



## Frequently Asked Questions Children's Department

### What to Bring

**Babies & Toddlers** – Diaper bag with bottles, a sufficient supply of diapers, a change of clothes, pacifiers, and a special lovey (if needed).

**Twos** – Diaper bag with a sippy cup and a change of clothes.

**Threes – Fives** – Encourage your child to bring their Bible with them to class.

**\*\*Many items look alike\*\***

**\*\*Please Label ALL Bottles, Cups, Bags, Pacifiers, Loveys, etc.\*\***

### Other Helpful Information

#### **How can I leave instructions about my child?**

Dry Erase boards are provided in all baby, toddler and two year old rooms. You may leave instructions on the board regarding feeding time, nap time, special instructions, etc.

#### **Will you feed my baby while they are here?**

Due to the large number of children in our Preschool Ministry, we ask you to not send baby food. We will be glad to give your baby a bottle. We also provide age appropriate snacks for all of the children in the Preschool Ministry. Due to the large number of allergies, we are not allowed to feed your child snacks from home. If your child has an allergy, please refer to the allergy information below.

#### **What if my child is potty training?**

- There are "Potty Training" stickers available at the check-in desk. Please put any special instructions on the sticker and place it on your child.
- Please take your child to the restroom before dropping them off in class.
- When dropping off your child, please communicate any instructions to your child's leader.
- Always send an extra set of clothes, including underwear, in the event of an accident.

#### **Can we bring a special toy?**

We ask that you leave your toys at home as we provide age appropriate toys in all classrooms.

### Safety & Security

#### **Can I leave campus while my preschoolers are in class?**

Parents must remain on the Resonate campus while children are in our care.

This ensures that we can reach you in case of an emergency.

#### **Who is allowed to pick up my child?**

Children will only be released to a responsible adult who presents the appropriate security tag to the leader. We are not allowed to release children to minors. If there is a security issue involving your

family, (i.e. divorce, custody issues, etc.) please let the administrator on the hall know and get a red security label for your child to wear when you check them in each week.

### **How will you contact me if I am needed during the worship gathering?**

During check-in, you will receive a security number. In the event we need to contact you, we will notify the worship tech crew who will then put your security tag number on the worship monitors. If you should see your number on the monitors, please report to your child's room as soon as possible.

### **What happens if I lose my security tag for pickup?**

Please be prepared to show photo identification to the Administrator or Children's Ministry Team Member.

*If you would like to review Resonate Church's Child Protection Policy, please email Elizabeth Small at [esmall@resonatechurchva.org](mailto:esmall@resonatechurchva.org).*

## **Allergies**

### **How do I let you know about my child's allergies?**

Please advise the Administrative at check-in desk of any allergies. The "Allergy Alerts" are printed out on the security tags. Please confirm that the allergy is printing on the security tag.

### **What snacks are provided in the classroom?**

We only provide animal crackers and gold fish crackers for a snack to our pre-school class. We do not allow snacks from home unless it is a medical allergy. This is for the safety of all the children in the room. If your child has an approved snack from home, please discuss any special instructions with your child's leader when you arrive.

## **Medication**

### **Will you give my child medicine?**

Per our policy, we do not administer any medicine, orally or topically. This includes, Tylenol, gas relief drops, diaper cream, Neosporin, etc. If your child should need medication of any kind you will be called to administer the medicine (please keep the medication such as Tylenol, Advil, Gas Drops etc. in your possession).

## **Health Care Guidelines**

### **My child has been sick, may I leave them in class?**

- Fever free for 24 hours.
- No vomiting or diarrhea with in the last 24 hours.
- If your child has been ill, they must be symptom free for 24 hours.
- If your child is being treated with an antibiotic, they should have received treatment for at least 24 hours.
- Please do not bring your child if they have had any unexplained rash, thick colored discharge from the nose or eyes, or an obvious cough or sore throat.

### **What if my child gets sick while we are at church?**

You will be notified immediately via text message and you security tag number will flash across the monitor. Please report to your child's classroom as soon as possible.

## **Other Tips from the Nursery**

### **Nursing Mothers**

In the baby room, you will find a quiet room designed specifically for nursing mothers.