



Welcome to KidTime!

Thanks for Dropping In! We are glad to have you with us. Enclosed with this letter is some basic KidTime Drop In Childcare information. It contains everything you need to get the most out of your KidTime Drop-In service. As a new member of the KidTime family, you may have some remaining questions about the service and how or when it can be used. Please do not hesitate to contact our staff.

Here are three of the most important features of KidTime:

1. **Photo ID/Password Requirements.** Every time you check your kids out of a KidTime center you'll need to provide your password or show your Photo ID. A KidTime staff member should always ask you to show a Photo ID or ask your password prior to allowing your child out of the play area. No matter how well our staff knows you personally, they should continue to ask you to show your ID prior or password to checkout. This is perhaps our most important security procedure.
2. **Trained Staff.** All members of our staff go through and Comprehensive Background check and our KidTime First Aid Training Program. Each employee is certified in infant and child first aid and CPR. We have also added considerably to this basic training program. In conjunction with a registered nurse, we have developed a program that includes things like how to administer an Epi-Pen for allergic reactions or an Asthma Inhaler in case of an attack. These kinds of things are not typically covered in general first aid classes.
3. **FUN!!** Each KidTime location has a unique set of Daily Activities scheduled for your child. From art projects, to themed play and other group games, there are always lots of activities and time for your child to socialize. In addition, we hold special events like our annual Halloween Party and the New Years Eve Kid Bash.

Again, let us welcome you and your family to KidTime. We hope you find the KidTime service to be a convenient, simple solution for your Drop-In childcare needs. If you have any suggestions on ways in which we can improve, please do not hesitate to contact us or visit our website at www.kidtime.com.

Sincerely,

The KidTime Krew

Welcome:

Welcome to KidTime! We are glad you dropped in because dropping in is what we are all about. KidTime was created to be a place kids love to visit, and parents rely on to consistently be there when they need it. A place that is clean, safe, secure and fun. A place where kids can spend a few hours allowing parents to run errands, keep appointments, have dinner out, see a movie or enjoy a game of golf. Whatever the reason, KidTime is here to provide you peace of mind and your children a fun place to visit.

KidTime is the ideal environment for drop-in childcare. Your kids will enjoy a variety of exciting activities and creative play, along with approved video games and movies. There's even more fun with games, art projects, and special storytelling sessions. Remember to like and follow us on Facebook and Instagram for KidTime updates and special offers.

About us:

KidTime is a unique concept in on-demand childcare. KidTime was designed to be a place where parents can drop-off their children while feeling confident that their children are having fun and are most of all safe and secure. KidTime specializes in providing high quality drop-in childcare services when you need it. Our center is big, bright, fun, and most of all safe and secure. You can be assured that while your child(ren) are at KidTime they are cared for by highly trained and qualified childcare professionals. While at KidTime your child(ren) will enjoy a mix of structured activities as well as free play where they can just be kids.

Mission Statement:

KidTime's Mission Statement is to provide a fun, safe, clean environment where children ages 18 months to 12 years love to visit. This allows parents to have a convenient place they can consistently rely on to care for their children at a moment notice and feel confident the children will be safe and enjoy their visit.

In all cases, KidTime will operate on a policy of honesty and openness with employees, suppliers and customers. Every attempt will be made to deal fairly and professionally with people as individuals and expect the same fairness and professionalism in return.

Contact Us:

General Information: dropoff@kidtime.com or www.kidtime.com Reservations and payment for Pre-paid Packages can be made via our website or phone 704.895.9002, we will confirm your reservation with 24 hours. Please call us for same day reservations.

KidTime Hours

Monday – Thursday 8:30 am to 9:00 pm

Friday - 8:30 am to 11:00 pm

Saturday - 9:00 am to 11:00 pm

Monday – Thursday center will close at 7PM, if there are no children in center.

(Last check-in @ 7:00PM)

Friday - Saturday center will close at 9PM, if there are no children in center.

(Last check-in @ 9:00PM)

Before and After hour care considered with a week notice in advance.

Policies:

Behavior

Children generally respond favorably to praise or incentives encouraging good decision making. It is KidTime's policy to focus on positive behavior. There are other times when behavior warrants correction. In this instance, KidTime chooses to provide verbal guidance and redirection to a different activity. If necessary, the staff may require the child to have a short "time-out" (3-5 min) from their activities.

In the interest of safety for all children visiting KidTime, individuals who are exceptionally aggressive will be asked not to return to KidTime until there is a significant improvement in their behavior.

Children are expected to handle themselves in a socially acceptable manner. It is important for each child's safety that KidTime Rules are followed.

Check In & Check Out

A completed registration form is required on the first visit to KidTime. The information provided on these forms is important for your child's welfare. When checking out you will receive a summary of the charges for the stay. Program hours will be debited automatically, and any additional charges will be due at the time of service. If program hours are exceeded, the additional charges will be billed at the drop-in rate. Please note that children will only be released to persons noted on your Registration Form or designated in your KidTime profile. A picture ID is required to pick up a child or parents only may use a password. KidTime strictly abides by this policy. Please make sure your Registration and Profile information is accurate.

Cleanliness

Each person employed with KidTime provides a clean well cared for facility. This is part of everyone's job. If there is ever an issue with the facility, please let the staff know so immediate action can be taken.

Healthy Children

It is KidTime's strict policy NOT to accept children who are ill. Reasonable precautions are taken to safeguard children against illness. Your cooperation is required in not asking us to care for your children when they are sick. Please do not take your child to KidTime with a cold, sore throat, rash, cough, and diarrhea or pink eye. Do not take a child who has had a fever or has vomited in the past 24 hours. If a child becomes sick during the course of their stay, the child will be separated from others (within eyesight and hearing of our staff) and the parents will be contacted immediately. Parents will be expected to pick-up their sick child in a prompt manner. KidTime's staff has first aid training and will administer to minor cuts and bruises when applicable. In the event of a medical emergency, your child will be transported to an appropriate medical facility by the local emergency unit for treatment at the expense of the parents.

Immunizations

The state of North Carolina requires childcare facilities to have each child's immunization records.

Licensing

KidTime is not required to be licensed, only registered by the State of North Carolina under G.S. 110-86. If you are interested in additional information, please speak with a staff member.

Personal Items

KidTime is not responsible for personal items including but not limited to clothing, shoes and toys. KidTime requests that children NOT bring personal toys with them. Items left at the facility will be stored in a lost and found box and disposed of after 30 days.

Security

Safety and Security are of the utmost importance to everyone at KidTime. Our facilities and policies are designed with this in mind. All KidTime staff members are certified in infant and child First Aid and CPR. Each employee of KidTime has had a complete background check completed prior to hiring, including criminal and employment screening. Our staff is comprised of trained and experienced childcare professionals. The facilities contain surveillance cameras in multiple locations. A photo ID is required in order to pick-up a child. Additionally, a child will only be released to persons designated on Registration Forms or in your KidTime profile. Complete emergency procedures are on file at every location.

Snacks

Parents may bring a bag lunch or opt for meals provided by a local restaurant for an additional charge, to be paid at the time of check in. Snacks are provided free of charge or you may provide your own. Any food allergies your child might have should be noted on your registration and KidTime profile and snacks brought with you if your child is allergic to those provided.

*****PLEASE NOTE THAT KIDTIME IS A NUT FREE FACILITY AND WE THANK YOU IN ADVANCE FOR YOUR COOPERATION WITH THIS POLICY.*****

Special Needs

Please make KidTime aware of any special needs your child requires. Each child should be able to play independently within our staff ratio and without extra assistance. KidTime does not discriminate.

Toilet Training and Diapering

Many young children are not fully toilet trained. If your child is in this category, please bring all necessary supplies such as disposable diapers, training pants, diaper wipes and additional change of clothing labeled. Our staff will change any child who has an accident and each child will be given toilet training encouragement when possible.

Diapers are checked and changed every hour during circle time. Diapers are also changed more frequently if necessary, to keep your child comfortable and dry.

Lunch and Dinner Meals

- Your welcome to pack a lunch or dinner for your child(ren) or purchase a meal at KidTime. KidTime does not cook or reheat any food items.
- **Meals are ordered at the following times: Lunch at 11:00am (Monday – Saturday) Dinner at 5:00pm (Friday and Saturday). Meals are \$5 and must be paid for in cash at check-in.**
- You may call us or send an email prior to the order times listed above
- All children will be expected to sit at a table or in a high chair during meal times, even if not eating, to minimize disruption for the children who are eating.

Daily Schedule

WEEKDAYS

8:30-10:00	Active Free Play
10:00-10:20	Morning Snack
10:20-11:00	Directed Art
11:00-11:30	Active Free Play or Circle Time
11:30-12:00	Clean Up and Learning Time
12:00-1:00	Lunch/ Clean Up
1:00-2:00	Quiet Play** (books, movies, games, etc.)
2:00-2:30	Active Free Play
3:00-3:30	Afternoon Snack
3:30-5:00	Free Choice/Afternoon Art
4:00-5:00	Active Free Play
5:00-5:30	Story or Circle Time
5:30-6:00	Free Play/Clean up
6:00-7:00	Dinner/Clean Up
7:00- 8:00	Active Free Play*/ Clean Up
8:00-9:00	Quiet Play (books, games, movies, etc.)

WEEKENDS

9:00-9:30	Evening Snack
8:45-11:00	Quiet Play* (books, movies, games, etc.)

****Active Play times may be adjusted for napping and resting children. A quiet area will be provided for children who wish to rest or nap.**

This schedule is intended as a **guideline only**, as we will try to adhere to it as much as possible. Please understand that on certain occasions, depending on the number and ages of the children in attendance, we may not. This schedule is intended to give parents an idea of activities that occur and the times we will have directed activities and meals.

Sick Child Policy

Children who are ill with fever, vomiting, or have diarrhea will be sent home immediately. Children with these symptoms may not return to KidTime for at least one full day. If your child is not yet fully recovered please do not send him/her to KidTime.

Should your child become ill while at KidTime, we will call both parents for up to 30 minutes. If you cannot be reached, we will then call the emergency contacts you have listed on your registration form and ask that they come and pick up your child. KidTime is not a suitable environment for children who are ill.

Illness Policy:

KidTime has a fairly straightforward illness policy. Here are the guidelines:

- Child feels too poorly to participate in normal center activities.
- Temperature above 100.
- Any infectious diarrhea, or two diarrhea stools.
- Vomiting
- Any skin infection, rash, or rash with drainage.
- Conjunctivitis (“pink eye”), both viral and bacterial.
- Undiagnosed eye drainage and/or significant reddening of the eyes; this may include watery or puffy eyes or eyes with a mucous discharge.
- Any runny noses that run green, yellow, or cloudy

Return after Illness

- Children may return to KidTime one full day after symptoms have disappeared.
- A child must also be fever free for a period of 24 hours without the need for fever reducers (Tylenol, Motrin, Pediacare, etc).
- A child with a rash or skin infection may return only once it is dry, completely scabbed over and no longer draining.
- Eyes are dry, clear and not swollen or puffy
- Bowel movements are normal.

Administration of Medication

KidTime may not administer any medication. Please let staff know when your child is on medication so that we may keep accurate information on file.

If you have any additional questions, please ask us.

Again, Welcome and we look forward to seeing you soon!