Nursery Manual for Nursery Workers

Ages: 0-2 (Nursery)

Le Mars Bible Church

Our Nursery

Dear Nursery Volunteers,
You are IMPORTANT! Your service in the nursery is so greatly appreciated! Without you, we would not be able to provide a safe, loving environment to children and allow parents to leave their children during worship services and other events.

The nursery is a very valuable ministry! Perhaps you have never thought of the nursery as a ministry, but it is! By serving in the nursery you have the opportunity to impact not only the children in your care, but parents as well. Nursery volunteers are often the first faces that parents of small children who are new to LBC will see. It is our responsibility to show them a friendly, loving face and to provide them with greatest care for their children! Our ultimate goal for our newcomers is to love them into the LBC family and nursery can play a vital role.

In order to have the nursery operate smoothly, we need only one thing – commitment! Your commitment! The following pages will set forth the guidelines that have been established for the nursery by the Child Protection Policy Committee. You will be asked to sign a designated page to renew your commitment to the nursery. By signing, you are asserting that you have read and understood the guidelines and will do your best to uphold them, remembering that your service in the nursery is ultimately not only a service to parents and to LBC, but a service unto the Lord!

Thank you and God Bless!

Volunteer guidelines

- Our goal is to have every volunteer on a 6 week rotation.
- Please consider this a ministry to our young families and an opportunity to show parents and children the love of Christ in every situation.
- All nursery volunteers and staff must be in the classroom ready to receive children 15 minutes before start time of a church event (for example, 7:45 AM on Sunday mornings before church at 8:00 AM)
- All nursery staff and volunteers must stay in the assigned area for the duration of their shift. Always let another worker know if you need to leave the area or use the restroom so that your area can be covered during your absence.
- Have a positive and energetic attitude towards the parents and children. Always letting them know that their child is loved and happy here.
- Nursery volunteers should NEVER give parenting advice, opinions, or judgments about a parent's instructions or a child's attitude or behavior (or that of the parents) unless it is explicitly requested by the parents. No matter how much you disagree with the parents' parenting style, it is disrespectful to express this or ignore the parents' wishes. All parents are shown respect and courtesy – no exceptions.
- Everything that transpires in the nursery is confidential. This includes the emotional, physical, medical and intellectual condition of every child and should not be discussed outside the nursery or gossiped about inside the nursery.
- DO NOT tell a parent that their child behaved badly unless the parent asks. If a problem with the child persists with each visit, inform the Nursery Coordinator and she will address the issue with the parent.
- Volunteers are to store personal items out of reach of children (including cell phones)
- Wash hands in preparation to receive and care for children.
- If a child becomes ill or injured during the service, you should contact the parent or usher via pager. An Incident Sheet will need to be filled out by the lead Volunteer or Nursery Coordinator.

Absences and Issue Reporting

- Volunteers are responsible to know the dates on which they are to serve (see nursery schedule).
- If a volunteer is unable to work on their assigned week, she should contact other volunteers on the schedule to find a replacement and let the Nursery Coordinator and the Church Secretary know of the change.
- If a volunteer has concerns with a parent/guardian who refuses to comply with the policies and procedures or has any other issues, the Nursery Coordinator should be contacted to handle the issue.
- If a parent/guardian has an issue with how they were treated, whether their instructions were followed or how their child was cared for they should contact the Nursery Coordinator.

Parents

- It is important that the nursery cares for children in the best manner possible to offer the parents the opportunity to worship and fellowship without concern for their children.
- The parent is always right and they know what is best for their child. If they have requested that they are to be notified if the child is upset, then do so. Otherwise, as long as the child is content and can be re-engaged, parents are not to be notified.
- Nursery workers should work to engage the child in activities and play by getting down to eye-

level with the child while moving them away from the door after arrival.

- Parents should be kept outside the nursery to prevent accidents with little ones getting under foot and to keep the nursery sanitary.
    - NOTE: we need to be careful to not offend parents, but to explain that we encourage them to remain outside the nursery doors to minimize other children from "escaping" the nursery and to limit access that non-nursery workers have to children for their security sake.
- Friends and visitors of the workers are not permitted in the nursery rooms.

Classroom Check-in and Check-out

- Workers must make every effort to do all that the parents have instructed, unless the instructions violate a policy or procedure. If their request violates a policy or procedure, the parents should be told respectfully and kindly that we will not be able to fulfill their request and why at the time they drop off their children so they have the opportunity to decide how they want to provide that need for their child.
- The worker should meet parents at the door when the child is being checked in and always maintain a Christ-like attitude when serving our children and their parents. Many times you are providing the first impression of our church. Smile, be friendly, and treat all parents and their children with respect.
- All children should be returned to the parents in as clean or cleaner condition that the child arrived. Faces, hands and clothing should be clean (clothing should be as clean as possible, unless child arrived in dirty clothing).
- Diapered children should be returned to parents in a clean diaper, unless the child was changed with the past hour.

Disciplinary guidelines

- A child is usually disruptive because they either crave attention, they are bored or they are confused: The solution:
    1. Don't reinforce misbehavior with too much attention, briefly address it and move on. Create a positive culture by proactively giving attention to positive behavior.
    2. Keep children from being bored by engaging them and playing on their level. Their should be no volunteers in the rockers unless you are reading to, feeding a bottle to, or holding a sleeping child.
    3. Fuzzy rules and no consequences are a guarantee for misbehavior. Set clear expectations and consequences and enforce them fairly and consistently. When possible use topic or lesson to reinforce proper behavior.

Diaper Changing and Bathroom Guidelines

- Parents should supply diapers, wipes a burp pad and a change of clothing for their child each time they drip off their child. LBC will supply extra diapers and wipes back up.
- Workers should check periodically for wet or soiled diapers.
- Keep all items (cleaners, wipes, etc) out of reach of children.
- Dirty Diapers should be placed in designated trash can, and only that can.
- The changing table should be covered with a disposable pad that is changed after soiling to prevent germs from spreading.
- There is limited supply of extra clothing and diapers for a child who arrives without their proper supplies. Please ask parents to was and return any clothing used for their child.
- Assist children in using stepstools to wash hands after using the bathroom and before having a snack.

- Potty training activities may be done with children whose parents are notified and have approved of such activities for their child. Do not attempt to potty train a child without the parents consent.

Diaper Changing and Bathroom Guidelines

- Volunteers are permitted to prepare bottles and change diapers.
- Workers should have diaper bag, diaper and all materials at 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.**
- Rubber gloves, wet wipes, hand sanitizer, and sanitizing surface spray are to provided at each diaper-changing table for the safety of the child and the worker.
- Workers must wash hands after diapering.
- Only apply powder, lotion, or medicated cream if provided in the child's bag and with the parent's permission/instruction.
- For toddlers, an adult is to walk children to the bathroom and never leave children alone in the bathroom, classroom or hallway.
- The bathroom half door should be left open. Use common sense on modesty.

Food

- Outside food is not permitted in the nursery. Children may only be fed snacks provided by the nursery.
- Parents must write down feeding and nap instructions on the check-in name tag
- Parents must label all bottles and sippy cups with the child's name.
- Meals will NOT be fed to children, even if parents provide the food (this does not apply to infants who are on breast milk or formula- these may be given by the volunteers at the times designated by the parents). Nursery volunteers do not have the ability to feed each child a meal and continue to supervise the other children safely. Normally children should be fed at home before entering the nursery.

Accidents and Incidents

- Any incidents considered noteworthy should also be reported (these may include disciplinary problems)
- Please place the accident/incident forms in the nursery box in the church office.
- Notify Nursery Coordinator.
- A first-aid kit stocked regularly is kept in the nursery, office, and kitchen.
- Fire escape and evacuation routes should be posted in each room, and the nursery volunteers should follow evacuation procedures.

Room Cleanliness

- Furnishings and toys should be are-appropriate, having no sharp edges, missing or loose wheels or broken areas. All broken toys must be discarded and/or replaced.
- Walls, counters, shelves, drawers, cabinets, tables, floors should be free of clutter and cleaned up after each day the nursery is used. All supplies should be put away at the end of each day the nursery is used. This should be done by all workers as a team effort at the end of each day.
- Children should not bring their own toys into the nursery, unless it is a special “security” item.

This prevents children from losing toys or having them damaged by another child.

- Toys used are to sprayed with sanitizer and wiped down with a cloth specific for toys. This should be done by all workers as a team effort at the end of each shift.
- Bedding should be covered with disposable pads and changed after soiled to prevent germs from spreading to other children.
- Stuffed permanent nursery toys are NOT permitted in the nursery. This is to prevent the spread of germs with toys that cannot be properly sanitized.
- Soiled bedding should be washed after each use. All of the bedding should be washed monthly by nursery coordinator.
- In the nursery, **ALL** toys and teethers placed in or near a child's mouth should be placed in the bin labeled “to be washed” after the child is done playing with it. The volunteers at the end of each shift are responsible to make sure these are cleaned at the end of each shift as a joint effort
    - NOTE: Please keep track of toys mouthed by children as much as possible as this is our #1 defense in preventing sickness and germs from spreading.
- Cleaned toys and teethers are placed in the correct bin where the item goes.

Sick Policies and Procedures

- Be respectful and proactive in enforcing the nursery sick policy as children arrive.
- **Fever:** Child should be fever free for 24 hours without medication. Fever is defined as 100.6 or higher. Ex: if child has a fever the night before and wakes up with normal temperature, they should not be brought in
- **Vomiting/Diarrhea:** Child should be episode free for 24 hours. Diarrhea is having more than one abnormally loose stool.
- **Strep throat:** Child should have started antibiotics 24 hours before attending
- **Nasal Drainage:** Please use your discretion for this. We would advise that anything other than clear drainage due to teething or allergies be not brought in.
- **Sore Throat/Cough:** Child should not attend with a sore throat, croup or persistent coughing associated with respiratory infection
- **Pink Eye:** Attend only after 24 hours of antibiotics, no matting or drainage occurs, and the child is no longer rubbing the eye.
- **Rash:** Children with an unexplained or contagious rash that is not associated with diapering, heat, or allergic reactions, but especially associated with fever or itching should not attend.
- **Lice/other infestation:** Children should not attend until after treatment, and all live lice and visible nits have been removed.
- If a child becomes sick in our care, volunteers will page the guardian and will let them know why the child should not be left in the nursery. Please remember that this is so volunteers may be courteous and respectful to everyone that uses the nursery: workers, children, and parents.
- If a child is too sick to attend the nursery, there are several other places around the church that provide visual and audio. There is the Library, Nursing Mother's room, as well as the foyer outside the farthest East doors of the Sanctuary. If you have any questions, please see any of the workers or the nursery coordinator.

Check ins

- We will use pagers to contact the parents during church activities if they are needed. In case of an emergency, an usher will be paged. If there are no pagers available, we will ask the parent to leave their cell phone number so that we can text them and reach them.
- Make sure each child receives a name tag.
- All children must be signed in and have an information sheet on file. Any allergies and food restrictions should be listed on the child's name tag.
- All children's belongings must have name identification (diaper bags, cups, etc.) LBC identification tags will be provided for bags without name identification.

Evacuation Procedures

- Fire: Children will be evacuated to the back parking lot (the Southeast side) in order to stay out of the way of emergency vehicles entering the property. This back lot is where parents can pick up their children.
- Weather emergencies: Children in the LBC nursery will gather into room 127 or women's bathroom. These are the most central areas of the building and therefore offer the most protection.
- All evacuation plans are posted on each classroom's door.
- Workers should calmly but quickly organize the children for evacuation. It is very important that the workers closely follow the instructions given by the Nursery Coordinator. The calm reaction of the workers will be comforting to the children.
- Infants should be placed in rolling cribs for transportation to the designated evacuation area. Cribs should exit the nursery by going through the shared restroom and room 127.