



# Nursery Team Handbook

Effective July 5, 2020

The idea that “anyone” can care for small children is a myth. A nursery caregiver is a very special person, having some distinct qualities that are fit for a nursery caregiver. Jesus said *“<sup>10</sup>Take heed that ye despise not one of these little ones; for I say unto you, That in heaven their angels do always behold the face of my Father which is in heaven.<sup>14</sup> Even so it is not the will of your Father which is in heaven, that one of these little ones should perish”* (Matthew 18:10,14).

## Qualifications of the Nursery Caregiver

1. Must be willing to abide by the nursery procedures and guidelines
2. Must be willing to abide by the leadership requirements of the church
3. Must be committed and dedicated to your task. You must consider your work with young children a holy task for God. Your life should reflect your faith, loyalty to the church, and ever-increasing understanding and application of biblical truth.
4. Must be dependable as any other servant for Christ! This means you will be there when scheduled, early and on time, and stay until your job is completed.
5. Must be a good team member. You will need to be able to get along well with others. Your suggestions, cooperation, and support are needed.
6. Must be friendly and cheerful, a person who radiates Christian joy and the warmth of the fullness of the Holy Spirit in your life.

# Nursery Procedures

The nursery procedures that follow are to help the nursery caregiver to understand how the nurseries operate. *“And we know that all things work together for good to them that love God, to them who are called according to his purpose.”* (Romans 8:28).

## Pre-service Procedures:

1. Arrive in the nursery at least 15 minutes before the service begins. (*Table person* arrives 30 minutes early)
2. Turn on the TV and set it to the CHURCH FEED.
3. Close all doors and only allow scheduled nursery workers in the nursery until the table person allows in children.
4. You may use the provided N95 masks and latex or latex-free gloves provided in the drawers during the service.

## Check-in Procedures:

1. All children must go through the health safety system. The *table person* will take their temperature, perform a visual inspection of their health, and answer parents' questions.
  - a. Any child with a temperature above 99.6 will not be allowed in the nursery.
  - b. Any child with green or yellow drips from their nose will not be allowed in the nursery.
  - c. Any child that looks sick will not be allowed in the nursery.
  - d. Any child with a signed doctor's note saying they have seasonal allergies is OK.
2. Cheerfully greet each parent and child. Assure them that their child will be well taken care of during the service. A smile and good attitude always go a long way.
3. Do not allow the parent to step foot in the nursery! Speak to them at the door or the hallway and allow their child to be dropped off.
4. Make sure each child has a security sticker on their back from registration before accepting them into the nursery. Parents are given the pick-up sticker at the registration counter.
  - a. Confirm there is a phone number listed on their check-in sticker
  - b. Confirm their bag has a security sticker on it
  - c. Confirm their loose bottles or drink cups are properly labeled to assure they stay together at checkout
5. Use hand sanitizer for every child's hands immediately after they enter the nursery.
6. All children that are nursing can be nursed in the lounge inside the ladies bathroom or the cry room in the back of the church. Children are NOT to be nursed in the classrooms or nursery bathroom.

## During Service Procedures:

### Play

1. Toys are labeled in bins as A, B, or C. Use only the toys in those marked bins that relate to your service.
2. After toys are played with by one child, place that toy in the decontamination center in the storage room.
3. After any book is read to or by a child, place that book in the decontamination center in the storage room.
4. Games may be played as long as there is no physical contact.

### Snacks

1. We provide snacks for children ages nine months and older. Feeding younger children must be approved by their guardian BEFORE giving them a snack.
2. Place the provided 4-way dividers on each table before giving any child a snack.
3. All snacks must be consumed at the table. Any time food hits the floor it must be thrown away.
4. Children CANNOT share food or drinks with each other. They only eat the food in their bag or what is given to them by a nursery caregiver.
5. After their snacks are consumed, please wipe their faces clean.

### Changing/Restroom

1. ONLY WOMEN: You may use the provided sanitary gloves and sanitary changing pads when changing each child. Use a new pair of gloves after each child.
2. ONLY WOMEN: Make sure that all diapers are changed and/or checked for each service hour. Do not forget to take the potty-training children to the restroom! If you notice a child is dirty when ready to leave, make sure you change them BEFORE returning them to the parents.
3. Always wash your hands and the child's for at least 20 seconds after each changing/toilet use. Use the provided timer in the restroom.
4. You may use hand sanitizer after you wash your hands.

## Checkout Procedures:

1. During the last song of the service, make sure that each child is ready to go. By the time the announcements are finished, all bags/jackets/cups should be placed in the hallway next to the wall (by the shoe rack).
2. Please keep the parent/guardian inside the hallway. Allow the child thru the door. Do NOT allow parents/guardians inside where children are playing.

3. Thank parents for entrusting children to us.

## Post Service Procedures:

1. Wipe down all dirty horizontal surfaces.
2. If there is a broken toy, then please throw it away.
3. Place A, B, or C toy bins out for the next service. All your toy bins should be removed and placed in the decontamination center in the storage room.
4. Empty trash cans and install new liners.
5. Place trash at the nursery desk or in the trash container outside the building.

## Nursery Security System

1. Visitors will need to enroll their children at the registration table. They need to register no matter what service it is that they are attending. At registration, they will receive a security slip and another one for their child and diaper bag(s). The security slip is what they will show to identify themselves at check-out. The security slip is to be kept with them at all times while at church.
2. After they are registered, the child will be allowed -- with their guardian to the appropriate nursery (Please reference Check-in Procedures for proper health screening).
3. The maximum number of children in each nursery shall be 10 CHILDREN (not including caregivers). If the maximum number has been reached, then the caregiver will notify the *table person* and they will adjust/ remove children as necessary.
4. The table person will make sure that the parents have their security slip. It is important to remind them they need the slip to pick up their child. They need to be reminded that whoever has the slip can get the child—so guard it carefully. If they want someone else to get their child, they would need to give that person the security slip.
5. During the service, if ANY child exhibits flu-like symptoms then immediately text the number on their sticker to remove their child from the nursery. If nobody responds within 2 minutes, then contact your *table person* and they will take the child to their parent/guardian. DO NOT leave the nursery.
6. At check-out time, if they DONOT have the security slip with them, then they will have to print another one on their own.

# Nursery Guidelines/Discipline/Injuries

The nursery guidelines contain information for the nursery caregivers to let them know what is expected of them while serving in the nursery at our church. *“For God is not the author of confusion, but of peace, as in all churches of the saints”* (I Corinthians 14:33).

## Guidelines:

1. Please be on time when serving in the nursery: Sunday Morning Service “A” (9:30am)  
Plan to arrive by 9:15am (9:16 am is too late!)  
*\*Table person is to be at the desk by 9:00am*  
  
Sunday Morning Service “B” (11:00am)  
Plan to arrive by 10:45am (10:46am is too late!)  
*\*Table person is to be at the desk by 10:30am (they will assist Service “A” checkout)*  
  
Sunday Evening Service “C” (5:00 pm)  
Plan to arrive by 4:40 pm (4:45 pm is too late!)  
*\*Table person is to be at the desk by 4:40pm*
2. If you are unable to serve your scheduled time, please arrange your replacements on your own. Please let your table person know of extended vacation dates. Please text the REMIND number if you cannot find a replacement.
3. Always be mindful of the parents and children. Keep your conversation pleasing to the LORD. Never complain about the children or their parents to other workers. Do not say things like “shut up” or raise your voice in an angry manner. All children need love; show the love of Christ through your attitude.
4. Do not complain to parents about their child. Say nothing negative to a parent about their child. We want to encourage parents to come hear God’s Word. The last thing a parent needs is an excuse to stay home from church. All complaints should be directed to the table person or nursery director. They, in turn, will talk to the parent.

## Discipline:

1. We DO NOT use any form of physical discipline in the nursery. Discipline in any physical way is absolutely forbidden. Do not swat or spank infants.
2. If a child needs to be disciplined, then set him for a “time out.” Do not leave him there the entire service; use discipline wisely. It is not intended for long periods of time. We want the children to love the nursery, not hate it. If you have a continual problem, let the nursery leader know about the situation, and they will take care of it with their guardian.
  - a. Hitting or punching
  - b. Spitting or licking
  - c. Throwing toys or throwing a fit

3. Always remember the “line of sight” rule: you should always have the children in your line of sight. Do not leave them unattended for any reason.

### Injuries:

1. If there is a physical accident in the nursery, then you must fill out an Incident Report Form located on the registration table. Give details such as this, “Billy tripped over a toy and bruised his head, and we put ice on it.” If an incident report is needed, then the parent must be notified by the table person or nursery director.
  - a. Any blood
  - b. Any visible bruising
  - c. Any biting
  - d. Any loss of consciousness
2. If a child spits, licks, bites, or hits, then IMMEDIATELY separate him from the other children. Tell them biting is a “no-no” and will not be allowed. Take care of the child who was injured; wash any cuts with antibacterial soap. Use Band-Aids if needed and apply an ice pack if needed. Be sure to fill out the Incident Report Form and turn it in to your table person or director. When the parents come to pick up their child, the table person will tell them that their child was injured and what you did to take care of it (washed it, etc.). They will let the parents of the child who did the injury know what happened. Never tell the parents who did what; no names are to be given. If they have an issue, then send them to the nursery director.