



Nursery Supervisor Manual

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Note from Children's Ministry

Hello Supervisors,

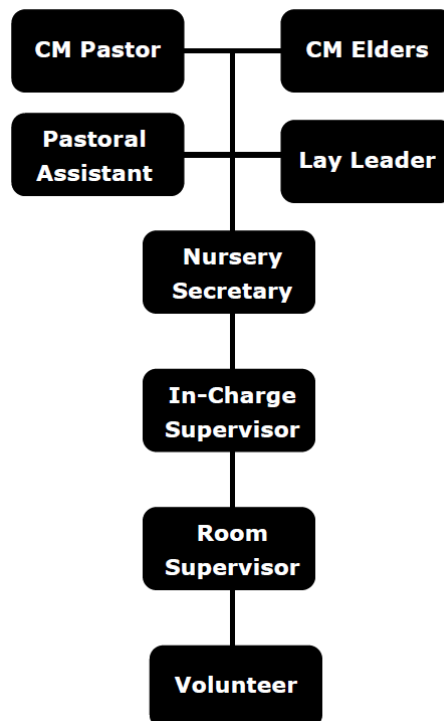
We want you to know what a great blessing it is to serve alongside of you! The biblical responsibility of evangelizing our children, encouraging our families, and edifying our servants is one we take very seriously.

Purpose of Nursery

We exist to serve parents and children. We serve parents by providing excellent childcare during ministry events so that parents can devote their entire attention to worship. We serve children by providing a safe and enjoyable environment where Christ and His Word are exalted. We are not here to “parent” children or parents.

Additionally, we are here to serve you, our nursery supervisors, so that you are fully equipped to provide the best care possible to children and parents. Please do not hesitate to contact us with any questions, comments, or suggestions by calling 818-909-5631. Our Children's Ministry leadership exists to serve you.

Leadership Flowchart



Supervisor Qualifications

Our nursery is a ministry of service to both parents and children. To provide the best service possible, we've adopted the following qualifications for our nursery workers:

- * Love for children and parents
- * Desire to serve. This is most clearly expressed through humility, patience, and joy
- * Member of Grace Community Church
- * Children's Ministry application
- * Pastoral reference
- * Background check
- * CPR training and recertification every two years (paid staff only)

Supervisor Responsibilities

Nursery supervisors are responsible for the oversight of a single nursery room. Their attitude, appearance (modesty), energy, love, and demeanor set the tone for the room.

Nursery supervisors report to the nursery secretary, nursery lay leaders, and children's pastor.

Specific responsibilities of supervisors include:

Supervision of Children and Volunteers

- * Interact with children, parents, fellow workers, and children's ministry staff in a kind and loving way.
- * Observe all room activities related to children, parents, and adult volunteers.
- * Check on the safety of babies 6 months and younger every 10 minutes while they are asleep. Ensure that they are sleeping in a safe position and that their blanket is not blocking their mouth/nose.
- * Supervise volunteers serving in the room. Instruct them concerning their responsibilities (e.g. playing with the children) and encourage them often.
- * Provide a snack for children 14 months and older. Please use the cookies in the room unless parents would rather their children not partake of our cookies. We are happy to feed children an alternate snack (finger food) provided by parents.

- * Present an age appropriate story, music, and craft (in appropriate rooms).
- * Ensure that the room is a safe and enjoyable place for every child.
- * Immediately report all suspected abuse or inappropriate behavior to supervisor and Children's Ministry leadership.
- * Communicate any equipment requests and repairs to Children's Ministry leadership.
- * Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry leadership and on duty nurse.
- * Remain in room until every child has been picked up.
- * We have a zero-tolerance policy for inappropriate behavior of any kind.

Room Set-up/Clean-up

- * Contact nursery secretary (818-909-5633) as soon as you are able if you will not be able to make it or will be late.
- * Arrive early to ensure that the room is properly set up.
- * Open the room 15 minutes before the service/event.
- * Immediately clean up any spills or messes.
- * Clean up the room after each event to prepare it for the next service/event:
 - Place all hand toys that were used on the counter (non-paid supervisors).
 - Clean all hand toys with disinfectant after each event and also once weekly (paid supervisors).
 - Crib sheets changed (flipped) after every use.
 - Clean the nurseries weekly and after each event (paid supervisors).

Check-in

- * Ensure the gates remain closed and locked (except when releasing a child).
- * One of the most important times to encourage parents and guard the safety of children (the other time is check-out).

- * Kindly greet parents as they enter the room.
- * Check children in and out of the room. **Only supervisors** may check children in and out of the room. Do not allow volunteers to perform this duty.
- * Provide all first time parents with a “Nursery Parent Guide.”
- * Look for any obvious signs of illness or injury as children are being checked into the room. Call the nurse if you have any questions.
- * Graciously accommodate (within reason) a parent’s special request for their child.
- * Label all personal items (children’s bottles, cups, pacifiers, blankets, etc.).
- * Check roster sheet before parent leaves to make sure you understand any special instructions.
- * Remind parents that if their child needs them during the service, they will receive a text message on their cell phone. If parents do not have a cell phone, please provide them with a pager.
- * Engage an unhappy child through activities and attention. If a child is inconsolable (10 minutes of non-stop crying), please have the Welcome Center contact his parents.
- * Never turn away first time visitors. If the room is full, kindly receive the child and contact Children’s Ministry leadership about the number of children in your room.

Check-out

- * Ensure that the gates remain closed and locked (except when releasing a child).
- * Look for ways to encourage parents; thank them for the opportunity to spend time with their child. This is an incredible blessing to parents!
- * Check the security tag before releasing a child. **Please check every security tag (even parents that you know)**. This ensures the safety of the child and encourages parents. Many parents waiting in line don’t know that you know the person picking up the child and may be discouraged when you don’t check their security tag. Only an adult with the correct security tag may pick up a child. If a parent does not have a security tag (e.g., lost or with spouse), please contact a Children’s Ministry leader to assist the parent in reprinting the security tag.
- * Ensure that all of the child’s personal items have been returned to the parents before they leave the classroom. Lost and found items will be kept on the counter of each room for pick up the following week.

*** Communicate with Children’s Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents.**

* Siblings 16 and older can pick-up a child.

* If children there are still children in your room at 12:30 (Sundays) please contact the nursery secretary.

Potty

* Check diapers of all the children each ministry hour. Only trained volunteers (female) may check diapers and help with potty. Note this in the check-in book.

* Change diapers. Only trained volunteers (female) may change diapers (please see “Diapering” instructions in section on “Health and Safety”).

* Take potty trained children to the bathroom each ministry hour. Only trained volunteers (female) may take children to the bathroom and help with a button, snap, belt, etc.

Behavior issues

Behavior issues will be handled with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order.

Please overlook isolated incidents of disobedience. Wait until a few weeks have passed and see if the issue persists before contacting Children’s ministry leadership. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children’s Ministry leader.

It’s important that we have the right expectations for children. We are not looking for perfect behavior but patterns of disobedience.

Additional Responsibilities for Paid Supervisors

* Thorough cleaning of rooms, toys, and equipment (mainly done during the week).

* Prepare age appropriate story, music, and craft (in appropriate rooms).

* Replenish and restock supplies.

* CPR and First Aid certified.

- * Attend all nursery meetings.

Health and Safety of Children

Worker to children ratios

- * Birth – 5 months : one worker for every three children (ideal)
 one worker for every four children (max)
- * 6 – 13 months: one worker for every four children (ideal)
 one worker for every six children (max)
- * 14 – 29 months: one worker for every six children (ideal)
 one worker for every nine children (max)
- * 30 months – 3 years: one worker for every eight children (ideal)
 one worker for every twelve children (max)

NOTE: Children's ministry leadership has the right to evaluate the needs of each room and to exceed the max numbers listed in the above ratios.

Calling a Nurse/Security

* Any time a child experiences physical harm a nurse must be called to examine the child. When in doubt, please error on the side of calling the nurse. Examples:

- | | |
|--------------|--------------------|
| * Bite marks | * Bruises |
| * Bleeding | * Scrapes and cuts |
| * Bumps | * Rash |

* **Sunday Morning** – Please call the Welcome Center (5788). They will call for a nurse/security.

* **Sunday Evening/Any other day** – Please dial 5777 or (818) 319-1521 (from cell phone)

NOTE: Security will always call 911 (not the nursery worker)

* **Every time** a nurse/security is contacted please also inform the Nursery Lay Leader by calling the Welcome Center (Sunday morning) or by contacting the in charge supervisor (every other day/time).

Diapering Routine

*** Check room roster before changing diaper to see if parents have left any specific instructions for their child.**

*** Ensure that you have the right diaper bag and supplies before you begin.**

* Use the diapers and wipes the parents have provided unless parents have not provided any. If no supplies have been provided by parents, there are extra diapers and wipes in the changing table cupboard.

* Gloves are provided for your use while changing diapers. Please use a new pair of gloves for each child. If you do not wish to use gloves, we ask that you use hand sanitizer (provided on changing table) after every diaper change.

*** If the changing table sheet gets soiled, please change it immediately. Place the fresh changing table sheet on side #2 so that it gets changed after the service or event is finished.**

*** To change a wet diaper:**

- Securely hold the child up by his feet so his bottom does not touch the changing table sheet.
- Open a clean diaper and lay it under the child before removing the wet diaper.
- Remove wet diaper and place the child's bottom back onto the clean diaper.
- Dispose of wet diaper in the trash container on the changing table.

* Diapers that are slightly dirty, but not messy, can be changed as a "wet" diaper.

*** To change a messy diaper:**

- Always place a plastic bag under the child's bottom over the changing pad.
- Securely pick up the child by his feet, fold diaper up so that no soiled area is touching the child or changing sheet, clean the baby, and gently pull plastic bag and soiled diaper away from the child.
- While child's bottom is still in the air, place a clean diaper under the child and gently place his bottom on the clean diaper.

* Always put dirty and messy diapers in a plastic bag before disposing them. Dispose as soon as possible in an outside trashcan (do not use trash cans in the hallway) to keep the rooms smelling as fresh as possible.

* If you discover the child has a rash:

- Use gloves
- Call for nurse (if no nurse on duty call in-charge super)
- Leave nurse's report for parents at pick-up
- Do not put any medication on the child (even if provided)

Illness

We desire to provide the safest possible environment for children. Therefore, we operate a well-baby nursery. For the protection of all the children in our ministry we ask parents to keep children out of the nursery if they display any of the following symptoms. **If you have any questions about the health of a child please call for a nurse and alert the lay leaders (Sunday morning) or in charge supervisor (any other time).**

- | | |
|------------------------------------|--|
| * Runny nose | * Nausea |
| * Cold (symptoms in last 24 hours) | * Vomiting |
| * Fever | * Diarrhea |
| * Rash | * Pink eye (conjunctivitis) |
| * Persistent cough | * Communicable diseases (like chicken pox) |
| * Sore throat | * Any other sign of illness |

If children have non-contagious symptoms we kindly ask parents to obtain a note from the doctor to help us properly care for their child as well as others. **If this issue should arise in your room, please call for a nurse and a member of Children's Ministry leadership before talking with parents.**

Children will at times become ill suddenly. Should a child exhibit any signs of illness, please do the following:

1. Isolate child(crib)
2. Call Welcome Center (they will call for nurse and contact parents)
3. Contact Nursery Lay Leader or Children's Ministry leadership
4. Provide parents with incident report completed by nurse
5. Set aside all toys that were used or could have been used by sick child.

Do not give medications to children. Kindly ask parents to return to the nursery to administer medications, if needed.

Allergies/Epi-pen

* Do not give food to children with identified allergies (unless otherwise instructed by parents). These conditions will appear on the child's identification tags in the form of a red "A" (Allergies) or "EP" (Epi-Pen).

* We ask parents to notify our supervisors if their child has allergies or uses an Epi-pen. These needs will appear each week on the child's identification tags when he is checked in at the Children's Ministry Center.

* Obtain a medical release to keep on file for every child using an Epi-pen. Please include a nurse and Children's staff member when talking with parents about obtaining a medical release.

* Steps to follow should a child experience an allergic reaction

1. Identify
 - a. Child's first and last name
 - b. Parent's cell phone numbers
 - c. If child carries an Epi-Pen for allergic reactions
2. Have someone stay with child to ensure that the child does not stop breathing and need CPR.
3. Call Security to alert nurse by dialing 5777 from any campus phone (818-909-5777 from any cell phone). Security may also be reached by dialing 818-319-1521. Security will call 911 (if needed). **Security will send a nurse to your room.**
4. Call the Welcome Center by dialing 5788 from any campus phone (818-909-5788 from any cell phone). Provide child's name and parent's cell number/pager number.
 - a. **Welcome Center will alert parents**
 - b. Welcome Center will also alert Nursery Lay Leader
5. Place child's Epi-Pen and Epi-Pen Medical Release Form on the counter (located in the back of the black attendance binder).
6. Stay with the child until the nurse/security arrives.
7. The nurse on duty will administer the Epi-Pen. The child's parent may also administer the Epi-Pen.

***Nursery workers should not administer Epi-Pens.** Only nurses and parents should administer the Epi-Pen. If you are unable to reach both nurse and parents and the child's life is in danger you may administer the Epi-Pen.

Room Evacuation

* It is imperative that parents stay on the church campus while their child is in the nursery. Parents need to be readily available in the event of an emergency.

* When evacuating the room:

- Count all the children in the room
- Load all of the non-walkers into cribs
- Use walking rope to guide walkers
- Grab the room binder which contains the classroom roster
- Move as a room to safe zone
- Count your children again at the safe zone
- Go through room roster to make sure all the children have been accounted for

Additional policies that apply to men serving in the nursery

* Men will not carry a child around the nursery for extended periods but just long enough to provide comfort for those who are crying and then put them down. (Exceptions made for infants.)

* Men will not allow children to sit on their laps but will have children sit next to them on the floor while they play or read to them.

* Men will not provide piggyback rides, place children on their shoulders, or be involved in wrestling/roughhousing.

* Men will not change diapers or go into the bathroom with children.

Promotion to Sunday school

The majority of three-year olds are promoted on Promotion Sunday in September. However, some are promoted on a case by case basis throughout the year. Any questions about promotion (e.g. potty trained) should be directed to the Children's Ministry pastor. **DO NOT talk with parents about "holding back" their child for any reason (potty, etc.).**

Appendices

A – Lay Leader Ministry Responsibility Description

Purpose

To assist the Children's Pastor in providing leadership and oversight of a Sunday morning nursery ministry hour.

Goal

To help cultivate a nursery environment that is enjoyable and safe for children, where parents are encouraged, and workers experience the joy of serving.

Responsibilities

- * Arrive 30 minutes before the service begins.
- * Evaluate each nursery room for needs.
- * Coordinate with each nursery supervisor.
- * Contact, if needed, AFG nursery coordinator for additional help.
- * Oversee basic nursery operations while interacting with individual nursery workers and parents as they drop off children.
- * Help the Pastor develop policies and procedures that facilitate the accomplishment of Children's mission statement.
- * Help the Pastor develop the right ministry team for serving in nursery.
- * Attend lay leader and nursery related meetings.

Qualifications

- * Church member | Husband and wife team | Parents of older children
- * Deacon and Deaconess qualified | Couple that ministers with grace and boldness
- * CM Application | Pastoral reference | Successful background check

B – Paid Nursery Supervisor Ministry Responsibility Description

Purpose

To oversee the administration, personnel, teaching, safety, and environment of a Nursery room

Goal

To provide a safe and enjoyable Nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

*** Room Set-up**

- Contact nursery secretary as soon as you are able if you will not be able to make it or will be late
- Attend all Nursery meetings
- Arrive early to ensure that the room is set up | Open the room 15 minutes before the service/event

*** Room Clean-up**

- Immediately clean up any spills or messes | Clean up the room after each event and weekly
- Clean all hand toys with disinfectant after each event and also once weekly (paid supervisors)
- Crib sheets changed (flipped) after every use

*** Supervision of Children and Volunteers**

- Interact with children, parents, fellow workers, and children's ministry staff in a kind and loving way
- Observe all room activities related to children, parents, and adult volunteers. We have a zero-tolerance policy for inappropriate behavior of any kind
- Supervise volunteers serving in the room. Instruct them concerning their responsibilities
- Wear clothing suitable for responsibilities.
- Provide a snack for children
- Present an age appropriate story, music, and craft (in appropriate rooms)
- Ensure that the room is a safe and enjoyable place for every child

- Immediately report all suspected abuse or inappropriate behavior to Children's Ministry leadership
- Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry staff

* Check-in

- Kindly greet parents as they enter the room
- Check children in and out of the room. Only supervisors may check children in and out of the room
- Look for any obvious signs of illness or injury as children are being checked into the room
- Graciously accommodate (within reason) parent's special requests for their children
- Label all personal items (children's bottles, cups, pacifiers, blankets, etc.)
- Check roster sheet before parent leaves to make sure you understand any special instructions
- Remind parents that they will receive a text if their child needs them
- Engage an unhappy child through activities and attention. If a child is inconsolable (10 minutes of non-stop crying), please contact his parents
- If room is full, never turn away first time visitors. Receive the child and contact Children's Ministry leadership
- Remain in room until every child has been picked up

* Check-out

- Look for ways to encourage parents | Thank them for the opportunity to spend time with their child
- Check every security tag before releasing a child (even if parents are known)
- Ensure that all of the child's personal items have been returned to the parents before they leave
- Communicate with Children's Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents

*** Potty**

- Check diapers of all the children each ministry hour. Note this in the check-in book
- Change diapers
- Take potty trained children to the bathroom each ministry hour

*** Behavior issues**

- Handle behavior issues with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order
- Please overlook isolated incidents of disobedience. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children's Ministry leader

Qualifications

- * Church member | Desire to serve | Love for children and parents | CM Application | GCC Application
- * Pastoral reference | Successful background check | CPR training | Pastoral approval

C - Volunteer Nursery Supervisor Ministry Responsibility Description

Purpose

To oversee the administration, personnel, teaching, safety, and environment of a Nursery room

Goal

To provide a safe and enjoyable Nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

*** Room Set-up**

- Contact nursery secretary as soon as you are able if you will not be able to make it or will be late
- Open the room 15 minutes before the service/event

*** Room Clean-up**

- Immediately clean up any spills or messes
- Place all used hand toys on the counter after children have left
- Crib sheets changed (flipped) after every use

*** Supervision of Children and Volunteers**

- Interact with children, parents, fellow workers, and children's ministry staff in a kind and loving way
- Observe all room activities related to children, parents, and adult volunteers. We have a zero-tolerance policy for inappropriate behavior of any kind
- Supervise volunteers serving in the room. Instruct them concerning their responsibilities
- Provide a snack for children
- Present an age appropriate story, music, and craft (in appropriate rooms)
- Ensure that the room is a safe and enjoyable place for every child
- Immediately report all suspected abuse or inappropriate behavior to Children's Ministry leadership
- Immediately report all incidents, accidents, illnesses and emergencies to Children's Ministry staff

* Check-in

- Kindly greet parents as they enter the room
- Check children in and out of the room. Only supervisors may check children in and out of the room
- Look for any obvious signs of illness or injury as children are being checked into the room
- Graciously accommodate (within reason) parent's special requests for their children
- Label all personal items (children's bottles, cups, pacifiers, blankets, etc.)
- Check roster sheet before parent leaves to make sure you understand any special instructions
- Remind parents that they will receive a text if their child needs them
- Engage an unhappy child through activities and attention. If a child is inconsolable (10 minutes of non-stop crying), please contact his parents
- If room is full, never turn away first time visitors. Receive the child and contact Children's Ministry leadership
- Remain in room until every child has been picked up

* Check-out

- Look for ways to encourage parents | Thank them for the opportunity to spend time with their child
- Check every security tag before releasing a child (even if parents are known)
- Ensure that all of the child's personal items have been returned to the parents before they leave
- Communicate with Children's Ministry staff BEFORE discussing any behavior, potty, incident, accident, concern, or emergency with parents

* Potty

- Check diapers of all the children each ministry hour. Note this in the check-in book
- Change diapers
- Take potty trained children to the bathroom each ministry hour

* Behavior issues

- Handle behavior issues with gentleness and grace. Do not punish (physically, verbally, or emotionally) children for disobedience. Correction will only be given to maintain classroom safety and order

- Please overlook isolated incidents of disobedience. If a pattern of disobedience persists, or if you are unable to control a child, or his actions are threatening the safety of other children, please contact a Children's Ministry leader

Qualifications

* Church member | Desire to serve | Love for children and parents | CM application

* Pastoral reference | Successful background check

D – Nursery Volunteer Ministry Responsibility Description

Purpose

To assist the Nursery room supervisor in the oversight of a Nursery room.

Goal

To provide a safe and enjoyable Nursery environment where Christ is exalted and parents are encouraged through joyful service

Responsibilities

- Call nursery secretary as soon as you are able if you will not be able to make it or will be late (818-909-5633)
- Arrive by 8:15 for first hour and by 10:15 for second hour
- Upon arrival introduce yourself to supervisor and record attendance in “Nursery Volunteer Attendance Sheet
- Make a name tag for yourself | Ask the room supervisor how you can help
- Supervisor will check children into the room. Please assist by greeting the child into the room and immediately engaging him with activities, games, and attention
- Assist the room supervisor by playing with the children, keeping children involved during craft, music, and story time, and comforting upset children
- Before giving any care to a child please check with the room supervisor and sign-in sheet
- Before you give bottles, pacifiers, or food please check to see if these items belong to the child
- Look for other ways to comfort a child besides picking them up (toys, books, swing, game, etc.)
- Only females may change diaper/help with potty. Female volunteers may assist supervisors
- After removing a child from the crib, please turn the mattress over to the side marked “2.” If the mattress is already on side “2” then the mattress sheet must be replaced. Please change any soiled sheets.
- Interact with children, parents, fellow workers, and children’s ministry staff in a kind and loving way
- Ensure that the room is a safe and enjoyable place for every child
- Immediately report all suspected abuse or inappropriate behavior to Children’s Ministry leadership
- Immediately report all incidents, accidents, illnesses and emergencies to room supervisor

- Check with supervisor before leaving the room
- Report any behavior issues, accidents, concerns, or emergencies to room supervisor

Qualifications

* Church member | Love for children and parents | Successful background check