

FAQ's for Parents

As a parent, we understand you may have some questions about our parent policies and why we do, what we do in children's ministry. We have compiled a few of our most '**Frequently Asked Questions**' and hope they answer some of the questions you may have.

Q. When can I check in my child?

Check-In will be open 10 minutes before each service begins. (Service times listed below) If you arrive late, you may need to go directly to your child's classroom to sign in your child. Check-In closes 20 minutes after a service starts to allow less classroom interruptions and more focused learning time.

Saturday and Sunday Weekend Services:

♪ Encounter ~ Basic Biblical Truths @ 6 PM & 10 AM

(Full children's programs for nursery through 4th grades)

🏠 Extended ~ Worship and Deeper Life Teaching @ 7:20 PM & 11:20 AM

(Nursery-4th grade programs. When staffing for 1st-4th is not available, children will sit with parents during Extended.)

Q. When do I fill out a registration card and what do you do with the information?

You can fill out a registration card as early as your first visit or you may choose to wait a few months as your family checks out AC3. All information on the registration cards will be kept confidential. We only use the information to get to know you and your children better. It helps us identify birthdays, health or security concerns and lets us keep your family updated with current ministry information. Please fill out a new registration card promptly if you have a change in your home address, email or phone number so we can keep our security efforts and database up to date.

Q. What are the RED and ORANGE dots on a child's name tag for?

- **RED** dots are used to alert teachers and helpers of a family security issue, allergy or medical concern.
- **ORANGE** dots alert our photographer that pictures of this child should not be used on the AC3 website.

If your child is a candidate for our colored dot system, be sure to place the appropriate colored dot on your child's name tag each time you check him/her into Kreek Kids. Ask for details and help at our Check-In Desk.

Q. What parent and security policies do I need to be aware of?

- All children need to be signed in and out of Kreek Kids by a parent or guardian.
- Only children, parents and volunteers are permitted in nursery and ED Center during ministry hours.
- Anyone entering the education center during ministry time must sign in, obtain a parent or visitor pass and remain with a Kreek Kids team member.
- Two team members need to be in a classroom in order to accept children.
- We maintain **Volunteer-to-Child Ratios**. Occasionally, a classroom may need to be closed.

Volunteer-to-Child Ratios

babies	1:2	4 - 6 year olds	1:6
crawlers/walkers	1:3	1st & 2nd grades	1:8
3 year olds	1:4	3rd - 4th grades	1:10

Q. What is a closed classroom?

On occasion, it may be necessary to close a certain classroom because we have met our Volunteer-to-Child Ratio in a particular age group. This is done for the safety of our children and consideration of our volunteers. When this happens, parents are always welcome to stay and participate with their child as a parent helper for the day. This would increase our volunteer to child ratio enabling us to keep the classroom open.

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Q. My child has been sick. When should they return to class?

We have a Well Child Policy and follow the recommendations of the American Pediatrics Academy. For the health of our children and volunteers, please do not bring your child to class if they show any of the following signs:

Fever, diarrhea and/or vomiting (in the last 24 hours)	Lice
Sore throat, sneezing or cough if persistent and/or productive	Contagious illnesses
Colored nasal discharge (white-viral, yellow or green bacterial infection)	Pink eye or other eye infections
Swelling and tenderness of glands, particularly around face or neck	Skin infections, or rash (except diaper rash)

Q. Will my child be offered a snack?

We have chosen to be a "Peanut Free" ministry. If your child has a known food allergy, please alert our Check-In staff upon arrival and place a **RED** dot on your child's name tag.

- * **Sunday mornings** we may offer a light snack such as crackers and juice. But it's important to provide your child with a satisfying breakfast, especially when attending the entire program experience.
- * **Saturday evenings** offer a 'hearty' snack. If you want your child to have something to eat, please dish up a small serving and bring it with them upon checking into Kreek Kids.

Q. Is there anything that children should not bring with them?

Yes. We suggest they leave all toys and snack items in the car or at home. This way, there will be no lost items or toys that may become a distraction in the classroom.

Q. Can friends or siblings of different ages be in the same class?

We understand that some siblings need to be together in order to feel relaxed at church. While it's best that they attend age-level class, they can be checked into to the *younger* sibling's/friend's class for the day.

Q. How do you determine what area or classroom my child will be in?

Infants through three years old will be in one of two nursery/toddler areas based on their developmental stage, number of children and volunteer staff. Three year olds *may* be able to participate in our 4 years - kindergarten class on a week-by-week basis and when we can meet certain expectations including; sufficient staffing, child is potty trained and ready to listen to stories and participate in craft and large group learning activities.

Kindergarten and elementary children are promoted to their next grade level in September.

Q. What is your policy when posting Kreek Kids' pictures on the AC3 website?

AC3 maintains a website that posts a variety of ministry pictures. When Kreek Kids' pictures are posted, NO children's names or personal information of any kind will ever be posted on our website! If you do not want your child's picture posted on the website, please let our Check-In staff know and put an **ORANGE** on your child's name tag. Internet picture policy forms are located on the Information Tree in the Kreek Kids Check-In area if you would like more information.

Q. Do you need parent helpers?

Yes! We believe that an effective children's program is made possible through the cooperative efforts of teachers, parents and helpers like yourselves. If you are a parent who calls AC3 home, we need you! You just may have a hidden talent or two that can be used on one of our ministry teams. Not sure what to do? That's OK! We have Parent Helper Schedules that are flexible and where you'll learn as you go. We look forward to answering any questions you may have!

Your partner's in ministry, Twila Crain & Kreek Kids Leadership Team 360-659-7335 youth@ac3.org
Additional Kreek Kids and family information can be found @ http://ac3.org/n/content/Raise_Up

(Updated 9/09)