

## FAQ's About Kreek Kids

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) Please check-in your child no later than 10 minutes after a service starts to allow less classroom interruptions and more focused learning time. Busy Bags with activities in them can be found in the lobby for student's use during the service.



### **Kreek Kids Child Care and Age-Level Activities**

#### ☛ **SUN. 10:30 am (0-5<sup>th</sup> grades)**

When two services are held, service times are 9 & 10:30am. Kid's programs during the second service only.

### **Q. How do I register my children and what do you do with the information?**

On your first visit, our Check-In Team will take your child's name, age and/or grade along with your name and cell phone number in case we need to contact you. After about four visits, you can request to be put into our database to help expedite check in. All information is 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 notify Check In 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 & YELLOW** dots on a child's name tag for?**

Parent's are asked to put on their child's name tag weekly: **RED** dots are used to alert teachers and helpers of a family security issue, allergy, medical or other concern. **YELLOW** dots alert our photographer that pictures of this child should not be used on the AC3 website or social media. NO child names or info are posted online.

**If your child is a candidate for our 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 into Kreek Kids by a parent or guardian and picked up using the security label provided or a mobile pass QR code upon check-in. Only children, approved parents and volunteers are permitted in nursery and ED Center during ministry hours.

- Anyone entering the education center during ministry time needs to obtain a visitor name tag at Check-In 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 - 5th 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.

**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)	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 to make sure it is listed in our system. Upon arrival place a **RED** dot on your child's name tag every week.

- \* **Sunday mornings** we may offer a light snack such as crackers and juice; Kindergarten and younger. Please provide your child with a satisfying breakfast, especially when attending the entire day's program.



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

Yes. Children in our preschool-5<sup>th</sup> grades should 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. Infants through two years old can bring items that may be a comfort to them such as a stuffed toy, blanket, binky and bottle. Please label items.

**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?**

Depending on the service you attend, children may be located in different areas in our Education Center.

**Infants through 3-year olds** – Nursery/Toddler Areas: Yellow and Green Rooms (main floor)

**3 & 4 Years** – Transitional Early Learning Class – When available in Green Room (main floor)

**4-Kindergarten** – Preschool area: Red Room (upstairs)

**1-5<sup>th</sup> grades** – Start in the Blue Room (upstairs) Optional Loft for splitting kids in smaller groups.

**3-year olds & kindergartners are considered 'FLEX' age groups. So depending on safe staffing ratios and other variables, if your child is in one of these age groups, they may be FLEX-ed up or down for the day.**

**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 **YELLOW** on your child's name tag. Internet picture policy forms are located in a file near 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 our co-op format and efforts of teachers, parents and helpers like yourselves. If you are a parent who calls AC3 home and have attended AC3 for six months, we will be inviting you to join us as little as once-a-month in a flexible co-op serving opportunity. Not sure what to do? Take home our Entry Level Positions Flyer in the Kreek Kids Check-In area. We offer 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, Trina & Kreek Kids Team

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Additional Kreek Kids and family information can be found @ [ac3.org](http://ac3.org) (Kids)

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