

# SCFamily Parent Policy

## Snapshot

### *How do I check-in and pick-up my child?*

- All children. Infants-6th grade and special needs individuals must be checked in on an iPad located in the Family Ministry lobby. Please place the name tag on your child and keep the parent pickup pass so that you can pick up your child without any delay. Classroom teachers can only dismiss children to an adult who has the corresponding tag number located on the parent pick-up pass.
- Once children have their name tags on and parents have a pick-up pass, then you can walk into the secure areas and take your child to their classroom. Some classrooms will require that you check your child's name off the roster at the doorway.
- Youth (grades 7-12) can check themselves in using the iPads in the Family Ministry lobby. Once they have a name tag they can enter the secure area to go to class. Students are encouraged to communicate with their parents about where they will meet following the service.



### *If there is a problem or concern with my child, is there a way to contact me during the service?*

Yes. If there is an issue that requires your attention during the service, then you will be paged. Parents are paged by placing the security number that matches the pickup pass on the screen during the services. If you are paged, proceed to the area where you dropped off your child and a department leader will meet you there.

### *What if my child cries when I leave?*

If your child is upset when dropped off at the room, we encourage you to make a quick exit. The teachers in the room will work quickly to console the child and find a way to sooth and redirect. It is better if parents do not enter the classrooms, but instead release the child to the teacher at the door, telling them you will be back. If your child continues to be upset after approximately 15 minutes, then you will be paged in the service. We will try our best!

# Is there a wellness policy?

To protect all children and volunteers, children, who have shown signs of illness within the last 24 hours, are not allowed to be dropped off in classrooms. If your child has any of the following symptoms within the last 24 hours, please do not place them in any of the Family Ministry classes or activities.

- Fever (over 100F; must be fever free for 24 hours)
- Persistent sneezing or coughing runny nose and/or eyes
- Vomiting
- Unusual fatigue and irritability
- Inflamed throat
- Complaints of stomach ache
- Earaches
- Any discolored nasal discharge
- Diarrhea (2 or more loose bowel movements)
- Rash (except diaper rash)



If a child shows signs of any of these symptoms while in our care, he or she will be isolated from the other children and the parent will be contacted. Exceptions will be made for children with allergies. Our desire is to protect all children and volunteers from exposure to illness. We appreciate your cooperation in maintaining a healthy environment.

## **What about restrooms?**

Parents are encouraged to take their children to the bathrooms located in the check-in area in the downstairs lobby before taking their child to the classroom. This is especially important for those who are potty training. Adults are not allowed to use the bathrooms upstairs or in the preschool hallways.

## **What is the protocol in case of an injury?**

If a child is injured while in the care of Family Ministry, then an OUCH Report should be completed by the teacher and given to the parent. If the injury is significant, then the parent will be paged in the service.

## **What if my child has a food or environmental allergy?**

We strive to keep all Family Ministry environments safe; however, we cannot guarantee that a child will not be exposed since this is a public facility. If you provided allergy information when your child was registered, then the allergy will post on the child's security tag. If you are concerned about a specific exposure, then please discuss this with the teacher when you drop off your child.

## **Do you take pictures?**

We love to share and celebrate with our church family about what goes on in Family Ministry by using pictures and videos during services and on social media. We must receive a signed Photography Release Form for each child so that they can be included in videos and pictures.

## **Do I need to label all my child's personal items?**

Yes, please make sure all personal items (Bibles, diaper bags, bottles, etc) are clearly marked with your child's name.

## **How can I stay informed of activities and information concerning SCFamily Ministry?**

The Family Ministry team strives to communicate clearly and regularly with parents and families. Please be sure and sign up for our weekly

- Parent Connect at [www.steelecreekfamily.org](http://www.steelecreekfamily.org)
- Text @SCFammin to 81010 for text updates
- Like us on social media for additional information

# How can I contact someone on the SCFamily Ministry team?

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