cash payments only.

#### **TUITION RATE CHANGE**

Imagination Station reserves the right to change tuition rates at any time with a two-week written notice submitted to parents.

#### **WITHDRAWAL FROM PROGRAM**

Once your child has started in our program, you may withdraw your child at any time with a two (2) week written notice submitted to the director. Providing the account is current (no outstanding balance), the Security Deposit will be credited to the child's account the final week of attendance. Parents are responsible for payment for two (2) weeks after the receipt of the written notice.

#### **DISCHARGE POLICY**

Your child may be discharged if:

- A problem continues which negatively affects other children in attendance, for example continued biting, hitting, or aggressive behavior
- Tuition has been neglected for one (1) week or more
- Medical compliance has been neglected for more than two (2) weeks
- Neglecting to follow the policies of Imagination Station Child Care and Preschool

#### **ILLNESS POLICY**

Should your child have a contagious illness he/she will not be allowed to attend the center until he/she is free and clear of the illness for 24 hours. If your child is sent home sick, please know that they cannot return to the center for 24 hours from the time they were sent home. In some cases a doctor's note may be required (rash, gooey eye, etc.). Please follow the guideline below if you're unsure whether or not it's okay to send your child:

**Child cannot attend if:**

**Fever** – your child has a temperature of 101.1 or higher

**Runny Nose** – your child has thick green or yellow mucus discharge

**Diarrhea/Vomiting** – your child has any sign of vomiting or diarrhea (child must be free and clear for 24 hours after last spout before they can return to the center)

**Eyes** – your child has any thick, goopy discharge coming from the eye(s) or if eye(s) are red and irritated and becomes crusty over time

**Head Lice** – your child has been treated for head lice within the past 24 hours (once returning to the center he/she must be checked by the center director prior to drop-off)

For the safety, health, and well-being of our students, we kindly ask that you please notify your director if your child has a contagious illness/disease so we can notify our families within the center. All names will be kept confidential.

**MEALS/FOOD ALLERGENS**

Imagination Station provides nutritious meals and snacks that have been approved by a dietician and/or CACFP (Child and Adult Care Food Program). Food allergies are a growing concern with children across the USA. Because of this, we are a nut-free facility. Imagination Station will not serve any foods containing peanuts or tree nuts or engage in any activity or art project that would involve peanut butter or nuts (i.e. pinecone bird feeders). This also includes food from outside of Imagination Station unless otherwise authorized by the Operations Manager/Area Director due to a medical need or food allergy. In those situations, please contact your center director for specific forms and documentation.

For those that are authorized to provide food from outside of Imagination Station: we cannot prepare or bring food up to temperature for specific needs/allergies. If you're wanting to maintain temperature, we suggest using ice-packs and thermoses (similar to what a child would use in kindergarten).

Breakfast, lunch and an afternoon snack are served daily.

**FIELD TRIPS**

Our school-age students are invited to attend field trips throughout the summer. A signed permission-slip is necessary for all students to attend field-trips. Imagination Station reserves the right to distinguish when a child may not be able to attend a field trip, this may be in part due to behavior, scheduling needs, or field trip capacity.

**Lancaster Center Only** – Imagination Station provides opportunities for its students to participate in intergenerational activities on the campus of GreenFields Continuing Care Facility. These activities include, but aren't limited to; art and crafts, music and movement, sensory, walks, sing-a-longs, ice-cream socials and more. If your child is in attendance at the Lancaster Center on a day an activity is scheduled for his/her class, your child will be included in the event. If a parent does not want their child to participate in an event then written notice to the director is required prior to the activity. For a list of activities, please see the director.

## **MEDICATION POLICY**

Providing all NYS Medication forms are filled in completely and correctly we can administer emergency medications as defined by OCFs. Parents are responsible for keeping paperwork up to date and providing the center with the proper medication. Please talk with your center director for more details.

## **MEDICAL & IMMUNIZATION COMPLIANCE**

NYS Department of Health requires all students participating in child care to have an up-to-date medical and immunization record on file at all times. Acceptable records would be records signed by the doctor or printed on the doctor's letterhead.

To remain in compliance of PHL Section 2164 our center will run reports monthly to ensure all students meet the requirements of the laws set forth. We kindly ask all families to bring in an up-to-date medical and shot record each time your child is seen for a well visit.

If a child is out of compliance or does not have the proper paperwork on file proving otherwise, the child will not be able to attend until the proper documentation is received by the center. Furthermore, parents will be responsible for tuition fees until the documents are received or the spot will be released within 72 hours of non-payment.

For children who are "in process" of receiving immunizations (perhaps your child missed a shot due to illness or they were late receiving a shot previously) the child will be able to attend if we receive a note from the child's doctor stating; why the shot was not given and when it will be administered, this note must be signed and dated by the doctor or the child will not be allowed to attend. Once the immunization is administered the parent is responsible for bringing in proof of the immunization. On the rare occasion that a child "in process" occurs, the center will then follow-up with the family to ensure compliance within 48 hours of the date set forth by the doctor.

All students in the center must be immunized unless the doctor provides a medical-exemption. Medical exemptions will then be presented to the NYS Department of Health for approval.

## **INFANTS**

For safety purposes all infants (6 weeks to 18 months old) are placed on their backs to sleep in a crib. If other sleeping arrangements are required we must have written permission from the child's doctor.

For the safety of our infants, we do not allow blankets in cribs with infants who are under one year of age. For the comfort of your child, parents may supply Imagination Station with a swaddle or sleep sack for their child to use while napping. However, once your child is mobile enough to break free of a swaddle, it can no longer be used.

Imagination Station requires parents to label all personal bottles, baby food, and extra clothing with child's first and last name. Imagination Station is not responsible for items which are not properly labeled.

## **NAPPING ARRANGEMENTS**

**Infants:** All infants are placed on their backs to sleep in a crib, which are located throughout the classroom. If Imagination Station feels a child is ready to move to a mat at the age of 12 months, the center will seek the parent's

written permission and slowly transition the child to a mat. Napping children will be supervised by their classroom teacher(s) throughout their naptime.

**Toddlers/Preschoolers:** All toddler and preschool students will be provided a two-hour nap period each day. Imagination Station will provide each child with a cot to sleep on, which are placed on the floor throughout the classroom. For the comfort of your child, we encourage parents to send in a small blanket that their child may cuddle with. Napping children will be supervised by their classroom teacher(s) throughout their naptime.

Parents wishing to make other arrangements for their child during naptime should indicate specific directions on the last page of the enrollment packet under the section "**PERMISSION/AGREEMENT TO NAPPING POLICY**".

### **FLEXIBLE SCHEDULES (only available to children enrolled prior to November 2022)**

All students utilizing our flexible schedule system must have their schedule submitted to the director by Monday, the week prior. Imagination Station reserves the right to fill open spots any time thereafter. Therefore, child care will not be guaranteed if the schedule is submitted late.

Flexible schedule students will be billed according to the schedule given to the director. Changes in the schedule will result in being billed for the additional day(s). There is also a \$5 convenience fee added per day to our tuition rates to participate in the flexible schedule program.

At minimum, all flexible schedule accounts are billed for three days per week, even if the child is not in attendance.

### **DROP IN CARE**

From time to time you may need to 'add a day of care' to your schedule, if this is the case, it's considered drop in care and is based on availability. A \$5 convenience fee will be added per day to the daily tuition rate when utilizing Drop In Care.

### **SCHOOL AGE PROGRAM**

Our school-age students follow the school district calendar in which the center resides. Therefore, the Alden Center follows the Alden School District, the Batavia Center follows the Batavia School District, and the Leroy Center follows the Leroy School District. Parents are responsible for payment based on the program they choose. We have two options for our SA families, opt-in or opt-out:

#### **Opt in Rate**

Includes coverage on all school days and days when school is not in session – including scheduled days off and school breaks. ***(No credits will be given on days off.)*** Snow days & emergency school closings are not included in either rate option and will be billed separately at \$75/day based on attendance.

#### **Opt out Rate**

Includes coverage only when school is in session – does not include scheduled days off, school breaks or emergency delays or closings. ***(Additional added days must be approved by your Center Director and will be billed separately and will be subject to availability.)***

When school is closed the center offers full day care for our school age students. All parents have the option to keep their child at home or have the child attend the center pending availability of the center. Once the center is told that a child will be in attendance, the account will be billed for that day(s). If a child does not show up due to illness or change of plans, the account will still be billed.

Drop-In students (students who do not attend on a regular basis) will be charged the drop-in fee.

## **OUTDOOR PLAY**

Weather permitting, outdoor playtime is scheduled daily. Please send in appropriate clothing for your child throughout the school year. This may include, but is not limited to; hats, gloves, snow pants, boots, jackets, swim gear, and towel. Please note that parents are responsible for labeling each article of clothing; as they may be easily confused with another child's.

## **CENTER CLOSINGS**

We will be closed for the following holidays; New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Black Friday, and Christmas. Parents are responsible for payment on these days if it falls on a day your child normally attends. Additionally, the center will close at 2pm on December 24<sup>th</sup> and December 31<sup>st</sup>.

## **CENTER CANCELATIONS**

We understand our parents have commitments and need child care coverage, which is why we will do our best to remain open whenever possible. However, due to some situations beyond our control we may need to close the center (i.e. loss of power, inclement weather). Should it be deemed necessary to close the center, it will be announced on Channel 4, Buffalo, through our communication app "Connect" as well as the Imagination Station Facebook web page. In the event a center needs to close for power outage, weather, or natural disaster, parents are responsible for payment if it's a day your child normally attends.

## **MATERNITY LEAVE**

Providing your account is current and escrow is up to date, Imagination Station will allow currently enrolled families up to 12 weeks maternity leave for a newborn child. This means that we'll hold your older child/children's spot for you while you're home/off of work. Once the 12 weeks is up, tuition charges will resume and the account must be paid each week whether your child is in attendance or not. Imagination Station reserves the right to terminate the contract if the account is not continually current.

## **PHOTOGRAPHING**

As per Imagination Station's enrollment packet you have the option to either grant or deny the center permission to photograph/video tape your child during our program activities. These photographs and video clips may be used for classroom crafts, Facebook, special activities/events, press releases, and/or promotion of the program.

## **DISCIPLINE**

Our staff uses positive techniques when disciplining. This includes redirection, anticipation, modeling, natural consequences, elimination of potential problems, and teaching children to resolve conflicts on their own in an appropriate way. It is our staff's responsibility to teach children the proper behavior and not punish the child for undesirable behavior.





Let us help you...

### First Day Checklist

Below you will find a list of things we recommend that you bring for your child on their first day. All items brought to the center should be fully labeled with your child's first and last name.

#### All Children:

- Small Blanket for rest time
- Extra set of clothing - please label each article with your child's name and include socks
- Sippy Cup or Water Bottle (used for unlimited water when we are outside)
- Diapers, if needed
- Diaper Cream, if needed
- Wipes, if needed
- Sunblock, as needed
- 2 Boxes of Tissues
- Art Smock (can be an old t-shirt or something cheap that you don't want back)

#### **Infant Children** (if applicable):

- Swaddle or Sleep Sack (Infants 12 months and under may not use a blanket in the crib)
- 3 Empty Bottles (bottles will be rinsed and sent home each day)
- Breastmilk/Formula
- Jarred Food
- Infant Cereal
- Pacifier