



Nursery Supervisor Handbook

*But to this one I will look, to him who
is humble and contrite of spirit,
and who trembles at My word.*

—Isaiah 66:2

Table of Contents

Introduction to Children's Ministry	3
Our Mission Statement	3
Our Purpose	3
Our Philosophy of Ministry	3
Nursery Supervisor Guidelines	6
Note from Children's Ministry	6
Purpose of Nursery	6
Leadership Flowchart.....	6
Supervisor Qualifications.....	7
Supervisor Responsibilities.....	7
Supervision of Children and Volunteers.....	7
Room Set-up/Clean-up.....	8
Check-in.....	8
Check-out.....	9
Potty	9
Behavior issues	10
Parental Interaction	10
Additional Responsibilities for Paid Supervisors	10
Safety & Security	11
Child Safety	11
Members of the Church	11
Six Month Rule.....	11
Successful Background Check.....	11
Nametags.....	12
Discipline	12
Personal Contact	13
Displays of Affection.....	13
Child Safety Reminders	14
Reporting Suspected Abuse	14
Health and Safety of Children.....	15

Worker-to-Children ratios.....	15
Calling a Nurse/Security	15
Diapering Routine	15
Illness	16
Nurse/Parent Contact Procedure	17
Allergies/Epi-pen	17
Missing Child.....	19
Room Evacuation.....	19
Additional Policies that Apply to Men serving in the Nursery.....	20
Promotion to Sunday School	20
Appendices.....	21
A – Lay Leader Ministry Responsibility Description.....	21
B – Paid Nursery Supervisor Ministry Responsibility Description	22
C - Volunteer Nursery Supervisor Ministry Responsibility Description.....	24
D – Nursery Volunteer Ministry Responsibility Description	26
E – Guidelines for Men serving in Nursery	27
F – Adult Fellowship Group Volunteer Application Approval Process	28
G – Epi-pen Authorization Forms.....	29
Children’s Ministry Nursery Handbook Service Agreement.....	31

Introduction to Children's Ministry

Our Mission Statement

The Children's Ministry of Grace Community Church exists to glorify God through evangelizing children, encouraging parents, and edifying servants so that the gospel may be spread among our children, families may be supported, and the church may be strengthened.

Our Purpose

God's glory is the ultimate purpose of all things (Rom 11:36) and is inseparably linked to redemption (Eph 1:12) through which regenerate man has the desire and ability (2 Cor 3:18) to please and praise God in everything (1 Cor 10:31). The church was established for God's glory and is a primary means through which He is exalted (Eph 3:21) as she shares, defends, teaches, and embodies His truth (1 Tim 3:15). This reality is manifested as the local church embraces its commission to evangelize the lost and its call to equip and encourage the saints, including parents. Therefore, Children's Ministry serves as an effective vehicle through which the church is strengthened as she glorifies God through sharing the gospel, supporting parents, and strengthening the saints.

Our Philosophy of Ministry

1. Evangelizing Children

A. The Mandate

~ The church has a mandate to take the gospel into all the world and to share the good news of Christ with every person (Mt 28:18–20; Lk 24:46–47). Therefore the motivation for Children's Ministry must begin with God's command to evangelize the lost, which also includes children (Acts 2:39). Thus, Children's Ministry is a practical feature of our church's desire to obey Christ as we participate in this facet of the Great Commission.

B. The Mindset

~ We understand that a child's greatest need is regeneration because children are dead in their sin and without hope of salvation (Rom 3:23). Yet, children, as well as adults, can receive forgiveness of sins, a relationship with God, and purpose in life through trusting in Christ as Lord and Savior (Rom 10:9–13). This reality is the cornerstone of our ministry to children as their greatest need for the gospel is our greatest opportunity for eternal impact (Rom 10:14–16).

C. The Mission

~ Therefore, the target of our ministry is heart preparation as we cultivate the soil of children's hearts through sowing the seed of the gospel. This includes teaching children the fear of God, humility over weakness, penitence over sin, facts about the gospel, and an appreciation for Christ. Furthermore, since salvation is of the Lord, we avoid soliciting salvation professions

but encourage the fruit of genuine repentance as demonstrated through a life of submission to Christ's lordship.

2. Encouraging Parents

A. The Mandate

~ Parents have a mandate to raise their children in the discipline and instruction of the Lord (Eph 6:4; Col 3:21). Thus, parents are to be the primary evangelists and spiritual trainers of their children. This is a continuous command that is actively fulfilled by the parent while being a godly example, giving personal exhortation, and specific edification for the spiritual well being of the child.

B. The Mindset

~ The church is called to encourage parents in their God given task of raising godly children. This is clearly implied through the household commands (Col 3:18–21) and the church's mandate to equip, edify, and encourage believers (Eph 4:12–16). Furthermore, the Scriptures call for strong Christian families that are growing and being molded through the ministry of the Body of Christ (Eph 5–6). Therefore, our church seeks to support and enhance the spiritual vitality of the home while never usurping the parental role and responsibility.

C. The Mission

~ Therefore, our mission is to support parents in their God given role of raising children to love Christ. We seek to accomplish this through edifying parents with classes, Bible studies, resources, and personal shepherding geared to elevate their effectiveness. We also provide encouragement through offering quality childcare so that parents can attend worship, Bible studies, or other ministry undistracted. Lastly, we seek to lovingly exhort those parents who may not have fully embraced their God given responsibility to raise their children in the Lord.

3. Edifying Servants

A. The Mandate

~ The church also has a mandate to edify and equip servants for the work of the ministry (Eph 4:11–16). This happens as pastor-teachers provide spiritual leadership and resources provoking people to grow in Christ-likeness. Thus, this practical preparation "for ministry" is inseparably linked to actually placing saints in the ministry. This further accentuates spiritual growth as saints exercise spiritual giftedness *through serving the Body, which ultimately strengthens the Body!*

B. The Mindset

~ Children's Ministry is an effective link in the chain of equipping and enlisting saints into productive ministry that promotes the spiritual growth and vitality of the church. This ministry serves as an appropriate place where believers can embrace their mandate to minister while also being ministered to through continual edification. Thus, Children's Ministry provides

a plethora of opportunities for saints to sacrificially serve and grow while simultaneously strengthening the church.

C. The Mission

~ Therefore, our mission is to also provide a place of constant edification for our faithful servants who minister every week. We desire that they would continue to be equipped even though they are already enlisted into the ministry of the church. In order to accomplish this we seek to provide opportunities for growth and encouragement through pastoral oversight, Bible studies, and enriching curriculum that takes them deeper into the Word. Also, we provide events designed for ministry wide worship and fellowship that are always uplifting. These servants are also edified as they communicate God's truth to children and each other on a weekly basis.

Nursery Supervisor Guidelines

Note from Children's Ministry

Hello Supervisors,

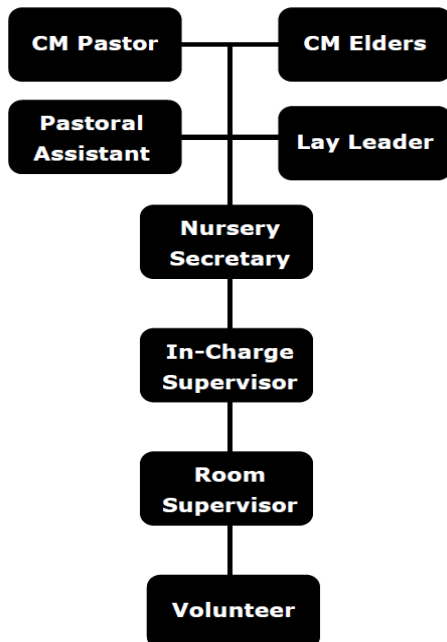
We want you to know what a great blessing it is to serve alongside of you! The biblical responsibility of evangelizing our children, encouraging our families, and edifying our servants is one we take very seriously.

Purpose of Nursery

We exist to serve parents and children. We serve parents by providing excellent childcare during ministry events so that parents can devote their entire attention to worship. We serve children by providing a safe and enjoyable environment where Christ and His Word are exalted. We are not here to “parent” children or parents.

Additionally, we are here to serve you, our nursery supervisors, so that you are fully equipped to provide the best care possible to children and parents. Please do not hesitate to contact us with any questions, comments, or suggestions by calling 818-909-5631. Our Children's Ministry leadership exists to serve you.

Leadership Flowchart



Supervisor Qualifications

Our nursery is a ministry of service to both parents and children. To provide the best service possible, we've adopted the following qualifications for our nursery workers:

- Love for children and parents
- Desire to serve—this is most clearly expressed through humility, patience, and joy
- Member of Grace Community Church
- Children's Ministry application
- Pastoral reference
- Background check
- CPR training and recertification every two years (paid staff only)

Supervisor Responsibilities

*For further details see Appendices

Nursery supervisors are responsible for the oversight of a single nursery room. Their attitude, appearance (modesty), energy, love, and demeanor set the tone for the room. Nursery supervisors report to the nursery secretary, nursery lay leaders, and children's pastor.

Specific responsibilities of supervisors include the following:

Supervision of Children and Volunteers

- Interact with children, parents, fellow workers, and children's ministry staff in a kind and loving way.
- Observe all room activities related to children, parents, and adult volunteers.
- Check on the safety of babies 6 months and younger every 10 minutes while they are asleep. Ensure that they are sleeping in a safe position and that their blanket is not blocking their mouth/nose.
- Supervise volunteers serving in the room. Instruct them concerning their responsibilities (e.g. playing with the children) and encourage them often.
- Provide a snack for children 14 months and older. Please use the cookies in the room unless parents would rather their children not partake of our cookies. We are happy to feed children an alternate snack (finger food) provided by parents.
- Present an age-appropriate story, music, and craft (in appropriate rooms).
- Ensure that the room is a safe and enjoyable place for every child.
- Immediately report all suspected abuse or inappropriate behavior to supervisor and Children's Ministry leadership.
- Communicate any equipment requests and repairs to Children's Ministry leadership.

- Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry leadership and on-duty nurse.
- Remain in room until every child has been picked up.
- We have a zero-tolerance policy for inappropriate behavior of any kind.

Room Set-up/Clean-up

- Contact nursery secretary (818-909-5633) as soon as you are able if you will not be able to make it or will be late.
- Arrive early to ensure that the room is properly set up.
- Open the room 15 minutes before the service/event.
- Immediately clean up any spills or messes.
- Clean up the room after each event to prepare it for the next service/event:
 - Place all hand toys that were used on the counter (non-paid supervisors).
 - Clean all hand toys with disinfectant after each event and also once weekly (paid supervisors).
 - Crib sheets changed (flipped) after every use.
 - Clean the nurseries weekly and after each event (paid supervisors).

Check-in

- Ensure the gates remain closed and locked (except when releasing a child).
- One of the most important times to encourage parents and guard the safety of children (the other time is check-out).
- Kindly greet parents as they enter the room.
- Check children in and out of the room. **Only supervisors** may check children in and out of the room. Do not allow volunteers to perform this duty.

Volunteers should assist supervisor during check-in and check-out by:

- 1) Watching and distracting children still in the room
 - 2) Checking off names in the roster
 - 3) Retrieving diaper bags and setting on counter
 - 4) Performing any other needed tasks that the supervisor deems helpful
- Provide all first-time parents with a "Nursery Parent Guide."
 - Look for any obvious signs of illness or injury as children are being checked into the room. Call the nurse if you have any questions. ***Normal diaper rash is appropriate for children in the nursery. Diaper rash only becomes an issue and warrants a call to the nurse when it is excessive, open, and oozing.***

- Graciously accommodate (within reason) the parents' special request for their child.
- Label all personal items (children's bottles, cups, pacifiers, blankets, etc.).
- Check roster sheet before parent leaves to make sure you understand any special instructions.
- Remind parents that if their child needs them during the service, they will receive a text message on their cell phone. If parents do not have a cell phone, please provide them with a pager.
- Engage an unhappy child through activities and attention. If a child is inconsolable (10 minutes of non-stop crying), please have the Welcome Center contact his parents.
- Never turn away first-time visitors. If the room is full, kindly receive the child and contact Children's Ministry leadership about the number of children in your room.

Check-out

- Ensure that the gates remain closed and locked (except when releasing a child).
- Look for ways to encourage parents; thank them for the opportunity to spend time with their child. This is an incredible blessing to parents!
- Check the security tag before releasing a child. **Please check every security tag (even parents that you know)**. This ensures the safety of the child and encourages parents. Many parents waiting in line don't know that you know the person picking up the child and may be discouraged when you don't check their security tag. Only an adult with the correct security tag may pick up a child. If a parent does not have a security tag (e.g., lost or with spouse), please contact a Children's Ministry leader to assist the parent in reprinting the security tag.
- Ensure that all of the child's personal items have been returned to the parents before they leave the classroom. Lost and found items will be kept on the counter of each room for pick-up the following week.
- **Communicate with Children's Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents.**
- Siblings 16 and older can pick up a child.
- If there are still children in your room at 12:30 (Sundays), please contact the nursery secretary.

Potty

- Check diapers of all the children each ministry hour. Note this in the check-in book. Only trained volunteers (female) may check diapers and help with potty.
- Change diapers. Only trained volunteers (female) may change diapers (please see "Diapering" instructions in section on "Health and Safety").

- Take potty-trained children to the bathroom each ministry hour. Only trained volunteers (female) may take children to the bathroom and help with a button, snap, belt, etc.

Behavior issues

- Behavior issues will be handled with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order.
- Please overlook isolated incidents of disobedience. Wait until a few weeks have passed and see if the issue persists before contacting Children's Ministry leadership. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children's Ministry leader.
- It's important that we have the right expectations for children. We are not looking for perfect behavior but patterns of disobedience.
- If you have a child with special needs please seek counsel from lay leaders when dealing with behavioral issues.

Parental Interaction

- **Our interactions with parents will be marked by grace, patience, and humility**
- We serve parents best by showering them with encouragement, love and extraordinary care.
- Parents are ministered to when they see that you love their child.
- We can demonstrate humble service through joy:
 - In our labor
 - In our interaction at check-in/pick-up (greeting child by name)
 - In our attitude
- Know parents by name.
- Say yes with a willing heart to a parent's instructions and follow as best as you can.
- Do not parent children.
- Do not parent parents.
- Thank parents for the opportunity to spend time with their children (no matter their behavior).
- Praise children in front of their parents.

Additional Responsibilities for Paid Supervisors

- Thorough cleaning of rooms, toys, and equipment (mainly done during the week).
- Prepare age-appropriate story, music, and craft (in appropriate rooms).

- Replenish and restock supplies.
- CPR and First Aid certified.
- Attend all nursery meetings.

Safety & Security

Child Safety

- The Elders, staff, and volunteers of Grace Community Church take safety seriously, and desire to have a safe and God-honoring environment where children can learn the truths of God.
- To that end we have the following policies regarding the operation of, and the workers in, Children's Ministry to help prevent the occurrence of child abuse. These policies are for the protection of the children in our ministries, employees, volunteers, and our entire church family.

Members of the Church

All volunteers who work with children must be members of Grace Community Church

Six Month Rule

- It is our normal practice that no volunteer will be allowed to work with children in any capacity until they have been an active and participating member of the church for a minimum of six months. The applicant must have been a regular attendee and involved in church activities for that period of time. This time of interaction between our leadership and the applicant allows for better evaluation and suitability of the applicant for working with the children.

Successful Background Check

- Anyone (volunteers, paid employees, private nurses, aids, and assistants) who has regular contact with children in any of our ministries must have a background check performed. Anyone who refuses to have a background check will not be permitted to continue in any Children's Ministry activity or class.
- In addition the initial background check, criminal background checks may be performed on workers on an ongoing basis, randomly or as deemed necessary.
- All information from the background check will be kept strictly confidential.
- Workers will be notified when they have been approved to serve at church-related functions. Only approved adult or teen workers are allowed in classrooms with minors. Approved

workers should avoid being in the classrooms unless they are scheduled to be working in those classrooms.

- There are no exceptions for substitutes or occasional volunteers – all workers must complete the entire process.
- Any prospective worker that has prior incidents of sexual misconduct of child abuse will not be allowed to serve in any capacity where they would have contact with minors.
- Whether disclosed voluntarily or by result of the criminal background check, the following items will automatically disqualify a volunteer from participating in the leadership, sponsorship or supervising of any activity or program involving minors:

Any conviction for:

- Criminal homicide
- Aggravated assault
- Crimes related to the possession, use or sale of drugs or controlled substances
- Sexual abuse
- Sexual assault (rape or statutory rape)
- Injury to a child
- Incest
- Indecency with a child
- Inducing sexual conduct of sexual performance of a child
- Possession or promotion of child pornography
- The sale, distribution, or display of harmful material to a minor
- Employment harmful to children
- Abandonment or endangerment of a child
- Kidnapping or unlawful restraint
- Public lewdness or indecent exposure
- Enticing a child

Nametags

- All church employees and volunteer workers, who work with children, are required to wear a Children's Ministry nametag whenever they are supervising children.

Discipline

- Behavior issues will be handled with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction is only permitted to maintain classroom safety and order. If a child is out of control or his actions are threatening the safety

of other children, please inform the nursery lay leader. He will be able to help with the child or contact the parents (if needed).

- Please watch for repeated patterns of disobedience. Most behavior problems are sporadic and inconsistent and, therefore, are to be expected and can be overlooked. Repeated and regular disobedience, however, should be noted and communicated to the nursery lay leader. Please communicate all behavior issues with the lay leader.

Personal Contact

- Common expressions of affection (hugs), affirmation (pats on the back), support or physical caretaking (diaper-changing, helping small children in the rest-room) are appropriate in this community of caring Christians. Expressions of affection shall not be excessive, or be imposed upon others.
- Please consider (men especially) giving children a “high five” instead of a hug. This is a great way to respond to the excitement of children in a way that will not be as easily misinterpreted.
- Employees and volunteers shall not interact with each other or children in any way that could be interpreted as inappropriate.
- Corporal punishment or verbal abuse is never permitted and is grounds for immediate dismissal. If you must discipline your own children please do it in private.

Displays of Affection

- Hugging a child is a natural response when children seek affection. We discourage any contact with a child that could be seen as possibly inappropriate.
- If a child runs to a leader for a hug, the “catch and release” method is preferred. Quickly give a hug and release from the hug gently.
 - Side hugs are most appropriate. Instead of a body to body front hug, try a side-to-side hug.
 - A child over the age of two years should not be held unless it is an emergency; piggy back rides are not permitted.
 - There is a difference between holding an infant under the age of two years and hugging an older child. Infants will need more attention. If holding a baby is necessary for their comfort and safety, we require the leader to be an adult (18 years or older)
 - If a child wants to sit on the lap of the leader; we require the leader to gently place the child next to them and away from their lap.

Child Safety Reminders

- The following acts or omissions are violations of this policy and will not be tolerated or accepted during any activity or program and are to be immediately reported to leadership after the safety of the child, children, youth, or minor involved has been assured.
- Any direct observations or evidence of sexual activity in the presence of or in association with a minor.
- Any display or demonstration of sexual activity, abuse, insinuation of abuse, or evidence of abusive conduct towards a minor.
- Sexual advances or sexual activity of any kind between any person and a minor.
- Physically abusive behavior or infliction of bodily injury to a minor.
- Physical neglect of a minor, including failure to provide adequate supervision in relation to the activities of Grace Community Church.
- Mental or emotional injury to a minor.
- The presence or possession of obscene or pornographic materials at any function of Grace Community Church.
- The presence, possession, or being under the influence of any illegal or illicit drugs.
- The consumption of or being under the influence of illegal or illicit drugs or alcohol while leading or participating in a function for minors at Grace Community Church.

Reporting Suspected Abuse

- Any time a worker sees something at a church-related activity or program that creates a concern regarding child abuse, the following procedure should be followed:
 1. Intervene as necessary to halt the suspected abuse.
 2. Immediately notify one of the leaders of Children's Ministry.
 3. Continue involvement and cooperation as requested by the Children's Ministry leadership in any additional reporting requirements.

NOTE: All allegations of reasonably suspected child abuse will be reported to the proper authorities in accordance with the mandatory reporting laws.

Health and Safety of Children

Worker-to-Children ratios

- * Birth – 5 months : one worker for every three children (ideal)
one worker for every four children (max)
- * 6 – 13 months: one worker for every four children (ideal)
one worker for every six children (max)
- * 14 – 29 months: one worker for every six children (ideal)
one worker for every nine children (max)
- * 30 months – 3 years: one worker for every eight children (ideal)
one worker for every twelve children (max)

NOTE: Children's ministry leadership has the right to evaluate the needs of each room and to exceed the max numbers listed in the above ratios.

Calling a Nurse/Security

- Any time a child experiences physical harm a nurse must be called to examine the child. When in doubt, please err on the side of calling the nurse. **See Parent Contact Procedure p. 18.** Examples:

- | | |
|--------------|----------------------------------|
| * Bite marks | * Bruises |
| * Bleeding | * Scrapes and cuts |
| * Bumps | * Rash see explanation on page 9 |

- **Sunday Morning** – Please call the Welcome Center (5788). They will call for a nurse/security and the Nursery lay leader.
- **Sunday Evening/Any other day** – Please dial 5777 or (818) 319-1521 (from cell phone)

NOTE: Security will always call 911 (not the nursery worker). If 911 is needed security will call.

* **Every time** a nurse/security is contacted the Nursery Lay Leader or in-charge supervisor must also be contacted.

Diapering Routine

- **Check room roster before changing diaper to see if parents have left any specific instructions for their child.**
- **Ensure that you have the right diaper bag and supplies before you begin.**
- Use the diapers and wipes the parents have provided unless parents have not provided any. If no supplies have been provided by parents, there are extra diapers and wipes in the changing table cupboard.
- Gloves are provided for your use while changing diapers. Please use a new pair of gloves for each child. If you do not wish to use gloves, we ask that you use hand sanitizer (provided on changing table) after every diaper change.

- **If the changing table sheet gets soiled, please change it immediately. Place the fresh changing table sheet on side #2 so that it gets changed after the service or event is finished.**

*** To change a wet diaper:**

- Securely hold the child up by his feet so his bottom does not touch the changing table sheet.
- Open a clean diaper and lay it under the child before removing the wet diaper.
- Remove wet diaper and place the child's bottom back onto the clean diaper.
- Dispose of wet diaper in the trash container on the changing table.

* Diapers that are slightly dirty, but not messy, can be changed as a "wet" diaper.

*** To change a messy diaper:**

- Always place a plastic bag under the child's bottom over the changing pad.
- Securely pick up the child by his feet, fold diaper up so that no soiled area is touching the child or changing sheet, clean the baby, and gently pull plastic bag and soiled diaper away from the child.
- While child's bottom is still in the air, place a clean diaper under the child and gently place his bottom on the clean diaper.

* Always put dirty and messy diapers in a plastic bag before disposing them. Dispose as soon as possible in an outside trash can (do not use trash cans in the hallway) to keep the rooms smelling as fresh as possible.

* If you discover the child has an excessive, open, or oozing rash please contact nurse and parents following the guidelines given in the Nurse/Parent Contact Procedure on page 18.

Illness

We desire to provide the safest possible environment for children. Therefore, we operate a well-baby nursery. For the protection of all the children in our ministry we ask parents to keep children out of the nursery if they display any of the following symptoms. **If you have any questions about the health of a child please call for a nurse and alert the lay leaders (Sunday morning) or in-charge supervisor (any other time).**

- | | |
|------------------------------------|--|
| * Runny nose | * Nausea |
| * Cold (symptoms in last 24 hours) | * Vomiting |
| * Fever | * Diarrhea |
| * Rash see explanation on page 5 | * Pink eye (conjunctivitis) |
| * Persistent cough | * Communicable diseases (like chicken pox) |
| * Sore throat | * Any other sign of illness |

If children have non-contagious symptoms we kindly ask parents to obtain a note from the doctor to help us properly care for their child as well as others. **If this issue should arise in**

your room, please call for a nurse and a member of Children's Ministry leadership before talking with parents.

Nurse/Parent Contact Procedure

Children will at times become ill suddenly. Should a child exhibit any signs of illness, please do the following:

1. Isolate child (crib)
2. Call Welcome Center (They will call for nurse and nursery lay leader or Children's Ministry Pastor)
3. Nurse will determine whether or not child's parents are to be called
4. If parents are called, the nursery lay leader will provide parents with incident report completed by nurse
5. Set aside all toys that were used or could have been used by sick child

***NOTE: In the event of a potential child illness, the nurse has the final say as to whether the parent is called and/or the child is removed.**

Do not give medications to children. Kindly ask parents to return to the nursery to administer medications, if needed.

Allergies/Epi-pen

- Do not give food to children with identified allergies (unless otherwise instructed by parents). These conditions will appear on the child's identification tags in the form of a red "A" (Allergies) or "EP" (Epi-pen).
- We ask parents to notify our supervisors if their child has allergies or uses an Epi-pen. These needs will appear each week on the child's identification tags when he is checked in at the Children's Ministry Center.
- Obtain a medical release to keep on file for every child using an Epi-pen. Please include the nursery lay leader when talking with parents about obtaining a medical release.

Steps to follow should you need to check in a child with severe allergies/epi-pen:

1. Explain to parents our severe allergy/epi-pen policy located in the classroom binder
2. Distribute the medical release form and waiver also located in the classroom binder to the parent (See appendix G)
3. Explain these forms require a doctor's signature and need to be returned the following time the child is checked in
4. Receive the child into the room

EPI-PEN Parent Guide

(This is the severe allergy/epi-pen guide for parents located in the classroom binder)

The following steps are designed to protect the health of your child. Please complete each of the following before dropping off your child in the Nursery or Sunday School:

1. Turn in your child's Epi-Pen Medical Release Form to the Nursery or Sunday School room your child will be attending. This form will remain in your child's classroom and move with your child to his future room upon promotion.

***Please note this form requires a signature by your child's physician

2. Communicate information vital to caring for your child to Nursery room supervisor/Sunday School teacher and Nursery Lay Leader (Nursery only).

Information to include:

- * Child's allergy(s) and any symptoms typical for your child.
- * Location of your child's Epi-Pen (travels with child to room).
- * Snacks your child may eat during snack time.

Please note the following:

1. Nursery workers and Sunday School teachers will administer Epi-pens on a child who is suffering an allergic reaction.
2. Your child's Epi-Pen must remain with him in class (in diaper bag or on his person).
3. Be aware that we may need to contact you during class time. Please keep your cell phone or pager within reach.
4. Please go directly to your child's room if you are contacted. If you cannot remember your child's classroom number or location, please go to the Welcome Center.
5. Allergen exposure from adult volunteers or what other children have consumed outside of the classroom is outside of our control.
6. Children's Ministry classrooms are **peanut free zones**.

*** Steps to follow should a child experience an allergic reaction**

1. Identify
 - a. Child's first and last name
 - b. Parents' cell phone numbers
 - c. If child carries an epi-pen for allergic reactions
2. Retrieve the epi-pen
3. Administer the epi-pen

- a. Open the epi-pen
 - b. Stabilize the child's thigh
 - c. Inject and hold
4. Call
 - a. Have additional leader call Security to alert nurse by dialing 5777 from any campus phone (818-909-5777 from any cell phone). Security may also be reached by dialing 818-319-1521. Security will call 911 (if needed). Security will send a nurse to your room.
 - b. Have additional leader call the Welcome Center by dialing 5788 from any campus phone (818-909-5788 from any cell phone). Provide child's name and parents' cell number/pager number.
 - i. Welcome Center will alert parents
 - ii. Welcome Center will also alert Nursery Lay Leader
 - c. Have additional leader place epi-pen Medical Release Form on the counter.
 - d. The leader who administers the epi-pen should stay with the child until the nurse/security arrives.

Missing Child

Steps to take if a child is missing:

1. Confirm child was checked into the room in attendance roster
2. Identify child's name and parent's cell phone numbers. Be prepared to give a description of child.
3. Immediately inform the Nursery Lay Leader or in-charge supervisor
4. Nursery Lay Leader or in-charge supervisor will contact security and Children's Pastor
5. Assist Nursery Lay Leader or in-charge supervisor and security in whatever way necessary

Room Evacuation

- It is imperative that parents stay on the church campus while their child is in the nursery. Parents need to be readily available in the event of an emergency.
- When evacuating the room:
 1. Count all the children in the room
 2. Load all of the non-walkers into cribs
 3. Use walking rope to guide walkers
 4. Grab the room binder which contains the classroom roster
 5. Move as a group to the southeast corner of the parking lot
 6. Count children again after having arrived at the southeast corner of the parking lot
 7. Go through the room roster to ensure all children are accounted for

Additional Policies that Apply to Men serving in the Nursery

- Men will not carry children around the nursery for extended periods but just long enough to provide comfort to a crying child and then put him down. (Exceptions made for infants.)
- Men will not allow children to sit on their laps but will have children sit next to them on the floor while they play or read to them.
- Men will not provide piggyback rides, place children on their shoulders, or be involved in wrestling/roughhousing.
- Men will not change diapers or go into the bathroom with children.
- Men will not assist with buckles, belts, zippers, underwear, pull-ups, pants, or any other clothing item during bathroom time. Only adult female leaders may assist children in these ways.
- Men must be especially careful with their interactions and contact with children so that their conduct could not be construed in any way as inappropriate. Behavior that could be interpreted as inappropriate would be acts such as hugs, holding hands, hovering over a child, concentrating on one child for a prolonged period of time, and other like actions.
- Grace Community Church does not permit Junior High and Senior High boys to serve in the nursery.

Promotion to Sunday School

- The majority of three-year-olds are promoted on Promotion Sunday in September. However, some are promoted on a case by case basis throughout the year. Any questions about promotion (e.g., potty trained) should be directed to the Children's Ministry pastor. **DO NOT talk with parents about "holding back" their child for any reason (potty, etc.).**
- Promotion from nursery to Sunday School falls under the oversight of the Sunday School lay leaders. Promotion preparation will begin the summer before promotion Sunday through the oversight and planning given by the Sunday School lay leaders.
- Nursery supervisors will be expected to provide a prospective list of children ready to be promoted to the nursery lay leaders by June 1st.

Appendices

A – Lay Leader Ministry Responsibility Description

Purpose

To assist the Children's Pastor in providing leadership and oversight of a Sunday morning nursery ministry hour.

Goal

To help cultivate a nursery environment that is enjoyable and safe for children, where parents are encouraged and workers experience the joy of serving.

Responsibilities

- Arrive 30 minutes before the service begins.
- Evaluate each nursery room for needs.
- Coordinate with each nursery supervisor.
- Contact, if needed, AFG nursery coordinator for additional help.
- Oversee basic nursery operations while interacting with individual nursery workers and parents as they drop off children.
- Help the Pastor develop policies and procedures that facilitate the accomplishment of Children's mission statement.
- Help the Pastor develop the right ministry team for serving in nursery.
- Attend lay leader and nursery-related meetings.

Qualifications

- Church member | Husband and wife team | Parents of older children
- Deacon and Deaconess qualified | Couple that ministers with grace and boldness
- CM Application | Pastoral reference | Successful background check

B – Paid Nursery Supervisor Ministry Responsibility Description

Purpose

To oversee the administration, personnel, teaching, safety, and environment of a nursery room

Goal

To provide a safe and enjoyable nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

- Room Set-up
 - Contact nursery secretary as soon as you are able if you will not be able to make it or will be late
 - Attend all nursery meetings
 - Arrive early to ensure that the room is set up | Open the room 15 minutes before the service/event
- Room Clean-up
 - Immediately clean up any spills or messes | Clean up the room after each event and weekly
 - Clean all hand toys with disinfectant after each event and also once weekly (paid supervisors)
 - Crib sheets changed (flipped) after every use
- Supervision of Children and Volunteers
 - Interact with children, parents, fellow workers, and Children's Ministry staff in a kind and loving way
 - Observe all room activities related to children, parents, and adult volunteers—we have a zero-tolerance policy for inappropriate behavior of any kind
 - Supervise volunteers serving in the room. Instruct them concerning their responsibilities
 - Wear clothing suitable for responsibilities
 - Provide a snack for children
 - Present an age-appropriate story, music, and craft (in appropriate rooms)
 - Ensure that the room is a safe and enjoyable place for every child
 - Immediately report all suspected abuse or inappropriate behavior to Children's Ministry leadership
 - Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry staff
- Check-in
 - Kindly greet parents as they enter the room
 - Check children in and out of the room—only supervisors may check children in and out of the room

- Look for any obvious signs of illness or injury as children are being checked into the room
 - Graciously accommodate (within reason) parents' special requests for their children
 - Label all personal items (children's bottles, cups, pacifiers, blankets, etc.)
 - Check roster sheet before parent leaves to make sure you understand any special instructions
 - Remind parents that they will receive a text if their child needs them
 - Engage an unhappy child through activities and attention—if a child is inconsolable (10 minutes of non-stop crying), please contact his parents
 - If room is full, never turn away first-time visitors—receive the child and contact Children's Ministry leadership
 - Remain in room until every child has been picked up
- Check-out
- Look for ways to encourage parents | Thank them for the opportunity to spend time with their child
 - Check every security tag before releasing a child (even if parents are known)
 - Ensure that all of the child's personal items have been returned to the parents before they leave
 - Communicate with Children's Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents
- Potty
- Check diapers of all the children each ministry hour and note this in the check-in book
 - Change diapers
 - Take potty-trained children to the bathroom each ministry hour
- Behavior issues
- Handle behavior issues with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order.
 - Please overlook isolated incidents of disobedience. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children's Ministry leader.

Qualifications

- Church member | Desire to serve | Love for children and parents | CM Application | GCC Application
- Pastoral reference | Successful background check | CPR training | Pastoral approval

C - Volunteer Nursery Supervisor Ministry Responsibility Description

Purpose

To oversee the administration, personnel, teaching, safety, and environment of a nursery room

Goal

To provide a safe and enjoyable nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

- Room Set-up
 - Contact nursery secretary as soon as you are able if you will not be able to make it or will be late
 - Open the room 15 minutes before the service/event
- Room Clean-up
 - Immediately clean up any spills or messes
 - Place all used hand toys on the counter after children have left
 - Crib sheets changed (flipped) after every use
- Supervision of Children and Volunteers
 - Interact with children, parents, fellow workers, and Children's Ministry staff in a kind and loving way
 - Observe all room activities related to children, parents, and adult volunteers—we have a zero-tolerance policy for inappropriate behavior of any kind
 - Supervise volunteers serving in the room and instruct them concerning their responsibilities
 - Provide a snack for children
 - Present an age-appropriate story, music, and craft (in appropriate rooms)
 - Ensure that the room is a safe and enjoyable place for every child
 - Immediately report all suspected abuse or inappropriate behavior to Children's Ministry leadership
 - Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry staff
- Check-in
 - Kindly greet parents as they enter the room
 - Check children in and out of the room—only supervisors may check children in and out of the room
 - Look for any obvious signs of illness or injury as children are being checked into the room
 - Graciously accommodate (within reason) parents' special requests for their children
 - Label all personal items (children's bottles, cups, pacifiers, blankets, etc.)
 - Check roster sheet before parent leaves to make sure you understand any special instructions

- Remind parents that they will receive a text if their child needs them
 - Engage an unhappy child through activities and attention—if a child is inconsolable (10 minutes of non-stop crying), please contact his parents
 - If room is full, never turn away first-time visitors—receive the child and contact Children’s Ministry leadership
 - Remain in room until every child has been picked up
- Check-out
- Look for ways to encourage parents | Thank them for the opportunity to spend time with their child
 - Check every security tag before releasing a child (even if parents are known)
 - Ensure that all of the child’s personal items have been returned to the parents before they leave
 - Communicate with Children’s Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents
- Potty
- Check diapers of all the children each ministry hour and note this in the check-in book
 - Change diapers
 - Take potty-trained children to the bathroom each ministry hour
- Behavior issues
- Handle behavior issues with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order
 - Please overlook isolated incidents of disobedience. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children’s Ministry leader

Qualifications

- Church member | Desire to serve | Love for children and parents | CM application
- Pastoral reference | Successful background check

D – Nursery Volunteer Ministry Responsibility Description

Purpose

To assist the Nursery room supervisor in the oversight of a Nursery room.

Goal

To provide a safe and enjoyable Nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

- Call nursery secretary as soon as you are able if you will not be able to make it or will be late (818-909-5633)
- Arrive by 8:15 for first hour and by 10:15 for second hour
- Upon arrival introduce yourself to supervisor and record attendance in “Nursery Volunteer Attendance Sheet
- Make a name tag for yourself | Ask the room supervisor how you can help
- Supervisor will check children into the room. Please assist by greeting the child into the room and immediately engaging him with activities, games, and attention
- Assist the room supervisor by playing with the children, keeping children involved during craft, music, and story time, and comforting upset children
- Before giving any care to a child please check with the room supervisor and sign-in sheet
- Before you give bottles, pacifiers, or food please check to see if these items belong to the child
- Look for other ways to comfort a child besides picking them up (toys, books, swing, game, etc.)
- Only females may change diaper/help with potty. Female volunteers may assist supervisors
- After removing a child from the crib, please turn the mattress over to the side marked “2.” If the mattress is already on side “2” then the mattress sheet must be replaced. Please change any soiled sheets.
- Interact with children, parents, fellow workers, and children’s ministry staff in a kind and loving way
- Ensure that the room is a safe and enjoyable place for every child
- Immediately report all suspected abuse or inappropriate behavior to Children’s Ministry leadership
- Immediately report all incidents, accidents, illnesses and emergencies to room supervisor
- Check with supervisor before leaving the room
- Report any behavior issues, accidents, concerns, or emergencies to room supervisor

Qualifications

Church member (in good standing) | Love for children and parents | Approved Children’s Ministry application | Successful background check

E – Guidelines for Men serving in Nursery

Please see these helpful guidelines regarding men's service in the nursery. Adhering to these principles will help ensure that the actions of the men serving in nursery will not be misconstrued for inappropriate behavior.

- * Men will not carry children around the nursery for extended periods but just long enough to provide comfort to a crying child and then put him down. (Exceptions made for infants.)
- * Men will not allow children to sit on their laps but will have children sit next to them on the floor while they play or read to them.
- * Men will not provide piggyback rides, place children on their shoulders, or be involved in wrestling/roughhousing.
- * Men will not change diapers or go into the bathroom with children.
- * Men will not assist with buckles, belts, zippers, underwear, pull-ups, pants, or any other clothing item during bathroom time. Only adult female leaders may assist children in these ways.
- * Men must be especially careful with their interactions and contact with children so that their conduct could not be construed in any way as inappropriate. Behavior that could be interpreted as inappropriate would be acts such as hugs, holding hands, hovering over a child, concentrating on one child for a prolonged period of time, and other like actions.
- * Men can positively guard against seemingly inappropriate behavior by proactively engaging children who affectionately approach them through high-fives, fist bumps, and handshakes. This will allow the servant to engage the child, before the child embraces them.

F – Adult Fellowship Group Volunteer Application Approval Process

- CM applications get deposited in lock box at CM welcome center
- Security supervisor collects them and initiates the background checks
- Security supervisor drops off the applications to the CM secretary
- CM secretary gives the pastor a glance overview of applications
- Applications are passed on to CM Nursery secretary (La Tonya)
- Nursery secretary informs AFG coordinator that CM has received the application
- CM secretary will inform Nursery secretary when the background check is cleared
- Nursery secretary will inform AFG coordinator that background check has cleared
- AFG coordinator will involve applicant into their perspective nursery ministry as needed
- Nursery secretary will file the application and give a copy of application to CM secretary
- CM secretary will electronically file nursery application

Important Note:

*In order to start serving you must be a member of Grace Community Church, have a pastoral approval, have a love for children and parents, and have a cleared background check

*The “Nursery Volunteer Ministry Responsibility Description” should be made available to every volunteer prior to serving in the nursery

* The “Guidelines for Men Serving in the Nursery” should be made available to every male volunteer prior to serving in the nursery

Appendix G
GRACE COMMUNITY CHURCH
Private Physician Authorization For Emergency Use of Epi-Pen

Child's Last Name _____ First Name _____ DOB _____

ALLERGY TO _____

Dose Prescribed _____ Date of Prescription _____ Date first diagnosed _____

Printed Name of Physician _____ Signature _____

SIGNS AND SYMPTOMS OF AN ALLERGIC REACTION

Parent Name(s) _____

Parent Cell Number(s) Cell #1 _____ Cell #2 _____

Parent Location 1st Hour _____ 2nd Hour _____

Release and Waiver of All Claims
To Administer an Epi-Pen and
To Provide Additional Emergency Medical Services

I, the undersigned parent, parents, or legal guardian of _____, a minor (hereafter referred to as "My Child"), do hereby voluntarily release and agree to hold harmless Grace Community Church, Sun Valley, Ca and its officers, directors, employees, volunteers, agents, and affiliates (hereinafter referred to collectively as "GCC") from any and all losses, damages, and claims of any kind that may arise from GCC administering the Epi-Pen or any other emergency medical services to My Child. Pursuant to this agreement, I understand that in consideration for GCC agreeing to administer the Epi-Pen and other necessary emergency medical services, I am knowingly and willfully agreeing to waive all claims I or My Child may have against GCC.

Parent Signature

Date

Authorization and Release Expires January _____. PMD review and renewal required.

Children's Ministries/Grace Nurse Ministry
Epi-Pen PMD Authorization/Parent Release

Date: _____

Children's Ministry Nursery Handbook Service Agreement

I will serve ultimately for the glory of God (1Cor 10:31)

I will serve in a manner that reflects the character of Christ (Phil 2:4-7)

I will serve with gratefulness understanding that ministry is a mercy from God (2Cor 4:1)

I will serve in such a way that children are properly evangelized (Mt 28:18-19)

I will serve with a weekly goal of personally encouraging parents (1Thess 5:11)

I will serve in a manner that edifies and supports my fellow servants (Gal 5:13-15)

I will serve with an attitude that sees the needs of others greater than my own (Phil 2:3-4)

I will serve with the safety and security of our children as a main priority (Ps 127:3-5)

I will serve with humility, integrity, and purity as my hallmarks (Gal 5:22-24)

I will serve with a submissive, loving, and teachable spirit (Eph 5:19-21)

I will serve as a steward knowing I will give an account to God for my life (2Cor 5:10)

I will serve so that I seek to fulfill my responsibilities set forth in this handbook (Heb 13:17)

Cut off this portion and turn it in to your Children's Ministry lay leader

I acknowledge that I received and read a copy of the Grace Community Church Children's Ministry Nursery Handbook. I fully understand and agree to abide by all the policies and procedures explained throughout the handbook while serving in this ministry. I acknowledge that a failure on my part to follow the guidelines set forth in this handbook could result in my removal from Children's Ministry.

Signature: _____ Date: _____

Printed Name: _____



13248 Roscoe Blvd., Sun Valley, CA 91352 • 818-909-5500