



Imago Dei
CHURCH

**CHILD CARE
POLICIES AND PROCEDURES**



POLICES AND PROCEDURES

Jesus intentionally invested in teaching and caring for children and we want to do likewise. We offer a hospitable atmosphere that displays the love of Christ to all of our children. We provide childcare for birth through Pre-K during the 9:00am & 11:30am Worship Services and a 10:30am Discipleship Hour for birth through 5th Grade.

Age Division

- Babies (September 1, 2016-present)
- One Year Olds (September 1, 2015- August 31, 2016)
- Two Year Olds (September 1, 2014- August 31, 2015)
- Three Year Olds (September 1, 2013- August 31, 2014)
- Four Year Olds (September 1, 2012- August 2013)

Basic Instructions for Parents

- Check in begins 20 minutes prior to service start time.
- Label all belongings with your child's name.
- Share all information regarding allergies or special instructions when registering your child at check in AND directly inform the volunteers in your child's room every week.
- Consider wellness guidelines (below) when your child is ill. Notify the Childcare Coordinator if your child is found to have been contagious while attending IDC Childcare. The Coordinator will notify the Director who will inform parents of other affected children. Your child's name will remain anonymous.
- Send children who are not fully potty-trained in a disposable diaper or pull-up.
- Send all children with an extra change of clothes in case of accidents.
- Keep your cell phone accessible to receive notifications from our Childcare Coordinators during the service.

Volunteers

Areas of Service for Volunteers

Childcare Coordinators

- Coordinator for the week serves as the childcare "go to" person
- Assists with childcare check-in
- Make sure that there is a proper ratio of volunteer to children in the room.
- Resolve issues that require contacting parents/guardians (sickness, disruptive behavior, persistent crying)
- Turn in incident reports and report any supply needs to the Children's Director after service
- Remain in Childcare area throughout service, acting as a "runner" and helping with diapering and bathroom visits.
- After the last service, coordinators check all rooms before leaving, turn off lights and take trash to the dumpster.

Childcare Volunteers

- Care for children during the service
- Notify parents and coordinator of any incidents (falls, injuries, biting)
- Females change all children's diapers.
- Females take children to the restroom.
- Match stickers when parents pick up children to ensure safe pick-up.
- Wipe down all toys and books; place toys back in correctly labeled containers.
- Bag and set trash in the hallway after the last service of the day and replace trash can with new bag.
- Notify Coordinator of any supplies needing to be replenished (Coordinator then notifies Children's Director.)

Volunteer Requirements

Read the IMAGO DEI CHURCH Childcare Guidelines & Procedures

- Complete a background check
- Complete IDC Childcare training
- Wear name tag at all times
- Maintain "two adult rule" (two adults shall be present with children at all times)

Volunteer Expectations

Prior to your serving date:

- At the beginning of each quarter, a schedule will be sent to volunteers through Planning Center indicating the date, time, room, and role of service. Volunteers are responsible for blocking out dates that they can not serve in advance.
- In the event that you cannot serve as scheduled on any particular Sunday, you are responsible for finding a covenant member to switch with, then notify the Children's Director. Begin by checking with other members of your growth group to find someone to switch with. If you cannot find someone in your growth group, access the full Childcare schedule and contact someone who is serving in the same position at the same time on a different Sunday and ask them to switch serving dates with you. All contact info for members can be found in Elexio. Please let the Children's

Directors know of the switch no later than Saturday afternoon prior to Sunday. Please note there are no exceptions, such as sickness or moving or leaving IDC for another church, as you are expected to find a replacement to fulfill your covenant member obligations.

- All volunteers must have a background check on file.
- Volunteers should view the childcare video and/or policies and procedures provided by the director.

On your serving date:

- Wear comfortable clothing and plan to be on the floor interacting with children.
- Arrive on time and ready to serve
 - Coordinators should arrive 45 minutes prior to service time.
 - Caretakers should arrive 30 minutes prior to service time.
- Immediately upon arrival, volunteers must check in with the coordinator to receive a name tag and special instructions.

Children of Volunteers

- Volunteers may choose whether or not to serve in the room with their child. Please indicate your preference with the Director at the beginning of each scheduling quarter. If you choose to serve with your child but are unable to perform your volunteer duties, due to distraction or lack of attention for other children, you will be asked to move to a different room.
- Older children (kindergarten and up) may serve in the room with their parents excluding the baby room, but are not permitted to change diapers, perform restroom duties, pick up children, or be alone with a child. If you have been scheduled for the infant room and have an older child who must come with you, please notify the Childcare Coordinator immediately upon arrival for your shift and she will make the appropriate adjustments.

General Procedures

Crying Children

If a child has been crying consistently for 15 minutes, notify the Childcare Coordinator, who will call the child's parent.

- Please tend to immediate needs before notifying the Childcare Coordinator:
 - Change diaper
 - Offer a drink
 - Comfort (pick up, hold, rock child)
 - Attempt to engage child in an activity (toys, looking out window, singing, reading)

- Children asking for the parent may be comforted by your reassurance that the parent will return. They may respond to knowing the schedule (what is next) and when the parent will come.
- If a parent is notified, explain that the child was crying and that you made every attempt to meet their needs and engage them in activity. Tell the parent that he/she may stay with his/her child. If a parent stays, please get him/her a visitor name-tag from the Check-In Area. If the parent decides to leave with the child, let the parent and child know how much we enjoyed him/her and we look forward to seeing him/her again next week. Encourage the parent and child to come back. Also, be sensitive to answer any other questions the parent might have.

Diapering Policies

- * Please, only women changing diapers.
- * Change ALL diapers 20 minutes before the service lets out.
- * Use diapers and wipes provided by parents.
- * Place a Changed with Love sticker on each child you have changed.

Safe and Healthy Diapering to reduce the spread of germs

Keep a hand on the child for safety at all times!

1. PREPARE

- Cover the diaper changing surface with disposable liner.
- Bring your supplies (e.g., clean diaper, wipes, diaper cream, gloves, plastic or waterproof bag for soiled clothing, extra clothes) to the diapering area.

2. CLEAN CHILD

- Place the child on diapering surface and unfasten diaper.
- Clean the child's diaper area with disposable wipes. Always wipe front to back!
- Keep soiled diaper/clothing away from any surfaces that cannot be easily cleaned. Securely bag soiled clothing.

3. REMOVE TRASH

- Place used wipes in the soiled diaper.
- Discard the soiled diaper and wipes in the trash can.
- Remove and discard gloves, if used.

4. REPLACE DIAPER

- Slide a fresh diaper under the child.
- Apply diaper cream, if needed, with a freshly gloved finger.
- Fasten the diaper and dress the child.
- Return the child to a supervised area.

5. CLEAN UP

- Remove liner from the changing surface and discard in the trash can.
- Wipe up any visible soil with damp paper towels or a baby wipe.
- Wet the entire surface with disinfectant; make sure you read and follow the directions on the disinfecting spray, fluid or wipe. Choose disinfectant appropriate for the surface material.

6. WASH YOUR HANDS

- Wash your hands thoroughly or use hand sanitizer in between each diaper change.

Bathroom Policies

Only female volunteers are allowed to take children to the bathroom. Please maintain the two volunteers in the room at all times rule. If necessary, notify the coordinator to take the child to the bathroom.

Bathroom Procedures:

- If child needs assistance in the bathroom (i.e. needs help with underclothing and wiping), leave the stall door slightly open, and assist the child as needed.
- If child can attend to him/herself (i.e. can manage underclothing and wiping alone), do not allow child to lock the bathroom door and stand beside the stall door.
- Both adult and child should thoroughly wash hands with soap and water when child is finished.

Toilet-Trained Children Who Have Accidents

When a child who is toilet-trained has an accident:

- Notify the Childcare Coordinator, who will notify the parents.
- Parents can assist their child and comfort them.
- Offer the child dry clothes to change into (some children may be embarrassed, and not want to change).
- If parents appear upset or angry, please help diffuse the situation by reassuring parents that this happens to all children.
- Child may return to the classroom as long as he or she has changed into dry clothes and new underwear. No child will be allowed to enter the classroom without underwear/pullup.

Feeding Policies

Children in the baby room may be fed bottles/baby food/snacks in the classroom; all other aged children should be fed outside of the room, unless it is during a designated snack time for all of the children in the room.

- Only feed children the snack that has been provided by their parent, following the parent's specific instructions.
- Be sure to check for allergies (listed on the child's name tag sticker) before giving any food or drink to a child.
- Make sure that the bottle or food that you are feeding the child belongs to them.
- Burp infants ½ way through and at the end of their bottle.
- Do not share one child's snacks with other children.

Clean Up Procedures

- Wipe toys with disinfecting wipes.
- Clean up any trash/craft materials that may be on the floor.

- Bag all trash and set outside of the room at the end of the day. Replace trash bag with new liner.

Discipline Procedures

- Never use corporal punishment or spanking of any kind.
- Do not use words or a tone of voice that shames or frightens a child.
- Do not use sarcasm or scream at a child.
- Never make remarks that put down the individual as a person or make negative references about appearance, race or gender.
- Do use a firm but gentle voice to address the behavior.
- Do remove the child from the activity and isolate child from the group if necessary.
- Do focus your remarks on the behavior you want to see.
- If the child will not listen, then notify the Childcare Coordinator who will notify the parents.
- Persistent disobedience during the service will result in notification of parents by the Coordinator.

Biting, Hitting, and Other Injurious Behavior

- A child who purposefully injures another child will be isolated in a time out area with a caretaker. Persistent disobedience during the service will result in notification of parents by the Coordinator. The witnessing Volunteer, the Coordinator, and parents of involved children will complete an Incident Report for any injurious behavior.
- For biting, notify the Childcare Coordinator immediately of the details. The Coordinator will notify the parents of both children immediately and discuss the issue with them separately. As this behavior may cause strong emotions, point the parents not to each other but to the Coordinator to discuss details of the incident. For safety reasons, do not divulge the identity of the biting child, or vice versa until the Coordinator is ready to discuss the incident.
- For the bite, wash the wound with soap and water. Apply a cold compress if available. If skin is broken, put on gloves before treating wound. Do not squeeze a bleeding bite wound. Advise parent of the bitten child to consult a doctor for tetanus and Hepatitis A and B vaccinations if the bitten child is not up to date. Repeated episodes of biting may result in removal of child from class until biting is resolved.

Wellness Guidelines

- We ask that volunteers find a substitute for their shift and that parents not bring children to IDC childcare if any of the following exist:
 - Less than 5 days have passed since the first symptoms of a cold or flu began and the child has not seen a doctor
 - Fever (over 100.4 degrees) within the past 24 hours
 - Vomiting or diarrhea within the last 24 hours

- Yellow or green runny nose
- Any symptom of childhood diseases such as scarlet fever, German measles, mumps, chicken pox or whooping cough
- Common cold, including colored runny nose
- Sore throat
- Croup
- Any unexplained rash
- Any skin infection - boils, ringworm or impetigo
- Untreated pink eye or any other eye infection
- Any communicable disease
- Lice, including the presence of eggs or nits
- If a child appears to be sick at check-in, the Coordinator should ask when the child first showed symptoms. If symptoms started less than 5 days ago, we must kindly refuse to admit the child to nursery for the safety of the other children. If volunteers are unsure whether to admit the child, ask the Coordinator. If parents are unhappy with the Coordinator's decision, notify the Director.
- In the event of a contagious disease (lice, chicken pox, etc.), volunteers should notify the Coordinator, who will notify the parent to pick up their child.
- Parents, please notify the Coordinator if your child is found to have been contagious while attending IDC Childcare. The Coordinator will notify parents of other affected children while maintaining confidentiality.

Security Procedures

Check-In

Check in opens 20 minutes before the service/scheduled event. Volunteers should be ready to receive children twenty minutes prior to service.

First-Time Guests:

- Register child at the first time check in desk, notifying coordinators of all relevant information, allergies, etc. that they are to be aware of.
- You will receive 3 stickers: one for your child's back, your child's bag, and to show at pickup.
- A coordinator will walk you to your child's classroom.
- Inform room volunteer of any special instructions.

Regular Attenders:

- Utilize self check in.
- You will receive 3 stickers: one for your child's back, your child's bag, and to show at pickup.
- Take your child to their appropriate room and notify room volunteer of any special instructions.

Note: Parents may choose to observe/stay with their child in the classroom; however, IDC Childcare will use discretion in this matter. In addition, if a parent does not have an application on file, they are not allowed to be alone with, lead in activities, or care for any other child except their own.

Check-Out

- Children will only be released to an adult with a matching sticker. Only adults ages 16 and up are permitted to pick up children.
- A Caretaker will ask parent for sticker and attach match stickers to one another before children leave room.
 - If a parent forgets or loses the sticker, and is not personally known to the Volunteer, tell them: "I understand the inconvenience, but for everyone's safety, I have to ask you to please get it and come back for him/her." The other option is that the Volunteer can reach out to one of the Coordinators to see if they parent is personally known by the Coordinator. A parent may also provide a driver's license as a proof of identification.

Medical Procedures

Medication

- Volunteers will not administer any medication to children except in life threatening situations when there is not enough time for a parent to come to the room and give it.
- If a child has a potentially life-threatening condition and medication may need to be given:
 - A Medication Authorization Form will be completed and signed by the parent and kept for IDC records.
 - Each time a parent drops off a child and his/her medication, clear directions must be written out by the parent outlining the symptoms present when medication is needed and how it is to be given to the child. The form is to be given directly to a Volunteer by the parent so the caregiver can read the directions and ask for clarification if necessary. Since medications can change frequently, it is imperative that parents keep IDC updated.

Accidents/Incidents

- If you encounter a life threatening situation (loss of consciousness, significant blood loss, difficulty breathing, choking, severe allergic reaction):
 - Immediately call 911
 - Notify Childcare Coordinator that 911 has been called
 - Notify one of our nurses for treatment (see Contact Info)
 - Childcare Coordinator will notify parents
- If a potentially harmful substance is ingested by a child:
 - Immediately call Poison Control for instructions (800) 222-1222

(National hotline that will connect you to the nearest center).

- Do not attempt to make child vomit or drink anything until you have spoken with Poison Control, as these actions can make the situation worse.
- Minor accidents (bumps, bites, bruises, scrapes, etc.) can be handled in the room. First aid kits are kept in the Preschool & Children's Offices. You may wash a wound with soap and water, but do not apply any other first aid medication (Neosporin, alcohol, hydrogen peroxide) due to parental preferences and potential for allergic reactions. Band-aids may be used and are kept in each room's first aid kit. Always contact the parent in these situations to make them aware of the minor accident. When body fluids are involved, always wear gloves, remove other children from area, clean area with bleach solution, and let air dry.
- Any person who witnessed an accident needs to fill out an Incident Report with the Coordinator and parent before leaving for the day. Record the situation and details to the best of your recollection. Be honest with the parents about the situation that occurred; reassure them of our desire to provide the best care possible. Recognize that parents may be upset but do not let that deter you from being honest with them. Do not offer medical advice to parents. Simply offer your apology or concern.

Emergency Procedures

Fire: See fire evacuation plan posted in each room.

Inclement Weather: Take all children to a classroom in the middle of the building away from all windows.

Special Circumstances

Disabled Children

- Once available, one-on-one care will be provided for any child who needs assistance with classroom participation or who needs protection of them or others.

Reporting Potential Abuse

- Report any suspicions of child abuse/neglect to the Childcare Coordinator who will report to the Wake County Department of Social Services at (919) 212-7000.
- Report any inappropriate behavior of a co-worker to Childcare Coordinator.

Contact Information

CHILDREN'S DIRECTOR

Summer Crepelle
423.596.3015
summer@idcraleigh.com

FACILITIES

Michael Britt
601.757.7505

Brett Hart
601.757.7942

NURSES

Alex Britt
601.303.1316

Alicia Shaddix
720.454.8520

POISON CONTROL HOTLINE

800.222.1222

ABUSE HOTLINE

Wake County Department of Social Services
919.212.7000