

FREQUENTLY ASKED QUESTIONS

Where do I check in my child?

The nursery check in station is near the Worship Center. If you have trouble finding our check in, please ask someone at the Welcome Center and they will give you directions. Our children's ministry greeters will help you check in and print name tags for your child.

After check-in what can I expect?

When you arrive at your child's classroom you will find a roster or class list. Please complete necessary information about your child. Choose a pager and write the number beside your child's name so we can contact you in case of an emergency. Please provide any helpful information we may need to know (eat/have a bottle, potty training, food allergies).

Do you allow sick children to come to the nursery?

No. Please keep any sick children home until they are better/no longer contagious. If you are unsure whether they should come, we ask that you keep them home so we do not spread illness. Our illness policy requires that you wait until your child has been fever free for at least 24 hours before returning to the nursery.

How should I dress my child and what items do I need to bring for my child?

Please dress your child appropriately for the weather, taking into consideration that there may be crafts and playground time. Please bring diapers/pull-ups, an extra set of clothes, sippy cups and/or bottles, pacifier, lovie, special blanket etc. Please label everything you send into the classroom with your child's name. We ask that you *do not* send your child into the classroom with toys from home.

What am I allowed to send with my child who has separation anxiety?

Please send in a lovie or a pacifier or special blanket with your child to help them transition into the classroom. Please remember to label these items with your child's name so we can return them to you at pickup.

Should I bring a diaper or extra clothes for my child?

Yes! Please send more than one diaper with any child who is not potty trained. Please send potty training children in a pull up. And please send all children with an extra set of clothes.

How do you keep track of the items I bring for my child?

We ask that you *label everything* that you bring with your child. Please label bags, clothes, pacis, lovies, cups, bottles, etc. Anything that comes out of your bag could get lost or picked up by another child. If it is labeled, we can make sure it is returned to you and kept away from other children.

Can siblings stay together?

We try to place children in classrooms according to their age. However under special circumstances, we will allow siblings that are different ages to be in the same room to help them adjust. Our goal is that they will be acclimated into their correct room after a few visits.

How do you make sure my child is not given to the wrong person?

We match codes on the child's name tag with the parent tag at pickup and also have a "no pager/no child" policy when those tags are not being used. Our staff is trained to not let a child go home with an adult that does not have the matching parent tag or pager that corresponds with the child. Therefore we do not allow siblings to pick up other children. We require parents to pick up each child from their classroom for safety reasons.

Is my child being adequately watched in the classroom?

We have 2 workers in the classroom at all times with your children.

How do you handle potty training?

We ask that you remind our workers each time you drop off if your child is potty training. Please send potty training children in a pull-up if possible, as sometimes they do not feel comfortable going in the potty with a stranger.

How do you handle food allergies or restrictions?

Please inform the volunteer/caregiver if your child has an allergy. We provide labels for your child at check-in that remind the caregiver of the allergy during snack time. If your child attends the nursery on a regular basis, we will have you fill out an allergy form and take a picture of your child to keep in the room at all times.