

WESTSIDE CHURCH



VOLUNTEER POLICIES & PROCEDURES NURSERY

Our mission is to provide the children coming into our nursery a safe, loving and nurturing environment. We will come prepared in our hearts to minister God's love to the children who come to the nursery. We will sincerely convey competence and confidence to the parents that we will safely, joyfully and lovingly care for their children – and that we WANT to be there!

- Please check the schedule and if you are unable to serve during your designated time, try to switch places with someone else on the schedule. Do not ask anyone who is not on the schedule to work without checking with Lindy Allen. If you are unable to cover your shift, please let Lindy Allen know as soon as you know so she can get a replacement.
- There must always be at least two people serving in each classroom together. One person must be an adult (18 years of age or older). Both need to have been approved through the screening process.

BEFORE THE CHILDREN ARRIVE

- Arrive early – we begin receiving children 15 minutes before the service begins.
- Make sure all the electrical outlets are covered with plastic plugs.
- Make sure that the carpet is clean, no dirt or crumbs on the floor for babies to put in their mouths. A hand-held vacuum is provided to be used as required.
- Graham crackers will be provided for toddlers who have started eating solid food. Please do not bring other snacks.
- There are first aid kits in every classroom. Be aware of the location of the kit so you are able to quickly find it if needed. Do not give any medication, aspirin, etc. See our separate page on Medical Procedures.
- Westside Church has a zero tolerance policy toward abuse in any form. See our separate Abuse Prevention Policy.
- All teachers should attend one of the other services the week they volunteer. It is very important to gather as a church as well as serving.
- Keep the children safe. If there are any potentially hazardous situations, take necessary measures to keep children out of danger. Report any dangerous situations to Lindy Allen or that week's ADMIN so that repairs can be made.
- We require all volunteers to attend the semi-annual Westside Kids training times. Watch for notices on these meetings held in the Spring and Fall and plan to attend.
- Westside Kids needs many workers. We understand there are seasons in our lives and the need for a break now and then. You are not "stuck for life!" If you need a break, please inform Lindy Allen.

WHEN THE CHILDREN ARRIVE

- Parents will register children at the Welcome Center. Each child must have a label on their clothing with a number matching the number on the parent's or parent's pre-authorized representative's label. Verify the child has a label and check for any special instructions shown on the label when the children come to class.
- Also verify with the parent what the child should be fed – bottle, Graham crackers or nothing. Some parents might bring food for their toddler. This is acceptable but please make sure the other children do not have access to this food.
- Ask the parent how long they would allow the baby to cry before you send for them. Explain that you will do everything you can to comfort and calm the child first.
- Keep all doors closed and locked and the half door closed and latched at all times. Keep children away from

the door when it is opened.

- Children with fevers or who are clearly sick are not to be allowed into the nursery. Kindly explain to parents with sick children that this is the church policy as they could infect other children.

DURING THE SERVICE

- Play with the children and take opportunity to tell them how much Jesus loves them. Make this a happy time for them with lots of spontaneous games, songs and fun. Use the toys, books, worship DVD's and puzzles provided to entertain the children.
- If a child cries and cannot be consoled by holding them, distracting them, playing with them, feeding them or changing their diaper, call one of the Campus Monitors, supply them with the child's registration number and they will get the child's parent or parent's pre-authorized representative. Do everything you can to try to calm the child first. Sometimes a child will stop crying after several minutes, so try to work with them before getting the parent out of the service.
- There are first aid kits in every classroom. Be aware of the location of the kit so you are able to quickly find it if needed. Do not give any medication, aspirin, etc. See our separate page on Medical Procedures.
- Check diapers at the beginning of the service and change as needed. Male volunteers may not change diapers.
- Make sure you pack up the children's belongings and diaper bags that were brought into the nursery when it is time for the service to end.
- Junior helpers that have gone through the screening process will be assigned to the nursery. Use the junior helpers to entertain the children. They may read to the children, play with them on the floor or sit with the child in their lap. They may also be used to retrieve a campus monitor and other tasks. They may not carry a child or stand with a child in their arms, change diapers or supervise toddlers in the bathroom.

WHEN THE PARENTS PICK THEIR CHILDREN UP

- After the service is finished warmly greet parents at the door. Match the parent's label with the child's label prior to releasing them, verifying the child is going with the authorized adult. Give parents a report on their child, i.e., what they learned, how they responded, anything significant that took place that they should know about. Remember, we want to be a blessing to the parents. Never convey that the children are a "pain" or a "chore." If you are not able to wholeheartedly enjoy and serve these children and their parents during your scheduled service, please ask to be removed from the schedule.
- If any children have put toys in their mouths put these toys in the plastic tubs to be disinfected for the next week.
- Put away all toys (toddlers can help you before they leave) and straighten out the rooms.

If you have any questions on these policies, please discuss them with Joseph Moore.