

HEIGHTS KIDS FAQ

How does dropping off my child work?

We call this process “check in,” which can be done at any of the kiosks in Building H4. Once your family is in the system, check in only takes a few minutes. When visiting, check in will take about 5-10 minutes. If you need any help with this process, just let anyone on the Heights Kids Serve Team know and they’ll assist you.

Where will I pick up my child?

You can pick up your child in the same room in which they were dropped off with your child’s “Out Slip” or hand-written guest slip.

How do we get our family in the computerized Check In/Out System?

If you and your family plan on attending Heights regularly, please see one of the Heights Kids staff in order to pick up and fill out the form in H4. Our staff will then take this form and input it in the Check In/Out system. The following Sunday we will be able to finalize pictures and finger scans.

How do I add a child or an additional adult to pick up my child?

If you would like to add a child onto your existing account or add an adult to be authorized to pick up your child or children; please see one of the Heights Kids staff in order to pick up and fill out an Info Update Form in H4. We will need to take a picture of the child and/or adult added if the adult is not already in the system.

Am I allowed in my child’s classroom?

Parents are welcome to stay in the classroom or building with their child to see how things run.

What should I bring?

For your baby & preschooler, you can bring a few diapers, a change of clothes, pacifier, and a bottle of formula, milk, or water for your 0-24 month old, or a sippy cup of water for your preschooler.

What if my child is sick?

We make it our goal to create a safe, nurturing environment for everyone who enters a Heights Kids building. To help maintain that environment, we cannot accept a sick child (see Safety, Sickness & Food Guide for definition of “sick”).

What if my child has allergies or other health concerns?

Please inform us if your child has allergies, a special diet or health concerns; this information is passed along to your child’s teacher. Snacks are provided for events that are an hour and a half or longer. Gluten and dairy free snacks are available for those with allergies.

Does Heights christen and/or baptize children?

At Heights, we believe the decision to follow Jesus as Lord and Savior is incredibly important. We walk parents and their children through the journey of reaching this decision. There are a few factors that we assess to make sure we’re guiding in the right direction, such as the age of the child and their understanding of the decision to follow Jesus.

For infants and toddlers, we recommend parents take part in a workshop and celebration, which we call Parent-Child Dedication (an intentional step parents/guardians take committing themselves to Biblical principles and to raise their children according to God’s Word in front of friends, family, Heights Leaders and God).

For children who express interest in being baptized, we offer an Understanding Baptism Class for kids and their parents to attend. This helps lay a foundation of what the Bible says about baptism, and what baptism means in the life of a follower of Jesus.

Email us at kids@heightschurch.com to let us know if you’re interested in pursuing either of these options.

Can I help with Heights Kids?

If you would like to be on our serve team, you can email us at kids@heightschurch.com, or fill out an application on the Serve Team page of our website, and return it to any of our locations.

