

FAQ's

I'm new what do I do?

If it's your first time at Morning Star – welcome! You can either begin by filling out our online registration or you can follow the signs “Got kids?” straight back to our registration desk. After our Desk Team gets all of your information into our database, a Team Member will walk with you to your kid(s) room(s) where you'll be introduced to another Team Member who will help your kid(s) get connected with other kids their age. The next time you come back, you can go straight to one of the kiosks in our Kids Lobby and get your kids tags. You'll be asked for the last 4 numbers of the phone number you originally registered under to check your kid into the room.

What's a “2 Part Tag Check-in System”?

In order to keep our kids safe and maintain proper room ratios, we check every kid into their room using a “2 Part Tag System” A Check-in Team Member will check your kid in and print a 2 part tag. The first tag will have your kid's name which will go on their front or back and the second half is a “check-out” tag for you. Hang onto it, you're going to need it!

What's check-out?

When service is over you will come to your kid's room to check them out. You will need your “tag” so that it can be matched to your kid's tag for that day. A team member will collect your kid's tag before leaving the room but you can hang on to yours if you have another one to pick up in another room.

What do I do if I lost my tag?

We get to keep your kid! Just joking! Come to our registration desk and we will do a “manual checkout.” We'll need to see your driver's license to make sure you're really you, and yes we know it's a pain but it's one way we keep our kids safe!

How do I know my kids will be safe?

We take your kids safety extremely seriously. We have a dedicated Safety Team made up of off duty police officers, paramedics, and other safety related professionals. They keep our Kids Wing literally under lock and key. After each service has started all rooms are locked and our Kids Wing is locked from the outside. Only Team Members, Staff and parents with a Parent tag will be permitted in the area.

What if my kid needs me during service?

No problem! Keep your phone handy, we'll text you. Come to the doors to the Kids Wing directly opposite the back of the auditorium and one of our Team will let you in and take you to your kid's room.

What if I need my kid before service is over?

Gotta scoot out early? That's ok, just let one of our Safety Team Members know (they usually hang out by the Wired Café) and they will let you in to go to the Registration Desk who will take you to check out your kid.

What about your Team Members – are my kids safe around them?

Every Team Member has to pass a national background check before serving in our ministry and the check is repeated every three years. Additionally, we have a waiting period of 6 months of attendance before prospective team members can serve directly with our kids. We also follow a 2 adult rule that requires two unrelated adults to be present before any kids or students can enter the room and follow age-appropriate adult to kid ratios.

What's your Wellness Policy?

All kids attending our programming should be symptom free for 48 hours of the following: Fever, runny nose, cough, vomiting, diarrhea, and eye or skin infection. If a kid shows signs of illness during service, parents will be paged using their "code".

Do you provide snacks and what if my kids have allergies?

If your kid has a food allergy (or any allergy for that matter) let us know at the Registration Desk and we will add it to their profile. We provide Goldfish Crackers and Cheerios in our Early Childhood Rooms on a regular basis and our Team Members are trained to check our Room Rosters for allergies. In the Elementary Rooms, we occasionally have special treats and an Allergy Alert is posted for parents to see at Check-in. We are a nut-free environment.

What if my kid has special needs?

We're committed to providing a fun, secure place for every kid to experience God's love. We have a Support Team who would love to have a conversation with you regarding your kid's needs and how we can partner with you! Just let us know on your registration form and we'll reach out to you.

What if I have other questions?

We'd be happy to help! Contact our Director of Morning Star Kids, Laura Sliger at 636.561.5680 or laura.sliger@mscwired.org