



FAQs

What time should I arrive to serve?

Please be in your classroom 15 minutes before the scheduled service time. This allows time to prepare the space and ensures we're ready to greet kids and parents with a warm smile as they arrive.

For Fusion & Fusion+, some kids are dropped off directly at the FLC rather than attending worship in the sanctuary, as their parents may be attending a class or serving elsewhere. Because of this, Fusion & Fusion+ teams should also plan to arrive 15 minutes prior to the service.

How does the MCC Kids Volunteer team communicate?

We communicate primarily via an app called *Slack*. Please check the *Slack* app at least once a week to stay connected to what is happening in MCC Kids. On *Slack* you will find: important announcements, weekly schedules, sub requests and more! Check out the Appendix for more tips on how to use *Slack*. We are also happy to meet with you one-on-one to help you learn how to use *Slack* and answer any questions you have.

Can my kids stay in their classroom for both services when I serve?

Absolutely! We encourage our volunteers to serve during one service and worship during the other. We have quite a few kids who stay for both services. Snacks are provided during the service in The Woodlands and for Fusion/Fusion+ between the services.

Am I expected to teach?

Not all volunteers are asked to teach. We recognize that everyone has different gifts, and there are meaningful roles in both helping and teaching. Each role is vital to what God is doing in our ministry on Sunday mornings.

How often are MCC Kids volunteer trainings held?

Once a year, we ask all volunteers to attend an in-person training event. This provides an opportunity to connect with one another and allows us to equip you for the coming ministry year. We will also provide ongoing training tidbits throughout the year, primarily via *Slack*.

What should I do if a child seems sick at drop off?

We want you to feel empowered to use your discretion if a child seems too sick to be at church. **If a child is showing symptoms of illness, please ask the parent to take the child home.** See the Health and Wellness Policy in the Appendix for more details.



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How do I contact a child's parent if needed during the service?

All name tags should have the parent phone number printed in the bottom right corner. Use this number if you need to text the parents during the service. You can use your own cell phone or the classroom iPad to text parents. The iPad also has parent contact information in case the phone number doesn't print on the child's tag. Follow the directions in your classroom binder if needed.

Make sure to include the following information in your text message:

- **child's name, classroom name, and reason for texting.**

How do I find a substitute?

If you are unable to serve on your scheduled Sunday, please switch weeks with another volunteer or try to find someone to fill in for you. To find a sub:

- **Post on the "Substitute Needed" channel on Slack. Make sure to include date/time and room where you need coverage.**
- Talk to the other volunteers you serve with to see if they can switch dates.
- Reach out to Shannon for assistance if you still need help finding coverage.

How often do I need to complete my background clearances?

Because the safety and well-being of our kids is crucial, we **require background clearances to be completed every five years.** Scan this QR code for detailed directions.



What if there aren't many kids where I'm scheduled to serve?

Because attendance can change from week to week, it's not always possible to predict how many children will be in a room. If you arrive and there are only a few kids, please text Shannon or Pam to see if another room needs help.

Our goal is to keep classrooms open even when attendance is low. However, for the safety of everyone, two approved adults must remain in the room at all times, even if there is only one child present. If you believe staffing should be adjusted on a Sunday morning, please reach out to us.

What curriculum do we use?

In Hedgehog Hollow and Beaver Pond, we use the *Truths for Toddlers* curriculum by Answers in Genesis. In all other classrooms (except Chipmunk Corner), we use *The Gospel Project* curriculum by Lifeway.