***Frequently Asked Questions***

**Attendance:**

* When can I drop off/pick up my child?
  + We are open from 7:30 a.m.- 5:30 p.m. Drop off is between 7:30 – 9:15 a.m. Pick up for half day 1’s and 2’s is between 12-**12:30pm**. Pick up for half day preschoolers is between 1-**1:30pm**. Full day pick up is by **5:30pm**.
* Is there a late fee?
  + A late fee will be assessed at $1/minute for every minute after your child’s scheduled pick up.
* Can my child attend school on days that they are not scheduled?
  + We have a maximum capacity of 40 children in the building, so we cannot legally accommodate children beyond their scheduled times when we are full.
* Please remember to sign your child **IN** and **OUT EVERYDAY**. This is required by the childcare licensing agency.

**Belongings:**

* Where will my child’s belongings be stored?
  + Every child has a special place to keep belongings at school. Please check cubbies daily for notes home, artwork, and any belongings. **Make sure to write your child’s name on all personal belongings!**
* What should I send to school with my child?
  + Please provide extra clothing (2 complete weather appropriate outfits, socks, extra underwear, pair of shoes), a ready to eat lunch, and water bottle each day. Extra clothing will stay in the child’s cubby until it is used.

**Clothing:**

* Suitable clothing is essential for your child to feel completely free and happy while at school. Please send children in clothing that is weather appropriate and allowed to get messy. We play hard at school and we get dirty!
* We strongly discourage coming to school in dress up clothing/costumes and jewelry. We want to be sure we are setting your child up for safe, comfortable, and unencumbered play while at school. These items (and other special items from home) can get ruined and lost at school.

**Enrollment:**

* How do I enroll my child at Imagine Learning Center?
  + Please call/email to set up a tour with Daniella.
* When is tuition due?
  + **Tuition is due by the 15th of each month**.
* How do I pay tuition?
  + A tuition drop box can be found in the office. We also accept credit cards. We can process your payment automatically for your convenience, or you can pay as you go, whichever you are more comfortable with. A late fee of $25 will be assessed after the 20th of the month. It is not our policy to bill.

**Imagine Happenings:**

* How can I stay up to date on what is happening at school?
  + Information is provided to parents through our newsletters, by phone & email, in individual conferences, conversations during pick up and drop off, and notes in cubbies. Please feel free to schedule a conference with your child’s teacher(s) anytime during the year. Teachers may request a conference to discuss any concerns. Daniella is also available through email, phone or for a conference. Follow our preschool Instagram @imagine\_learning\_center
  + The Brightwheel app

**Illness Policy:**

* What is the illness policy?
  + We make a point to evaluate and update our illness policy often. The current illness policy will be provided to you at the time of enrollment.

**Lunch and Snacks:**

* Do I provide my child a snack and lunch each day?
  + Imagine provides an afternoon snack each day. Please pack your child a ready to eat lunch each day and a labeled, separate morning snack. Lunches may not have the opportunity to be heated, so please do not send items that require the microwave (ie no frozen meals). Please label your child’s lunchbox!
* Can my child’s lunch be refrigerated?
  + Our refrigerator cannot accommodate every child’s lunch. If it is necessary to keep your child’s lunch cold, please send it in an insulated lunch box with an ice pack. Drinks may be placed in the refrigerator; however, lunchboxes will stay in your child’s cubby.
* What should I pack my child for lunch?
  + Children should be able to self-feed anything that is in their lunch. Be sure to provide healthy lunches. We will save items that have little nutritional value for after all of the growing food is finished.
* My child has a severe food allergy. How will I know they won’t be exposed while at school?
  + We take allergies very seriously! Please notify Daniella/your child’s teacher to any allergy that your child has and we will assure that your child does not come in contact. **DO NOT PACK PEANUT PRODUCTS IN YOUR CHILD’S LUNCH!** However, if your child has dietary restrictions, please provide a clearly labeled morning and afternoon snack separate from your child’s lunch. We do not provide any meats or food that contains nuts. We provide only water for drinking and we refill water cups throughout the day.
* Can I provide a special snack for my child’s birthday and how much should I pack?
  + Yes! Birthday treats are shared just with the child’s class. Please notify Daniella about what is being brought and when. Per DCF, **24-hours notice** is required in order to provide a special snack. So, please give us the details of your child’s snack 48-72 hours ahead of time so that we can be sure to have enough time to notify families of the special snack.

**Sunscreen and Bug Spray:**

* Can sunscreen and bug spray be put on my child while outside?
  + Please apply the first dose of sunscreen and/or bug spray on your child prior to drop off. Teachers will reapply throughout the day. If you prefer a certain brand of sunscreen/bug spray, please provide a bottle to be left in your child’s cubby. Please discuss any specific sunscreen/bug spray needs with your child’s teacher.

**Photos:**

* Will my child’s photo be taken at Imagine?
  + We do take photos frequently in the classroom. In order to include your child’s photo in any material that will be viewed outside of Imagine, we need your permission. Names of students will **not** be used on projects. Photos may be posted on the Imagine Instagram, website, and/or fundraising events. A photo release will be provided at the start of each school year.

**Injuries:**

* What happens if my child is injured while at school?
  + We have low ratios and we try our best to prevent injuries, but they do still occur occasionally. When a child gets hurt, we give a lot of TLC! We take appropriate actions to clean the booboo and make the child feel better. An incident slip will be completed and placed in your child’s cubby for you to review, sign and return to the office if your child does get injured.
* Are the teachers trained in CPR & First Aid?
  + Yes! Our teachers are trained in CPR & First Aid every two years.