

Little Lambs



Nursery Ministry

**POLICIES &
PROCEDURES
MANUAL**

**CORNERSTONE BAPTIST CHURCH
17017 Twelve Mile Rd.
Roseville, MI 48066
586-445-8910**

INTRODUCTION:

Dear Little Lambs Leader or Parent,

This packet contains very detailed and important information regarding our "Little Lambs" nursery ministry here at Cornerstone Baptist Church. Along with caring for, loving, and teaching our little ones, we want to make sure we maintain a safe and secure environment at all times.

Please take the time to read through this manual to familiarize yourself with our policies and procedures in our nurseries. This is required for all of our nursery leaders, regardless of frequency of service. Leaders, please sign and date the commitment page, and turn it in to me as soon as possible.

Thank you for choosing to make a difference in children's and families' lives.

Pointing them to the Light,



Brien Brough,
Director of Children's Ministries
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Jesus said, "Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these." Matthew 19:14

MISSION STATEMENT:

“Partnering with parents in leading kids to walk in the light.”

CHILDREN'S MINISTRY VALUES:

We use the Bible as our authority for what we teach and how we should behave.
II Timothy 3:16, “All Scripture is God breathed and is useful for teaching, rebuking, correcting and training in righteousness.”

We partner with parents in making disciples of Christ.
Ephesians 6:4, “Fathers, do not exasperate your children; instead, bring them up in training and instruction of the Lord.”

We depend on God in prayer to do what He alone can do.
Ephesians 3:20, “Now to Him who is able to do immeasurably more than all we ask or imagine, according to His power that is at work within us...”

We seek to protect children with an uncompromising safety process.
Nehemiah 4:19, “...we prayed to our God and posted a guard...”

We desire to create an exciting and fun learning environment with excellence.
Colossians 3:23, “Whatever you do, work at it with all your heart, as working for the Lord, not for men.”

We want to affirm leaders to use their God-given gifts.
I Thessalonians 5:11, “...encourage one another and build each other up...”

SERVICE REQUIREMENTS & GUIDELINES:

APPROVED LEADERS ONLY: In most cases, only approved leaders are allowed in the nurseries with the children. Infant nursery leaders are to wear smocks to identify themselves as approved leaders. An exception is detailed in “visiting parents” below. **Applicants who have ever participated in, been accused or convicted of, or plead guilty or no contest to any type of abuse or sexual misconduct may not volunteer for children’s ministry.**

SIX-MONTH RULE: Leaders must attend CBC for at least six months prior to active Little Lambs service.

MEMBERSHIP: Membership acknowledges that one agrees doctrinally with the church and places one’s self under that authority. Nursery leaders 18 and older must be members of Cornerstone or in the membership process before serving in the nursery.

APPLICATION PROCESS: Leaders must complete a Children’s Ministry Application Form before serving. The application process involves a background check, reference check, and possible interview.

AVAILABILITY: Leaders should fill out a Nursery Leader Availability Form to indicate availability in the nursery.

STUDENTS: Students ages 12-17 may serve in any nursery with parental approval AND recommendation by the youth pastor. Students must also fill out a Children’s Ministry Application (for students). Although there is no background check for minors, there will be a reference check and possible interview. Children under 12 are allowed to serve under parental supervision.

ARRIVAL: All nursery leaders are to be in their designated rooms at least 15 minutes prior to scheduled service time.

DEPARTURE: All nursery leaders are to remain in their designated rooms until all of the children have been released and toys have been picked up.

ABSENTEEISM: Please make every effort to find a replacement from the “Approved Nursery Leaders” list if you are unable to fulfill your service commitment. Notify a Nursery Director or Coordinator of the change.

DISCIPLINE: Setting limits for children is essential in providing a safe and happy place for them to learn. Misbehaving children should be dealt with accordingly.

1. Pray for an attitude of love and acceptance of the children.
2. Get to know the child well (rules – relationships = rebellion).
3. Anticipate disruptions.
4. Understand age-appropriate limitations.
5. Keep children moving and active; younger children are more susceptible to ill behavior due to boredom.

SUGGESTIONS:

1. Use the child's name to refocus his/her attention.
2. Positively state what is expected of them regarding their behavior.
 - A. "Listen to what the teacher is saying."
 - B. "Let's say kind things."
 - C. "Please, let's take turns."
 - D. "Our hands stay on our own body."
3. Use age appropriate time outs; one minute per year of the child's age.
4. Enlist the help of other leaders.
5. Page parent if unwanted behavior continues.
6. Remember our goal is to reach the child's heart.

INAPPROPRIATE RESPONSES:

1. Yanking, spanking or hitting a child.
2. Public embarrassment.
3. Telling the child that he/she is bad.
4. Making threats without follow-up.
5. Leaving a child unsupervised in any location such as the hallway.
6. Yelling at a child.

GENERAL ROOM APPEARANCE: Rooms are used every Sunday and Wednesday, as well as throughout the week for various Bible studies and approved events. Rooms are outfitted with multiple cabinets that are labeled to keep things clean and orderly. Please keep the tops of counters free of clutter. Personal belongings are to be stored in the designated cabinets.

POSTING: Do not tape or use sticky tack to secure items to the wall. No items may be affixed to the counter tops. The Walkers' 2's rooms have felt boards for storytelling and posting children's artwork. Only approved nursery communications may be posted on the cabinets.

SECURITY & SAFETY:

2-WAY RADIOS: A 2-way radio is available in each nursery during Sunday and Wednesday ministries. Make sure they are always turned on with the volume turned up. They should be on channel 5.5. Hold down the side button the entire time while talking into the radio, then release it to listen for a response. Security and medical personnel, along with ushers and the children's ministry director, will be listening in. This is to be used for any questions that may arise or for emergencies.

SECURITY PERSONNEL: Security personnel are assigned to patrol the building during all meeting times. They can be contacted anytime with the 2-way radio.

LEADER IDENTIFICATION: All leaders in the infant room are required to wear smocks while serving. Supervisors are to wear lanyards with their nametags to identify themselves to parents.

SUPERVISORS: A supervisor is assigned to each nursery throughout the entire morning or evening. The supervisor's role is to maintain a safe and secure environment in the nursery. The supervisor is the only person who should receive and release the children. She will record attendance, issue the pager, and record the pager number. She also will inform the nursery leaders how they can best assist with the children. The supervisor will make sure that each adult and student nursery leader abides by all policies in the nursery. It is her job to greet all parents and answer any questions. All supervisors must be sure all visiting parents receive a "Little Lambs" welcome guide and diaper tag and that we receive all needed information regarding their child. Other nursery leaders are expected to assist the supervisor with this process. The supervisor is the authority in each nursery.

LEADER IDENTIFICATION: All leaders in the infant nursery are required to wear smocks while serving. Supervisors are to wear lanyards with their nametags to identify themselves to parents.

CHILD NAME TAGS: All children must have their name identification tags fastened to them before entering the room. Disposable name tags are available for visitors and for those who are waiting for permanent tags. Allergy tags are available to flag those children who have food allergies. A permanent name tag with an allergy alert will be made for those children once identified.

PAGERS: Each nursery room has assigned pagers and a base for paging parents or medical team.

1. EVERY parent who drops off a child MUST have a pager.
2. For parents who have multiple children in our nurseries, a room-specific pick-up tag will be issued and documented as such on the attendance record
3. Pagers work on vibrate mode and only go off once when paged. Please inform parents to have pagers attached to their person.
4. **The child is released by the supervisor when the parent relinquishes the pager or pick-up tag. This information should be verified in the attendance record. This is extremely important and is imperative that we do not release the child to anyone other than the person who has the pager or pick-up tag, even if we know them. Please contact the nursery director or children's ministry director immediately if a parent appears to be upset regarding the enforcement of this policy.**

PAGING:

1. To turn pagers on, press and hold down green button. The pager will alarm and the vibrate symbol will appear in the display.
2. To page a parent, type in their number and press send. Repeat page in 5 minutes if they do not respond. Use the radio if there is no response after the second attempt.
3. Batteries are supplied in each room for pagers.
4. A nursery coordinator will be responsible for "all page" and turning off the pagers after each meeting time. This can only be done in the Walker Nursery.
5. Pagers are to be stored in the assigned cabinets when not in use.

ATTENDANCE RECORDS: An attendance binder is located in each nursery. Each attendance record should be dated and signed by all leaders. Every child entering a room must be recorded on the attendance record. A count should be done periodically to verify the sheet against actual children in the room. This information needs to be available in cases of emergency or possible exposure to a contagious illness. The record is a communication tool for parents to leaders. Supervisors are required to fill in the necessary information when parents drop off their child. Failure to do so may require paging them for further instructions. Leader attention must be given to parents' requests for specific care. The record is a communication tool for leaders to each other and the nursery leadership. Essential care given to children must be documented so that the ongoing assessment of needs can be adequately reviewed.

VISITING PARENTS: If a visiting parent wishes to observe his/her child and the nursery leaders in the nursery, the supervisor may authorize this. If there is any question, radio the nursery director or children's ministry director. Visitors must wear a visitor lanyard, may only observe, and may NOT interact with the children. Visitors must NOT be left alone with children at any time.

CHECK-IN / CHECK-OUT PROCESS Parents are asked to either hand their children over the divider or have them walk through the gate. Due to the limited size of our check-in space and the volume of children being check in/out at the same time, only the parent dropping off or picking up the child should be in the room. Please ask others to wait outside. As a general rule, car seats and strollers are not allowed in the nurseries. Please store them under the coat racks across from the nurseries. Please refer to infant room specific policies regarding car seats.

TWO-PERSON RULE: Two nursery leaders are to be present in each room at all times for everyone's security.

DIAPER / RESTROOM DUTY: Only women are allowed to change diapers and assist children in the restroom. Dads may take their own children to the diaper changing station in the special needs restroom.

FOODS & ALLERGIES: Cornerstone Baptist Church does not have a peanut-free policy. However, we try to avoid foods containing peanuts, trace amounts of peanuts, and foods that have been processed with equipment used in the making of peanut products. No food should be brought into the nursery rooms. The nurseries offer an approved snack for each room. Food in diaper bags can only be used when it does not jeopardize the health of any child in our care.

EMERGENCY EXITS: If there is a need to evacuate the building, use the doors on the WEST side of the building (closest to the nurseries). If doors are blocked, the nursery windows open and the screens pop out to serve as an emergency exit. Use the radio for help. Infants can be placed into the rolling crib and rolled out the door for quick evacuation. Supervisors must take the attendance binder and radio with them. Meet out in the baseball field.

COMMUNICATION LOG: At the front of the attendance binder is a communication log. This is where communication takes place for administrative needs like room details, new name tags, allergies, questions, etc. All nursery leaders are encouraged to utilize this system of communication.

DOORS & WINDOWS: Nursery doors should be locked by the last leader to leave the room. Windows are designed to be used as an emergency exit only. They are not to be opened under normal circumstances. Please do not remove handles or let the children play with them. In case of an emergency, remove screen, unlock and crank open the window, and exit the room. See the emergency exits section (above) for more information.

LEADER RESPONSIBILITIES & ROOMS:

LEADER RESPONSIBILITIES:

Become familiar with the developmental age of the children you are watching over. Interact, play and read with them accordingly. Only sit in a chair if you are holding a child.

Greet children as they arrive, and assist supervisors with the check-in process. Make sure the child, diaper bag and all items are properly tagged before accepting them (Cornerstone diaper tags are available in the infant nursery). Additional tags are provided in each room for bottles, sippy cups, etc.

Remain in the room with the children at all times. Nursery leaders are not permitted to leave the room with a child or leave a worker alone. Radio a coordinator or director if an emergency should arrive that requires you to leave. Report suspected or observed child abuse to the nursery director or CM director. Avoid the appearance of misconduct. Encourage and pray for other workers and the children in your care.

STUDENT NURSERY LEADERS: Student nursery leaders (ages 12-17) are under the supervision and direction of the supervisors. Holding of the children is at the discretion of the supervisor. Students are not permitted to change diapers. Become familiar with the developmental age of the children you are supervising. Interact, play and read with them accordingly. Greet children as they arrive and welcome visitors; help them feel comfortable. Assist in cleaning up the room, preparing diaper bags for pick up, wiping down toys, and whatever else the supervisor asks you to do.

DIAPER BAG CUBBIES: Cubbies are available in the Infant and Walker rooms to organize diaper bag storage. Use the Velcro tag system to identify each child's cubby.

SUPPLIES: All rooms house their own supplies and should be in adequate supply. Please become familiar with their location and notify the coordinator or director if they are low.

INFECTION CONTROL:

SANITIZATION & GENERAL CLEANING:

Hand-washing is essential in keeping children and leaders healthy. Wash your hands at the beginning of your shift and after diaper changes, nose blowing, spit ups, etc. Children's hands should be washed after using the bathroom and before snack time.

Sanitizing wipes have been provided in each room (not to be used on children). Changing tables should be wiped down after each use. Toys and equipment should be wiped down after each use and during the clean up process. Students can assist with this. Items are to be dry before reused. Toys that cannot be sanitized quickly after use should be placed in the "dirty bins" located in bathroom. A more thorough cleaning will be done by assigned leaders. Limit the amount of toys that are out at any given time to avoid cross-contamination. It is crucial to keep our nurseries clean during and after each use.

DIAPER CHANGES & POTTY TIME: Only women are allowed to perform these tasks. It is to be done during each meeting time and as needed. In order to protect both the child and leader, gloves are to be worn for all diaper changes and toileting of children. Pull gloves over diapers and dispose in diaper pail located in the bathroom. The bathroom door is to remain open when assisting a child. Assist them as needed in the process and have them wash their hands when done. Gloves do not eliminate the need for hand washing. Please wash hands after removing gloves. Document all diaper changes/potty time in the attendance record. Sanitizing wipes have been provided for cleaning the changing table and bathroom accidents.

INFANT ROOM SPECIFIC POLICIES:

CAR SEATS: Car seats are not allowed in the general room area. An infant who is still asleep in their car seat may be placed in the crib room. After they awake and are removed, the seat needs to be removed from the room. Car seats may be stored under the coat rack across the hallway.

NURSING MOTHERS: Nursing mothers are strongly encouraged to use the nursing room to feed their children or comfort a fussy child. Comfort rooms are also provided in the upper level of the sanctuary, but nursing should be limited to the nursing room only.

SHOES: All nursery leaders should remove their shoes during their scheduled time. There are extra "footies" available in the cabinet, if needed.

BOTTLE WARMER: Only the bottle warmer should be used to heat up milk in a bottle. Instructions are located next to the warmer, if needed. Never use a microwave to heat up milk. Any heated-up substance should be tested first on your inner wrist before administering it to a child.

EQUIPMENT: MOST NURSERY EQUIPMENT IS DEVELOPMENTALLY-SPECIFIC! It is important to know the parameters of the equipment we use in this room. Swings & Bouncy Seats are for the younger babies who do not roll over and cannot sit up independently. Once this milestone is achieved; they can easily tip themselves over while in the equipment (usually less than 6 months is safe). Activity Centers can be used once neck muscles are strong enough to hold the head up through the walking stage; approximately 4 months and up.

CRIB: Blankets, quilts and other loose bedding may contribute to Sudden Infant Death Syndrome (SIDS) and should be kept out of an infant's sleeping environment. If a blanket must be used to keep a sleeping infant warm, it should be tucked in around the crib mattress so the infant's face is less likely to become covered by bedding.

SAFETY

- ❑ No food or hot drinks in the room.
- ❑ Only scheduled leaders are allowed in the room (unless there is a visiting parent).
- ❑ Please store your shoes and purse away in a cabinet.
- ❑ DO NOT allow children to pull themselves up on the swings.
- ❑ Babies who can sit up independently should not be put in a swing.
- ❑ Pay close attention to allergy warnings.
- ❑ DO NOT share snacks with other children.
- ❑ If agreed by parent, children getting cheerios for a snack need to be put in an activity table to eat. NO Cheerios on blankets, floors or around play areas.
- ❑ When sitting in a rocking chair, be cautious of crawling babies around you.
- ❑ Watch children closely when pulling up on shelves and reaching for toys.

CARE

- ❑ Every child will be checked for a diaper change each service time (unless told otherwise by a parent)
- ❑ Only sit in a chair if you are holding a baby. Otherwise, sit on the floor and interact with them.
- ❑ PLEASE PAGE THE PARENT if a child cannot be comforted after 10 minutes of crying, or sooner if the care of the child detracts from offering care to other children (within reason). Inform the parent that there are comfort rooms located in the balcony of the worship center, and there is a nursing room across the hall.
- ❑ We are not staffed to offer one-on-one care that is required for spoon feeding children. Parents are welcome to spoon feed their children.

PROCEDURES

- ❑ The binder on the counter is the mode of communication between volunteers and parents. Please review this binder and keep current with the status or events of each child. This includes diaper changes, feedings, naps, etc.
 - **Communicate this information to the parent when they pick up their child.**
- ❑ At peak times (9:45-10:10) and (10:30-11:00) the supervisor should be at the door ready to accept children.
- ❑ If serving only for the 9:30 shift, please ensure the next shift of leaders know the current status of all babies.
- ❑ If you see a toy in a child's mouth, please put the toy in the dirty toy bin when the child is done with it. **DO NOT** allow the toy to be used by another child.
- ❑ When possible, sanitize the car activity center before being used by another.
- ❑ Around 12:10 start to tidy up the room and move all the diaper bags to the cubbies to facilitate pick up. Dirty toys and dirty cloths should be put in the appropriate receptacles.
- ❑ Leaders are to place the name tags and pagers back in the proper places. Pagers are to be stored under the front counter. Please note on the communication log if new tags are needed or if there is any new information about the child.

WALKER & 2'S ROOMS SPECIFIC POLICIES:

When leaders arrive for their shift, they should do the following:

- *Arrive 15 minutes early.
- *Store personal belongings in the cabinet.
- *Wash their hands before the children arrive.

When the children arrive, the supervisors should do the following:

- *Tag the child with his/her name tag.
- *Assign a pager or pickup tag to parent for pickup.
- *Place the child's diaper bag in a diaper bag cubby (Walker room) or shelf.
- *Put "labeled" sippy cups on counter top next to sink to prepare for snack time. If child doesn't have a cup, they can use a paper "Dixie" cup.

When the children arrive, the nursery leaders should assist the supervisor as needed.

There is a suggested schedule for Sunday mornings in each nursery. Please do your best to follow it to establish a routine for the children.

Snack time procedures:

- *Lay out a tablecloth on the floor (Walker room).
- *Wash the children's hands.
- *Pray with the children.
- *Pass out sippy cups and snack. **CHILDREN MUST BE SITTING AT ALL TIMES WHILE EATING SNACK!!!**
- *When snack is over please be sure to shake off crumbs from the tablecloth into the garbage can (Walker room).

*Put sippy cups back into diaper bags after snack (except during ABF hour).

*Children are not to walk around with sippy cups.

Diaper changing duties:

*Female leaders will be the ONLY staff to handle this responsibility.

*Leaders MUST wear gloves for ALL diaper changes.

*Soiled diapers must go into the diaper pail located in the bathroom.

*The changing table MUST be disinfected after each changing.

*Be sure to indicate on attendance sheet (located in 3-ring binder) if the child was wet, dry or had a "BM".

*Please follow any "special" diaper changing instructions given by parents.

*If the child is potty training, please encourage it.

Some female assistance may be needed; if so, wear gloves.

Please keep bathroom door open while assisting.

Keep bathroom door shut at all times while NOT in use.

Be sure to praise the child.

Give the child a sticker for success (located in drawer).

Make sure child washes his/her hands.

Interacting with the children:

***Only sit in a chair if you are holding a child.**

*Read to the children.

*Sing songs with the children.

*Keep play time interesting by switching the toy bins every 20 minutes.

*No more than three bins of toys should be out at one time.

*Bins are "photo-coded" to help keep toys organized and to make it easier for the volunteers to find the toys' rightful home.

Dismissing the children:

*Only the supervisor can release the child to the parent.

*Collect the pager or pickup tag from parent.

* Put pager (or pick-up tag) and child's name tag in proper place.

*Cross off child's name on attendance sheet.

*Other leaders can assist the supervisor with retrieving the diaper bag and children, or whatever help is needed.

*Children should not be waiting at the door for their parents. Leaders should try to keep them distracted with an activity until a parent arrives.

**Please make sure room is straightened,
pagers are turned off, and the door is locked
and closed before you leave.**



Service Commitment
Cornerstone Baptist Church
LITTLE LAMBS
Nurseries

I recognize that serving in Cornerstone’s LITTLE LAMBS Nursery Ministry is a tremendous responsibility. I have read the sections of this manual that pertain to my ministry and agree to abide by the standards and policies as outlined. I will fulfill the detailed duties during this commitment to the best of my abilities.

_____ Date _____
Print Name

Signature

Please return this form to the nursery director or children’s ministry director.