

Liberty Bible Church  
Vancouver, WA

# **Nursery Policies and Procedures**

Revised March 2014

# **Nursery Ministry Introduction**

This policy and procedures manual is for the nursery staff, volunteers and parents and describes how the nursery is operated. It is important for staff, volunteers, and parents to understand each other's roles and responsibilities.

## **Nursery Ministry Vision**

Our goal is to partner with parents to provide a Christ-centered nursery program for all our precious little ones, in a loving and safe environment. Children are a blessed gift from God. We need to keep this in mind as we care for the little ones under our care.

## **Nursery Ministry Missions**

- To teach children about God, His Love, and His Word;
- To create an environment of love and compassion for children to feel safe;
- To be welcoming to visitors;
- To provide quality service and respect to our parents so that they trust the environment in which they are leaving their children;
- To protect children from harm; and
- To protect Liberty Bible, its staff and volunteers from potential litigation.

## **Nursery Ministry Personnel Structure**

- Children's Pastoral Staff: Janna Bestul and Kristi Holm
- Nursery Coordinator: Kim Garlington

- Nursery Staff Attendants: Catherine Schmelzle, Kathy Willis and Corrie Lowry
- Volunteers: Parents, grandparents, and church volunteers

# Nursery Policies and Procedures

## General Nursery Personnel Guidelines

- The nursery is available Sunday mornings from 8:45am through the end of second service and Wednesday evenings from 5:45-8:30pm.
- Babies and toddlers from birth to 3 years of age are welcome in the nursery. When a child turns 3 years old, he/she will graduate to the 3 year old Preschool class.
- Background checks are to be completed for *every person* (staff and volunteers) working with children to protect the children from harm and the church from litigation.
- Parents and grandparents should not enter the nursery beyond the check-in counter unless they are a screened, scheduled volunteer. This causes distractions and unnecessary tears for little ones experiencing separation anxiety.
- Nursing mothers are permitted in the nursery for use of the crib room or nursery for the care of their infant.
- Our nursery staff is very capable of loving and consoling a crying child. If a child has been inconsolably crying for 15 minutes the parent will be alerted via the pager system, *unless otherwise requested by the parent*.
- The pager system is located in the cabinet below the counter. Enter the child's number and press "Enter." Press "Delete" after the parent has arrived.
- Each Sunday, a short Bible story and simple craft is taught during the 10:00am Sunday School hour.

## Parent Assisted Co-op Policy

A Parent Assisted Co-op is our staffing system in which parents serve alongside our paid nursery staff. Parents will serve on average once a month. This is beneficial for several reasons:

- The paid staff provide week-to-week consistency for the children.
- Parent volunteers ensure the nursery has proper adult-to-child ratio.
- Gives parents a chance to observe their child's interaction with others.
- Provides opportunity for parents to model "serving at church" to their children.
- Provides parents with the launching pad for nurturing the faith of their child and others.
- Parents can build relationships with other parents and peers of their children by serving in the nursery.

After a child has attended the nursery *three times*, that family's name will be included on the following quarter's volunteer calendar.

### **Volunteer Responsibilities**

Volunteers will have one of two areas to serve in the nursery. The Greeting Counter or Nursery Helper. These are two hour shifts: 8:30am-10:30am and 10:30am-12:30pm. Please arrive promptly for your shift and plan to stay until the end.

#### ***Greeting Counter***

- Welcome parents and children to the nursery.
- Greet visitors.
  - o Hand visitors a Nursery Ministry Brochure.
  - o Assign them a visitor number and corresponding pager number and bin for their belongings.
  - o Have them fill out an Information Card for each child.

- o Write child's name on a nametag and place it on their back.
- Let concerned parents know if they need to be notified, the pager system in the sanctuary will be used.
- Place child's belongings in the correct bin.
- Escort child *to* the correct area of the nursery
- Record attendance on the clipboard for the office.
- Remain at the counter, helping as needed with gathering items from child's bin for diaper changes, feedings, etc.
- Upon pick-up, escort child *from* the nursery to parents waiting at the counter.
- Make sure parent receives the child's belongings from their bin.

### ***Nursery Helper***

- Assist nursery staff
- Play and interact with the children
- Hold and console crying babies
- Help out with snack, story, and activities.

### **Paid Nursery Staff Responsibilities**

- Play and interact with children in a friendly, positive manner.
- Check/change each child's diaper at least once during their time in the nursery. Change soiled diapers immediately.
- Offer age appropriate snack.
- Direct parent volunteers how they can assist.
- Report accidents/incidents to parents and Nursery Director.

- Let Nursery Coordinator know of needed snacks and supplies
- Follow posted Clean-Up procedures before leaving.

### **Nursery Coordinator Responsibilities**

- Schedule volunteers
- Prepare and teach the Bible story
- Check nursery periodically for safety and cleanliness of toys and equipment.
- Launder linens.
- Ensure snacks and materials are stocked
- Communicate with Children's Ministry pastoral staff needs, concerns and unusual incidents.

### **Absences**

- If a volunteer is unable to work their assigned shift, *it is their responsibility to find a replacement* by contacting another volunteer from the Contact Sheet. Mark the trade on the Master Calendar in the nursery. Please also let the Nursery Coordinator know of the trade.
- Paid nursery staff are entitled to vacation days and days off. A request form must be filled out and approved by one of the Children's Ministry Pastors. Once approved, the time off must be marked on the calendar. The Nursery Coordinator will work to find a replacement. Excessive absences, failure to show up, or tardiness may result in the loss of a job.

### **Safety and Security**

- Parents are required to sign their child in upon arrival and out when leaving the nursery.
- Adults other than paid staff and scheduled volunteers will not be permitted in the nursery (with the exception of nursing mothers.)
- Children will not be taken out of the nursery for any reason during their stay, except in the case of an emergency.
- Children are never to be left unattended under any circumstance. If a brief bathroom break is necessary, staff and volunteers will communicate and help in each other's areas.

### **Classroom Check-in and Check-out**

- The nursery counter has a sign in sheet where parents sign in and sign out their child. The sheet includes the child's name, pager number, and parents signature.
- All children signed into the nursery must have an Information Card completed, and must include any allergies and food restrictions. It is vitally important that information be kept up-to-date by the parents.
- All children's belongings will be placed in their labeled bin. Please label sippy cups, bottles, formula, wipes containers etc.

### **Discipline**

At this age, most toddlers are just learning to share, take turns, and to be patient. Behavior concerns that arise in the nursery will be addressed with communicating in a kind voice the appropriate behavior expected. Toddlers are just learning how to cooperate with other children in a classroom setting. A lot of 'reminding' is necessary. However, the safety of the nursery must be maintained. No throwing, hitting, biting, or kicking will be allowed. If a child expresses this type of behavior, they will be removed from the source of conflict, communicate appropriate behavior, and be separated for a short period of time (1 to 2 minutes). Parents will be asked to aid in the cooperative discipline of ongoing inappropriate behavior.

Physical force or threat of physical force is absolutely prohibited. Yelling at children is also prohibited.

### **Diaper Changing and Bathroom Trips**

- Parents should supply diapers, wipes, and an extra change of clothing for their child each time they drop their child off. LBC will supply extra diapers and wipes as a backup.
- Paid staff and volunteers should check periodically for wet or dirty diapers.
- Paid staff should have the diaper and all materials at the changing table prior to laying the child down for a change. *A child should never be left alone while on the changing table-not even for a second!*
- A new disposable liner will be used each time a diaper is changed.
- Gloves, wipes, hand sanitizer, and disinfecting spray are provided at each diaper changing table for the safety of the child and the staff.
- Only apply ointments/creams per parent's instructions.
- Keep all items out of the reach of children.
- There is a limited supply of extra clothing for a child who has soiled their clothing. Please ask parents to wash and return any used clothing for their child.
- Paid staff should accompany toddlers who use the toilet to the bathroom. A child is never to be left alone in the bathroom.

### **Food**

- LBC provides labeled sippy cups of water during the child's stay in the nursery.
- Parents should label any other cups/bottles their child needs.
- LBC also provides snacks for toddlers: Goldfish, Ritz crackers, animal cookies, Pirates Booty popcorn, pretzels, Nilla Wafers, fruit snacks, saltine crackers, and Cheerios.

- Snacks are offered once during each service on Sunday, and once on Wednesday evenings. Water is offered often.

### **Well Child Policy**

*To keep all children, staff, and volunteers in good health and to stop the spreading of germs/illnesses to others, we cannot accept a child or adult who has been sick.* The following are signs of illness in a child:

- Fever within the last 24 hours
- Vomiting or diarrhea within the last 24 hours
- Runny nose, green or yellow in color.
- Pink eye or other eye infection
- Symptoms of childhood diseases (Chicken pox, Fifth Disease, Hand Foot and Mouth, etc)
- Lice

If a child or adult is being treated with an antibiotic, we request that they have been on them 24 hours before coming to the nursery.

A parent will be contacted via the pager system to take their child if they become ill during the time they are with us. An ill child may not stay in the classroom.

Nursery staff and volunteers are not permitted to administer any medication.

### **Accidents and Incidents**

- In the event a child is injured or injures another child (and the incident leaves a mark, bump, or worse) the nursery staff will fill out an Incident Report and contact the Nursery Director, who will contact the parents and inform the Children's Ministry pastoral staff.
- A first aid kit with bandages and ointment is located under the counter in the nursery.

## Room Cleanliness

- Furnishings and toys should be age-appropriate, not a choking hazard, having no sharp edges, missing or loose wheels, or broken areas. All broken toys must be discarded/replaced.
- All supplies should be put away at the end of each day the nursery is used.
- High chairs and tables are to be cleaned with disinfectant after use.
- Toys that have been in infants' mouths or are visibly soiled are to be placed in the "Toys to be Sanitized" box. The Nursery Coordinator is responsible to make sure the toys in this bin are sanitized.
- Toys are to be sprayed with sanitizer at the end of each day the nursery is used.
- The nursery toys and high chairs are wiped down with bleach twice a month.
- Stuffed toys are not permitted in the nursery. This is to prevent germs and lice from spreading to other children.
- Used bedding and linens should be placed in the hamper after use, and laundered by the Nursery Coordinator.

## Evacuation Procedures

Nursery Attendants and volunteers will place all toddlers and infants in porta-cribs (evacuation cribs) and wheel to back doors. Greeter desk volunteer will grab check-in list, marking all children placed in evacuation cribs. All will exit back doors to a designated safe meeting place. Nursery attendant will be the last to leave and closes the door.