



Communication

We encourage open and positive communication between our staff and you, the parent. No one knows your child better than you. For this reason please make a special effort to provide all relevant and necessary information regarding your child(ren) on the registration form.

“Group Care”

The type of child care Kid Station provides is considered “Group Care”, meaning we provide care for multiple children in a combined setting. We are licensed to provide care for up to 40 children at a time, but an average number of children in our center is approximately 20. Just as a child would expect in a school, daycare or other organized children’s activity, we operate most effectively as a group. Thus, your children will be encouraged to participate in activities (ie: clean up time, snack time, center time, circle time, “chill time”) of the whole group when deemed appropriate for safety or logistical reasons. While you can expect us to ask your child to participate, we will not force your child to participate. Rather, we will make every effort to provide an alternative opportunity for him/her that is comfortable and appropriate for the situation.

Infant Care

Kid Station is licensed to care for infants... ages 3 to 12 months. Please note the special circumstances that apply to infant care:

1. We must have a minimum of 1 hour advanced notice via reservation when bringing an infant for care for staffing purposes.
2. You must cancel your reservation if you have a change of plans. Cancellation must occur at least 1 hour prior to your visit. A no-show fee equal to the estimated cost of your infant’s stay will be billed to your account if you fail to comply with the cancellation policy.
3. We cannot mix formula per DHS guidelines. Please bring premixed formula in bottles ready for warming.
4. We have a designated area for napping infants in the afternoons. However we do not have a designated area for sleeping infants in evenings. Therefore, infants must be picked up by 7:30pm.

Nutritional Supplements

A nutritious snack will be provided for all children every 2-3 hours. Please feel free to pack your child a meal if they will be with us during a mealtime. We are happy to heat up and/or refrigerate any meal you provide. We request that you clearly label meal containers with your child’s name and the date, and include clear instructions on preparation of the items.

For your convenience, we offer a pick-up service from restaurants in the shopping center for cost of the meal plus a small pickup fee. Also, all-you-can-eat pizza and juice is served on Friday and Saturday nights for an additional fee. Lunch service is available from 11am – 12:30pm and dinner service is available from 5pm to 7pm.

Items from Home

It is the safest choice to not bring any toys or other valuables from home along with your child. However, if he or she does, make sure that it is clearly labeled. Unfortunately, we cannot be responsible for lost or damaged toys or other items.

Eligible Children

We are happy to provide care for children from the age of 3 months to 12 years. We at Kid Station strive to be inclusive with all children. We have a facility that is handicap accessible and our staff are trained on some special needs situations including, but not limited to, Autism and Down's Syndrome. We will give our best effort to ensure proper care for any child who wishes to visit.

However, there are some situations whereby it is not possible that we allow a child to stay and play. If a child exhibits one or more of the following behaviors, we will ask that the parent remove the child from the center and refrain from further visits until we have been assured that the child will not continue with such behavior...

- A child shows a degree of physical, emotional or mental impediment which is sufficient to prevent effective communication between staff and child
- A child poses a physical threat to staff or other children
- A child blatantly disregards instructions from the staff and is unable to be re-directed or brought into behavior sufficient for the safety of himself/herself and others in the center

Discipline Policy

Kid Station believes in and practices a positive discipline policy. Discipline methods our staff will use are redirection, verbal discussion, and, if necessary, a brief time-out from play or activity.

Well Children

Only well children with no signs of communicable illness will be admitted. **Please refrain from bringing in any children who have shown obvious signs of illness in the last 24 hours.* If your child begins to exhibit signs of a communicable illness while visiting with us at Kid Station you will be contacted and asked to pick them up. This is to protect all the children and staff at Kid Station.

Health and Wellness

No medication will be administered unless a parent provides, at the time of check-in, the written directions of a physician and provides consent to administrate. The medication will be kept in a locked box, and a written record will be kept of when medication was administered. Diaper rash cream can be administered with the request of a parent. Please make sure that you take a moment to do this if your child is experiencing any irritation. Parents should also be aware that we are required by law to report any signs of child abuse.

Kid Station is a peanut-free center. Parents are asked to refrain from sending any items with their children that may include peanuts or peanut butter. The staff of Kid Station will make every best effort to provide for the safety of those children with peanut allergies. However, situations beyond our control may occur. **Kid Station cannot guarantee that a child will not have an allergic reaction of any kind while at our facility.*

Diapers and Potty Training

Please do not send your child in underwear unless they are fully potty trained. If they are still wearing diapers or pull-ups please make sure that you bring extra with your child. Children will be changed on a regular basis and immediately if they have soiled their diaper. **A change of clothes is also requested.* In the event of an “accident” and no replacement clothing is available, attire will be provided for the child to the best of our ability.

Screen Policy

The screens located in the front of the center are used for gaming devices. Only games with an ESRB rating of E and Minecraft are played in our center. The screen located in the center near the snack tables shows only children's programming and G rated movies. A show/movie played on this screen will be limited to approx 30 minutes and is used during such times as it is necessary to group children and focus them...quiet time, snack time, etc. The screen in the media room, which is separated from the rest of the center, is used for showing full length movies of PG rating or lower. Children are NEVER required to view a screen, but are always offered an alternative activity.

Drop Off and Pick Up Policies

Kid Station provides a quick, computerized “clock-in/clock-out” service. Once the initial registration process is complete, it is the parent or guardian's responsibility to remember his or her given password. This password is required to pick up any child in our facility. ****Please make sure to keep your cell phone number and other relevant information current in our records.*** Children will only be released to individuals that have been listed as “authorized to pick up” on the registration form. If exceptions are necessary, permission for an alternative individual to pick-up your child must be written and presented to Kid Station by you, the primary or secondary contact, in person, at the time of check-in. This individual will be asked for photo ID when they arrive to pick up your child. Kid Station reserves the right to demand photo identification for any individual at the time of check-out, specifically of an individual who is unfamiliar to the staff of Kid Station. Should an individual (authorized or unauthorized) attempt to pick up a child that, according to the consensus of Kid Station, exhibits behavior that could be dangerous to the well being of that child, Kid Station reserves, and is granted the right by DHS, to contact authorities and/or an associated emergency contact.

Reservations

Reservations are not required but there are periods of time throughout the year...school holidays, weekend evenings...whereby we will be quite busy. If you need to ensure availability at a specific period of time, please call (761-7529) or email us (email@kidstationmemphis.com) to make a reservation. Although they are not binding, please remember to cancel unwanted reservations. As a courtesy, please call if you are running late. *A \$1/minute late fee will be assessed if you pick up your children after closing time.*

Acknowledgement

I, the primary or secondary for the children registered in my name or as under my care, have read and agree to make every effort to maintain compliance with the statements made in the preceding Parent Notes.

I give permission for Kid Station to photograph my child(ren) for the purpose of publishing my child(ren)s photograph in marketing materials that are created specifically and exclusively to promote Kid Station. *These photos will be produced or reproduced for no other purpose.* Yes _____ No _____

Signed _____ Relationship to child(ren) _____ Date _____

