

**Does The Ridge Kids Nursery have a security policy?**

Chestnut Ridge Church's security policies cover many Nursery guidelines including:

- Drop-off and pick-up procedures
- Room ratios
- Instructions for diapering
- Instructions for assisting children in the bathroom

There is also a security team in place during each service to ensure the security of all in attendance.

**My child has special needs. May I still bring him/her to the Nursery?**

If your child has special needs beyond those covered in this FAQ, or if you have any questions about the ability of the nursery volunteers and/or staff to meet your child's needs, please stop by the Welcome Desk or call the Church Office during the week.

**Who do I contact if I have questions about the Nursery?**

If you have any questions, please stop by the Welcome Desk, or call the Church Office at (304) 594-0548.



FAQ's for  
**RIDGE KIDS: Nursery**

2223 CHEAT ROAD, MORGANTOWN, WV  
304-594-0548



CHESTNUTRIDGECHURCH

### **What can I expect when my child attends the Nursery?**

The staff and volunteers at Chestnut Ridge Church strive to provide a safe, clean and loving place where your children can experience the love of God through play and positive interaction. Volunteers check and change diapers, as well as give bottles, based on a parent's instruction.

### **What is the appropriate age for me to start bringing my child to the Nursery?**

The Nursery is designed for children from 6 weeks through 23 months. The area is divided into age-appropriate rooms. Children should be at least 6 weeks old. Please bring whatever supplies your child may need (bottles, formula, wipes, diapers, pacifiers). If you forget diapers or wipes, extras will be on hand that volunteers can use.

### **When should I not leave my child in the Nursery?**

Young children are especially susceptible to communicable illnesses. It's requested you not bring your child to the Nursery if he or she has had any of the following symptoms within the previous 24 hours:

- Fever above 100 degrees, taken orally (must be normal for 24 hours before participating)
- Discharge from ears or eyes, or runny nose with green discharge
- Skin lesions that blister
- Undiagnosed rashes
- Vomiting or diarrhea lasting several hours during the past 24 hours
- Excessive signs of cold, tiredness, sore throat, runny nose, sneezing, or coughing—any highly contagious disease such as chicken pox or pink eye

### **How does Nursery drop off and pick up work?**

#### **When dropping off:**

- All children need to have a registration form completed at the Welcome Desk prior to being dropped off.
- Once you are registered, you can then begin to use one of the Self Check-in terminals to check your child in using your phone number.
- You will be provided a numbered tag at check-in. The portion with your child's name should be placed on the back of their shirt, (please remove their coat prior to applying the tag), and the other portion handed to the volunteer for their cubby tag. You keep the Parent Tag with the date and child number, to show the volunteers at pick-up time.
- Please leave any supplies with your child (diaper, wipes, snacks, bottle, etc.)
- If we need to reach you during the service, we will first text the contact number provided at check-in. Please keep your cell phone on silent but where you can see and/or feel a text message coming in. If you do not respond, we will then display the label number on the big screens in the auditorium.

#### **When picking up:**

- Please arrive promptly following the service.
- Only the parent with the label may pick up your child. Please do not send siblings or friends to pick up your child. This policy is for your child's protection and helps us to dismiss him/her efficiently and safely, as well as being able to communicate with you about their time in the Nursery.
- Please wait until all children are dismissed before entering the Nursery to use the changing/feeding facilities.
- If you misplace your pick-up label, you will be directed to the Welcome Desk and asked to show a photo ID in order to pick up your child.



### **Who will care for my child?**

Volunteers from all walks of life care for Nursery children. Each volunteer is trained on the security and Nursery procedures and completes an application, including a background check. We especially encourage parents of Nursery-aged children to volunteer. All volunteers self-schedule for their preferred date/time and age group.

### **What if my child has separation anxiety?**

Many children have a difficult time initially separating from their parents. It is not unusual for children to cry for several weeks when they first start out in the nursery. Nursery volunteers understand this and are willing to help your child cross this hurdle. However, sometimes it's prudent for the parent of an infant or toddler to remain with their child for a few weeks to help him/her adjust. You may also benefit from seeing how the Nursery is organized and managed. If your child is struggling or if there are discipline issues, volunteers will contact you via text. If volunteer ratios allow, we will sometimes take children who are having difficulty adjusting on walks in a stroller in the hallway. If you do not want your child to be taken on a walk, please let the Nursery Director know.

### **Where can I breastfeed my child?**

A private, quiet nursing room is available within the church for breastfeeding mothers. This room is located in the entryway of the auditorium. A Guest Services volunteer can show you where the room is located. You are also welcome to breastfeed in a Nursery room.

### **What if my child is potty-training?**

There is a child-sized potty available. Please inform the room coach of any special instructions regarding your child's potty training schedule.

### **How does the Nursery handle food allergies?**

When dropping off your child for care in the Nursery, please make sure to inform the volunteer of your child's allergies and to note them on your child's registration form. The allergy will print on your child's label for all volunteers to see. The Nursery does not provide snacks for children, but on occasion, we do allow children to eat snacks provided by their parents, in order to help the child transition well. This is closely supervised by volunteers to ensure against allergy cross-contamination.

### **What is the adult-to-child ratio?**

0-8 months:	1 adult:2 children	capacity 8 children
9-14 months:	1 adult:3 children	capacity 18 children
15-24 months:	1 adult:4 children	capacity 21 children

### **What procedures are in place for injury or illness?**

First aid kits are available in each of our areas. Volunteers use their best judgment in dealing with minor injuries. Under most circumstances, a parent will be texted. For very minor injuries (small cuts or bumps, etc.) the parent will be informed about the injury during pick up. In the event of a serious illness or injury, the security person or the Nursery Director will get a doctor and/or dial 911.



### **What happens to my child if the fire alarm goes off?**

When the alarm sounds, the room coach and Nursery Director will instruct volunteers to take children out by the appropriate exit. Evacuation cribs are available to help transport young children, and children may also be carried.

- Primary and secondary exits are provided to volunteers, and a map of exit routes is posted in Nursery rooms.
- Parents should not come to the Nursery to pick up their child during a fire alarm, since this may cause a teacher to think that a child is still in the building.
- Parents should use emergency exits to evacuate the building and meet their children on the front lawn near the housing development.
- If a parent joins the class during evacuation, parents may accompany the class to the appropriate meeting place, but must remain there until attendance has been taken.
- The Nursery Director is the last person to leave the room, checking all cribs and all areas for children.
- The Nursery Director brings the attendance roster to the assigned meeting place. Attendance is taken to be sure all children are accounted for and have been evacuated.
- Once all children have been accounted for, children can be released to the parent in exchange for the label.
- If you misplace your pick-up label you will be asked to show a photo ID in order to pick up your child.

