

# Nursery/Toddler Guidebook

## Welcome to Nursery Team!

We are so glad you are here and have taken this step to serve with us. We strive to be a church for the unchurched, a safe haven for everyone pursuing a growing relationship with Jesus Christ, and we could not do it without you.

*You are influencing environments where life change happens, and our hope is that you will find significance in being a part of the team. Our guests enjoy their experiences because of you, and we just want to say again, "We're glad you're here!"*

## Why We Are Here

The mission of CrossPointe Church is to **REACH** people where they are with the Gospel, **RESTORE** purpose through the Gospel, and **REPRODUCE** believers that share the Gospel.



## What We Will Do

We passionately and joyfully work hard to elevate the dignity of the guest by creating welcoming environments where guests are comfortable, cared for, and ultimately discover the best next step in a relationship with Jesus Christ.

**Let nothing be done through strife or vainglory; but in lowliness of mind let each esteem other better than themselves. Look not every man on his own things, but every man also on the things of other. Philippians 2:3-4**

## How We Will Make Decisions

**We will show care.** *We are givers extending empathy.*

**We will remain flexible.** *We are rubber bands willing to do anything to serve our guests.*

**We will have fun.** *We are thermostats setting the temperature.*

**We will deliver WOW.** *We are hosts delivering the extraordinary.*

## **Sunday Schedule**

- Nursery & Toddler volunteers are scheduled to serve on a reoccurring basis throughout the month.
- You should arrive 30 minutes before your designated service time begins.
- “Huddle” will begin promptly 30 minutes before service and dismiss 20 minutes before service.
- Be in position 20 minutes before service begins. Remain in your position until all kids have been picked up and rooms are straightened.
- If you are unable to serve, please communicate with your Team Leader in advance so they can find substitutes. This will ensure our team is best prepared to serve our guests.

## **Dress Code**

- Modest slacks with no holes are acceptable.
- Skirts and dresses are great, but please use discretion and avoid miniskirts, dresses, or shorts that are too short. All clothing is to be modest.

## **Reminders**

- Nursery & Toddler Volunteers must have a background check on file.
- Greet each guardian and child; always be friendly, kind, and patient.
- Direct guardians to the CP Kidz check-in.
- Be aware of any special or upcoming events.
- Your children may come with you to “Huddle” until their environments are ready
- Please refrain from eating while serving and limit coffee drinking while serving (feel free to come early to enjoy your cup of coffee or wait until you are finished serving)
- Please refrain from texting or using your phone while serving. (Pictures or videos of children is not permitted without written permission from parents)
- Please limit personal conversations with friends and other volunteers until you are finished serving in order to give attention to kids.
- Report any concerns to your team leader.
- There must be **2 non-related adult** volunteers serving in the nursery at a given time. If 2 individuals are related, a third non-related individual must be present at all times.

- Personal items need to be stored out of the reach of children.

## Volunteers

- Each child must receive a name badge to verify that they were signed in to Nursery/Toddler class. • These name badges offer information about children with allergies and other helpful warnings.
- It is preferred that guardians drop their child(ren) at the doors/gates to the nursery/toddler room so the doors/gates stay shut to decrease potential finger smashing and child escape.
- No volunteer is to be permitted access into the nursery without a Nursery/Kids Volunteer lanyard or a Parent Security Tag. • Only FEMALES with background checks wearing nursery or kids badges are allowed to enter the nursery or toddler area.
- Fathers are permitted to enter the room briefly in order to drop off their child(ren).
- Mothers are permitted to drop their children off in the room & may stay with them for no longer than 5 minutes.
- Sick child policy: If a child seems ill (i.e. feels warm, snotty nose, lethargic, cranky, coughing) then use the thermometer to check their temperature. A temp above 100.4 is considered a fever. Read the directions for the thermometer
- If you are suspicious that a child is not well, take their temperature • If the reading is higher than 100.4, contact the parents to pick up the child.
- If the parent does not respond, contact Nursery leader or coach.
- 10 minute cry policy. • Every child is different, and this may not apply to each individual case. Use your best judgement to decide when to call a parent back to their child.
- Try feeding, rocking, singing, and playing with children before a decision is made.
- If a child is intermittently soothed, then please continue to do so until service is over and then update the guardian. • If a child is in the process of potty training AND is at least 3 years of age, they are permitted to participate in Toddler class. Please have guardians take child potty prior to drop off.

## Nursery

- There is a timer to remind us to check and change diapers as needed. Timer should be set for 20 minute intervals until service is completed • Please interact with the children! Rock, play with, sing to, play music for and show picture books to babies and toddlers. We are not here to simply monitor the room and be present. We are here to enrich and add to the family's experience at CrossPointe Church.
- Be sure to label children's belongings in nursery

## Toddler

- Potty training REQUIRED • If a child is in the process of potty training AND is at least 3 years of age, they are permitted to participate in Toddler class. Please have guardians take child potty prior to drop off.

## **Drop Off & Pick Up:**

- Check in/out volunteer: check the guardian ticket for names of children and locations (kids, toddler, nursery)
- Call the child's name and the number on the ticket into the room
- Volunteers IN THE ROOM will verify the child's name and ticket number then remove the ticket from the child's back
- Volunteer IN THE ROOM will be responsible for opening doors/gates to allow children to exit, the check in/out volunteer is responsible for opening the pocket gate to allow the child to leave.
- RETURN THE GUARDIAN TICKET TO THE PARENT! Especially if they have older kids they are picking up

## **Conflict Resolution**

If you have an issue with any parent or child then report the issue to the Team Leader. If you have an issue with another volunteer, you are encouraged to speak to them privately to resolve the issue.