



Welcome to KidTime!

Thanks for Dropping In! We are glad to have you with us. Enclosed with this letter is our KidTime Parent Handbook. Your Parent Handbook 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. **Professionally Trained Staff.** All members of our staff certified in infant and child first aid and CPR and 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 Valentine's Day Party.

Again, let us welcome you and your family to KidTime. We hope you find the KidTime childcare 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,

Ms. Monica M. Howard
KidTime Administrator

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. 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.

Hours of Operation

KidTime Drop In Childcare will operate year-round (January through December) according to our specified daily schedule. Hours of operation are subject to change with or without notice. **Check our website and social media pages for special hours and seasonal hours.**

Monday - Thursday	8:30 am to 9:00 pm	<i>Last check-in @ 7:00PM</i>
Friday	8:30 am to 11:00 pm	<i>Last check-in @ 9:00PM</i>
Saturday	9:00 am to 11:00 pm	<i>Last check-in @ 9:00PM</i>

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

Holidays We Observe

KidTime observes the following holidays and are closed. We reserve the right to close additional days throughout the year as needed.

New Year's Day	Saturday of Easter Weekend	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Day After Thanksgiving	Christmas Day

KidTime Policies

Inclusion Policy

We have an open enrollment policy. Our services are offered to everyone regardless of race, creed, sex, religion, disability, or national origin. By enrolling your child at KidTime Drop In Childcare, you as a parent or guardian give permission for your child to be involved in the activities and events at KidTime Drop In Childcare. Parents of a special needs' child registering for our services are asked to give a written description of procedures to be followed for the child's care. A copy of the evaluation from the psychologist or therapist and any other diagnoses should be provided to the Director. These evaluations will be held in strictest confidence and used only to educate the childcare staff who work with the child. We can only help your child when we have full knowledge of learning styles and needs. Although rare, a situation may arise in which it becomes evident that the needs of a child cannot be met effectively by our center. A decision to dismiss a child will only happen after we feel every option has been explored. Every measure will be taken to meet the needs of the child in question. Our Administrator will assess each dismissal not only with regard to the individual child's needs, but also the needs of all children served. The parent will be a central figure in the discussions.

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.

Admission & Enrollment

There is no annual registration fee or long-term commitment required, no contract to sign and you may withdraw from the program at any time without notice. Should it become necessary, we may terminate your enrollment in our program at any time, with or without notice. The registration fee is subject to change without notice.

The following forms are required to be completed as part of the enrollment process:

Admission and Photo Consent Forms
Authorization to Administer Medication (if applicable)

These forms may be completed hard copy or electronically. Parents acknowledge that submission of these forms electronically constitutes acknowledgement and agreement as would a wet signature on a hard copy form.

KidTime Drop In Childcare strives to provide educational and entertaining activity centers for the enjoyment of all ages of children enrolled in our program. To that extent, we offer the following Activity Centers within our facility:

Activity Centers

Arts & Crafts	Imaginative Play Center
Various Board Games	Train Table Play/GO Table Play
Basket Ball/Air Hockey Table	Movie Time
Fitness Activities	Books/Reading Area

KidTime Daily Schedule

WEEKDAYS

8:30-10:00	Active Free Play*
10:00-10:15	StoryTime*
10:15-10:30	Morning Snack
10:30-11:00	Active Free Play
11:00-11:30	Directed Art*
11:30-12:00	Spanish with Ms. Mariela
12:00-1:00	Lunch/ Clean Up*
1:00-2:00	Quiet Play** (books, movies, games, etc.) *
2:00-3:00	Active Free Play**
3:00-3:15	Circle Time Activity*
3:15-3:30	Afternoon Snack
3:30-4:00	Free Choice
4:00-4:30	Afternoon Art*
4:30-5:00	Circle Time Activity
5:00-5:45	Active Free Play**
5:45-6:00	Story Time/Clean up
6:00-7:00	Dinner/Clean Up*
7:00- 8:00	Active Free Play**
8:00-9:00	Quiet Play (books, games, movies, etc.) *

WEEKENDS

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

***Diaper Changes and Potty Reminders are hourly and as needed**

****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 and subject to change without notice.

Fees

All fees and charges for **KidTime Drop In Childcare** services are subject to change without notice. **NO REFUNDS - ALL SALES ARE FINAL**

See our website at <https://kidtime.com/rate-plans/> for the latest fees and rates for each of our programs.

Note: We will assess late fees beginning 1 minute at the close of business and must be paid at pickup.

**Socks are required at all time in our Center and can be brought from home or purchased in our Center for a small fee.*

Immunizations

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

Licensing

KidTime is not required to be licensed 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.

Lunch and Dinner Meals

Your welcome to pack a lunch or dinner for your child(ren) or purchase a meal at KidTime. Please update KidTime staff with any special instructions for meals from home or purchased outside of 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. A \$1 convenience fee is charge for debit/credit card meal payments**
- 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.

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

Accidents/Incidents

Although many precautions are taken to ensure a safe environment, occasional incidents will occur as children explore the world around them. If an incident or injury occurs, first aid is administered, an Incident Report is completed, and a copy is given to the parent. This report will describe the nature of the incident and the follow-up care that was provided. Please understand that in a group care setting, we witness most incidents; however, occasionally there may be an incident we do not see. Parents will be contacted by telephone for serious injuries which require professional medical attention (see the topic Emergency Medical Care for additional information).

Administering Medications

KidTime Drop In Childcare staff will administer medications that are ingested or inhaled with a valid prescription and a parental consent form on file. Prescription medications:

1) Must be in their original containers 2) Are clearly labeled with the identity of the medicine, written dosage instructions, and a prescription number, if prescribed by a physician 3) Show the child's name on the container itself.

Parents must complete authorization forms each day for all medicines to be administered. These forms are kept on file by KidTime Drop In Childcare. You agree to provide the Center with all necessary information pertaining to administering medicine to your child(ren).

A physician must also fill out an emergency/action plan for all as-needed medicines that indicates specific symptoms to indicate when we should administer the medication, the dosage, and possible side effects. As-needed medications include inhalers and Epi-pens. Parents will be notified if any of these medications are given at KidTime. The doctor's authorization form is valid for a period of 6 months and then must be renewed.

We will administer topical lotions, creams and ointments with a parental consent form on file. Topical medications will be administered in accordance with the recommended dosage on the medication's packaging.

Note that any adverse reactions to medications noticed by the staff will be documented and maintained on file by KidTime Drop In Childcare. The parent or guardian will be contacted by the staff via telephone immediately, as well as any emergency medical services deemed necessary. Severe adverse reactions inducing a medical emergency will be handled accordingly (see topic Emergency Medical Care for additional information).

Checking In

It is extremely important that parents and guardians follow the appropriate check-in procedures prior to leaving the premises to ensure the staff of KidTime Drop In Childcare can properly account for each child left in our care. Children must be escorted into the Center by the parent or guardian. All children must be properly checked in and behind the center's half door, prior to the parent or guardian leaving the premises. Check-in procedures are as follows:

1. First-Time Families – Complete the application forms either online or in-person.
2. The KidTime staff will print an identification label for each child checked in and place the correct identification label on the BACK of each child.
3. Complete the special instructions form, if applicable, and turn it in to our KidTime staff. Notify our KidTime staff if anyone other than the parent or guardian that dropped off the child(ren) will be picking them up.
4. Complete the process by providing the staff with any medications and/or supplies brought from home, and removing the child's shoes, place in the cubby and coats are hung on the coat racks.

***** CLEAN SOCKS ARE REQUIRED - Available for purchase at front desk. *****

Check Out

1. Tell our staff the name of the child(ren) you are checking out and provide the password. If the person that dropped off is not the person that is picking up, the pickup person must be an authorized adult on account and will be required to provide a valid government identification. It is the responsible of the parent to notify the authorized pickup person of any fees due (meals, hourly rate). In any event, **we will not** release children to anyone that was not identified in advance as the authorized pickup guardian.
2. Pay drop in hourly rate, purchase a pre-paid package of hours or late fees, if applicable.
3. Gather belongings, such as bags, cups, medications, shoes, coats, etc.

Concerns and Social Media

If you have any questions, comments or concerns about care or customer service, please bring it to the immediate attention of the Center Manager or Administrator. We welcome the opportunity to address your concerns in a manner that is satisfying to your family. Please give us that opportunity before leaving negative reviews on review sites or social media. We take your concerns seriously and strive to be your drop-in provider of choice for years to come.

School Out Day Camps

KidTime Drop In Childcare offers day camps on most non-school, non-holiday weekdays. These day camps coincide with the area County Public Schools calendar for student/ teacher workdays and holidays as well as fall, spring, summer and winter breaks. Children ages 5 to 12 may participate in the day camps for up to 9 hours per day. The fee schedule can be found on our website at www.kidtime.com/rates and is subject to change without notice.

Camp hours are 8:30am – 5:30pm. Parents may request an earlier drop-off for an additional fee. Early drop-off must be requested at time of registration and all camp fees must be prepaid. See our KidTime staff member if you have any questions about registering for day camps or drop-off/pick-up hours.

The regular drop off rate will apply for camp pickups after 5:30 PM.

Toilet Training/Diapering Policy

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.

We check diapers and pull-ups upon check-in, on the hour and half hour, and at check-out. For the health of your child and other children in our care, we will change wet and soiled diapers when they are first identified as such. We do not assess a 'level of wetness' to conserve diapers – if the diaper or pull-up is wet/soiled it will be changed keep your child comfortable and dry.

Parents are highly encouraged to bring enough diapers/pull-ups and wipes with this in mind. There is no charge for each diaper/pull-up that we use from our supply.

Discipline/Disruptive Behavior

KidTime Drop In Childcare staff will utilize elements of positive discipline to redirected unwanted or disruptive behavior. Positive discipline includes:

- ▲ Setting realistic expectations for conduct and clarifying that expectation as needed.
- ▲ Anticipating potential problems and using distractions to redirect behavior.
- ▲ Demonstrating expected behavior.
- ▲ Focusing on positive communication.
- ▲ Verbalizing natural and logical consequences of actions
- ▲ Avoiding 'punishment', such as physical or 'corporal' punishment, withholding attention, food or ignoring basic needs such as toileting.
- ▲ In addition, school ages children will have a 3-5 min reflection period.

Management reserves the right to dismiss any child from our programs that is continuously disruptive and/or that poses a safety risk to themselves, other children or staff members.

Dress Code

Socks must be worn at all times by children visiting KidTime Drop In Childcare. Socks may be brought in from home or purchased at the counter for a small fee per pair. Please dress your child in comfortable clothing that is appropriate in size and season, is not offensive or suggestive in nature, and that does not restrict movement. We highly recommend you dress them in clothing that you do not mind getting dirty or messy. We also recommend leaving a change of clothing for toddlers, preschoolers and any child not potty trained. Parents are welcome to dress their child in clean pajamas during our Friday and Saturday Nights.

Emergency Information

It is important that parents and guardians keep KidTime Drop In Childcare updated as to how they can be reached at all times in the event of an emergency. This includes all work, home, and cell phone numbers for both parents and any other emergency contacts.

Because we strive to maintain a safe environment for your child, we make every attempt to be prepared to handle emergency situations. Our staff is trained in first aid and CPR. An emergency plan is posted in the Center. We conduct regular fire and tornado drills. Parents and guardians will be contacted by telephone as quickly as possible in the event our emergency plan is implemented. This includes severe weather, fire and power failure that affects climate control or structural damage. A copy of our emergency plan is available in the Center.

Emergency Medical Care

Should your child become ill during the time that he/she is in the care of KidTime Drop In Childcare or suffer an accident of any nature, the Center Manager or Administrator shall undertake to contact a parent or guardian immediately by telephone and shall be authorized to secure such immediate medical attention, transportation (including a personal or emergency vehicle as deemed appropriate), and care for the child as may be necessary. (The parent shall assume responsibility for the cost of any such transportation and care). KidTime Drop In Childcare uses

Atrium Health Huntersville (16455 Statesville Rd, Huntersville, NC 28078, (704-512-3100) as its designated emergency care center.

You agree to keep the Center informed in writing of changes in your telephone numbers (cell, work, home), as well as those of emergency contacts.

In the event of a serious injury (including but not limited to bleeding, broken bones, fractures, head injuries, bites and object in the ear, eye, nose or absence of breathing), the staff will contact emergency medical services or poison control as appropriate and then administer first aid or CPR until emergency paramedics arrive. Parents and guardians will be contacted immediately and receive a written accident report within 2 hours.

Illnesses

Please understand that for your child's protection and the protection of our staff and other children, we strictly enforce our illness policy. We request your full cooperation by not bringing in a sick child. Children cannot be given fever-reducing medicine in the morning and then brought to KidTime - they must be symptom-free for 24 hours without the benefit of medication before returning.

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.

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.

Contact Us

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