



## **GENERAL INFORMATION FOR PARENTS**

### **OUR VISION ON EARTH AS IT IS IN HEAVEN**

This was the prayer Jesus taught us to pray in Matthew 6:10, and it is the dream that motivates everything we do. Terraforma Church has the dream to shape the world as God wants it to be. We believe that God has been working to make something of the world, and that His great desire is to partner with humanity toward this end. And we believe this partnership isn't just for adults. We dream about God's Kingdom being established on earth through Terraforma Kids ministry as we equip them to know, grow and share God's love.

### **OUR MISSION**

To connect kids with Jesus and a caring adult by creating a safe, exciting and inspiring environment.

### **CORE VALUES**

#### **CONNECTION WITH JESUS**

- Jesus is the center of everything that we do
- We want kids to see how the Bible fits into their lives
- Matthew 28:18-19, we are making disciples

#### **CONNECTION WITH A CARING ADULT**

- We provide another caring adult to be involved in each kids' life and to support his/her parents
- We accomplish this through adults leading small groups for Terraforma kids

#### **SAFE, POSITIVE, & INSPIRING ENVIRONMENT**

- We believe that the Bible should never be boring
- We value curriculum and teaching that is exciting, fun and interactive
- Safety is prioritized through background checking all volunteers & through a specific check-in/check-out registration process
- Parents of nursery children should please be sure diapers are changed before drop off
- Parents of preschool children should plan to take their child to the restroom before drop off.
- PAGING: If a child needs his/her parent during the service the parent will be paged on the main screen by using the child's unique ID number on their name/security badge, which you will have a copy of. If you see your child's number go directly to your child's classroom.
- Parents are permitted as guests in their child's classroom to ease the transition for their little one. Guest Name Tags are required and can be obtained at the registration table.
- First aid kits are located in each room's rolling cart.
- Terraforma Kids is not responsible for any lost or stolen personal belongings.
- See Health & Safety Policies Section for Emergency Situation Evacuation



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### CHECK-IN PROCEDURES:

- Check-in for children's programs begins at 9:45.
- All children must be checked in at the registration kiosk before going to a class. Each child will be given a name/security tag and the parent will receive a badge with 2 identification stickers that have the security number on your child's tag as well as the class they are attending. These will be used as identification when you pick up your child.
- Our desire is to make a smooth transition for your child into the children's program each Sunday. If there is anyway, we can assist you or improve this process please let our team know.

#### **New Children/1st Timers Check-In**

- New attendees and their parents should check in at the registration table. New families will be shown to their class by a Terraforma volunteer.
- There will be instructions on the kiosks as well as volunteers that can help if needed
- We ask that children attend in their age appropriate rooms, however exceptions may be made the first few visits if siblings would like to stay together. These situations can be discussed with the Registration coordinator

#### **Nursery Children: Three Month Old Babies Up to 23 months, Check-In**

- After checking your child in at the kiosk, go to the Nursery and check in with the Lead attendant there. They will take any diaper bags, bottles, etc. They will also record any special care that may be needed during service. Families will be checked in one at a time to avoid overcrowding in the room. Strollers should be parked in the designated area and not blocking the hallway or exits.
- Nursery Environment will have allergy free snacks available.

#### **Pre-school, Ages 2-5: Check-In**

- After registering your child at the kiosk, parents drop your child off at the end of the ramp into the classroom/theatre at the gate. Parents are not expected to enter the play area, but if your child is upset or fearful you are welcome to come into the room and stay with the child until the child is calm. Be sure to get a name tag labeled GUEST if you decide to enter the gate. If your child is transitioning fine, we encourage you to "hand off" your child at the gate and not enter the room so that the other children are not disturbed. Our volunteers are trained to use distraction and play to calm a child quickly. The adult leader will receive any bag or supplies. Any special instructions or concerns can be shared directly with the leader at this time. Additional volunteer leaders in the room will be on the other side of the gate engaging the children in play as you arrive. We do our best to engage the children during the check-in and check-out processes.
- Preschool Environment will have allergy free snacks available.

#### **Elementary Age: Check-In**

After registering your child at the kiosk, drop your child off with a volunteer at the end of the ramp, of the classroom/theatre.



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### CHECK-OUT PROCEDURES:

#### **Lost Identification Tag**

If you, the parent, have lost your security tag you must wait until either the Terraforma Kids Ministry Director or the Registration Coordinator can come to verify your identity.

#### **Nursery Children: Three Month Old Babies Up to 23 months, Check-Out**

Only one family will enter the nursery at a time when picking up babies. This also ensures that an adult leader can talk to each parent about the child and prevents confusion from picking up wrong bags or just overcrowding in the room. This system for pick up ensures safety and security of your children. An adult leader will bring your child and his/her belongings and will remain at the door to speak with you about any happenings with your child. The Adult Leader at the gate will check your security tag with the sticker on your child ensuring a match before your child is released. Please help us to maintain a calm environment during pick up time while each child has to wait for their parent.

#### **Pre-school, Ages 2-5: Check-Out**

Parents please pick-up your child at the end of the ramp into the classroom/theatre at the gate where you also dropped them off. Show your name/security tag to the Volunteer Leader who will then confirm the match and check him/her off the roster. Be sure to gather any belongings and projects of your child's. To keep things, calm and organized we only release one child at a time.

#### **Elementary Age Check-Out**

Please pick up your child in the same location as drop off showing your name/security tag to the Volunteer Leader who will confirm the match and check him/her off the roster. Be sure to gather any belongings and your child's projects.



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### HEALTH & SAFETY POLICIES

#### Emergency Situations:

**Fire Alarm/Lock-down/Active Shooter or Other Emergency Situation:** Preschool, Nursery and Elementary students will be escorted out the emergency doors inside their theaters, through the parking garage and into the covered walkway by the Blue Ridge Grill. Team members are to wait with children until their parents come to retrieve them.

#### Well Child Policy:

In order to protect the health and safety of our children and caregivers it is important to keep your child home from the Terraforma Children's Program if your child has experienced any of the following conditions in the last 24 hours:

- Thick (unclear) mucus draining from eyes or nose.
- Diarrhea
- Fever of 100 degrees F or more
- Difficulty with breathing or rapid breathing.
- Undiagnosed or contagious skin rashes.
- Vomiting
- Severe coughing

### BATHROOMS

#### Nursery

It will be helpful if you can attend to children's diapering needs before drop off. The single person restrooms at the end of the hallway have changing stations. Terraforma nursery volunteers will page you if your child's diaper needs changing.

#### Pre-School /Elementary

Parents, we ask that you please take your child to the restroom before you drop them off. Terraforma Kids will use the single person restrooms at the end of the hallway. If your child needs a restroom during service, they will be escorted by an adult leader who will wait outside the restroom. The leader will assist with buttons or zippers, if asked, and will encourage the child to wash and dry their hands before returning to the classroom. The Terraforma Kids Director or Registration Coordinator who is posted in the hallway will act as the second adult present so that no adult is alone with a child.

#### ACCIDENTS

If your child has an accident that requires more than just a hug the adult leader, along with a registration team member will complete an accident report form. One part will remain with the registration team as a record and a duplicate will be given to you. You will be informed of all pertinent details at the pick-up. Leaders use their best judgement in collaboration with the Terraforma Kids Director to determine whether a parent needs to be called out of service for an incident.



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### BEHAVIORS

#### **A Crying Child**

We make every effort at Terraforma Kids Ministry to be a fun and loving place. When a child cries, we will try to walk him/her around or hold/rock him/her. We don't want to call a parent unless it's absolutely necessary. However, if a child is inconsolable and can't be calmed using the usual methods of distraction, song, play, rocking, holding, or feeding bottle etc. after 10 minutes of trying you will be called by the normal paging procedures. You can let the registration table know if you want to be paged sooner than 10 minutes of crying.

#### **Biting or Hitting with Injury:**

If a child bites or hits another child the adult leader will assess the bite and injury. If the skin is broken and bleeding parents will be paged. If it is red and swelling the Terraforma Kids Director will be notified and ice will be applied. With any biting or injury incident the Terraforma Kids Director will be notified right away. The director will talk to both the parents of the child who caused the event and the child who was hurt. We will keep specifics confidential. Our policy is if a child bites or injures another child a second time the parent must attend the class with the child until there is no danger of the child doing this again.

#### **Disruptive Behavior**

- If a child's behavior harms others or consistently disrupts the class, the leader will remove the child from the activity for a short time out and/or walk with them to allow the child to have time to think through the situation. When the child is ready to return to the group the leader and child will take a few minutes to discuss why the time out of class was necessary. They will be sure their expectations are explained in a way that the child has understood.
- Parents will be informed if their child has had a time-out during class. Our hope is to have Terraforma Church be a positive experience for your child and we aim to correct inappropriate behavior only in a gentle and positive light.
- If the child continues each week to be a disruption to the classroom, a parent will be asked to sit in on the class and help the child to understand the expectations for behavior in the Terraforma Kids program.

*Our greatest concern for our children should be that they grow to love  
God above all else.*

“Children are a gift from the Lord, they are a reward from Him.”

-Psalm 127:3

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