



Dear ALA Queen Creek Family,

Welcome to Innovation Learning! My name is Dion Koltes, and I am the Area Director for the Innovation Learning Programs here in Arizona. I wanted to make sure you had this informational letter to help [you](#) navigate our Programs.

- **Pick-Up/Drop-Off**

NEW THIS YEAR: You will drop-off and pick-up your child at the front door, but the doors will be locked. Please call the site phone (listed below) and someone will come right out to assist you! A sign will be posted, as well.

19843 E Chandler Heights Rd
Queen Creek AZ 85142
(602)702-2405

- **Signing in and Out**

Please be sure to have your PIN handy when dropping off or picking up. We will ask for your PIN verbally to reduce touch points. Be sure to always have a photo ID ready when you pick up your child(ren) to ensure a smooth check-out process (particularly while staff are learning your faces). If you aren't sure what your PIN is, we will be happy to look it up for you on pick-up once you've provided photo identification.

- **Authorized Individuals to Pick-Up your student:**

For the safety of your student – we will only release them to either you or someone that you have authorized as a back-up pick up. We have their name on file and that individual will need to present proper identification.

- **Emergency Information**

Attached you will find an Emergency Information form. If you have access, please print and fill this out and turn it into the site coordinator. We will also need a current copy of your child's immunization record. Please turn in these 2 items within 2 weeks of school starting. We are required by law to have both forms in your child's file within our program.

If a medication needs to be given during the time your child will be in our care, we have a Medication Authorization form that both the parent and the child's physician need to sign/fill out. Please request one from the site coordinator if needed.

- **Keeping Up with You**

You will receive regular emails from the Site through our system to all parents. These emails contain very important reminders and information. Because of this, please be sure to keep us informed of your current email address.

- **Outside**

Per licensing rules, we will not take the kids outside to have fun fitness when it is 100 degrees or more. Though we may not be outside, please ensure your child has a water bottle. We want to keep everyone hydrated!

- **Strict No-Cell Phone Policy**

For the safety of your students – we do not allow the use of any type of personal electronic devices. All electronics are to remain in the students backpack until they are released from programs. Parents – please contact your Site Coordinators for any concerns about your student.

Site Contacts:

Site Coordinator: Karina Byrd	Area Director: Dion Koltes
Site Email: alaqueencreek@innovationlearning.com	Email: dkoltes@innovationlearning.com
Site Phone: (602)702-2405	Phone: (612)229-5797

Regional Director: Austin Duncan
Email: aduncan@innovationlearning.com
Phone: 458-225-2746

For all questions regarding payment, finances, and or registration should be directed towards our Customer Service team:

Email – info@innovationlearning.com

Phone – 866-239-3661

I hope this information helps make your first days with Innovation Learning go smoothly. Again, welcome to the program! We are excited to have your students join our programs!

Thank you,
The Innovation Learning Team