



**Imago Dei**  
CHURCH

CHILD CARE  
POLICIES AND PROCEDURES



## CHILDCARE POLICES AND PROCEDURES

Jesus intentionally invested in teaching and caring for children and we want to do likewise. We offer a hospitable atmosphere that displays the love of Christ to all of our children. We provide childcare for birth through Pre-K during the Worship Services and a Discipleship Hour for birth through 5th Grade.

### Age Division

- Children are divided into classes based on their current age. After their birthday, they will move up to the next age group. Children who turn 5 will be encouraged to attend the corporate worship service with their parents.

### Basic Instructions for Parents

- Check in begins 15 minutes prior to service start time.
- Label all belongings with your child's name.
- Share all information regarding allergies or special instructions when registering your child at check in AND directly inform the volunteers in your child's room every week.
- Consider wellness guidelines (below) when your child is ill. Notify the Childcare Coordinator if your child is found to have been contagious while attending IDC Childcare. The Coordinator will notify the Director who will inform parents of other affected children. Your child's name will remain anonymous.
- Send children who are not fully potty-trained in a disposable diaper or pull-up.
- Send all children with an extra change of clothes in case of accidents.
- Keep your cell phone accessible to receive notifications from our Childcare Coordinators during the service.

### Volunteers

## **Areas of Service for Volunteers**

### **Childcare Volunteers**

\*All members are required to serve in childcare unless determined otherwise by the Elders and/or Director for Childcare and Kids Discipleship.\*

- Care for children during the service.
- Greet children and parents at the door.
- Maintain a two adult rule at all times.
- Only females are permitted to change diapers and take children to the restroom.
- Check security stickers when parents pick up children to ensure safe pick-up.
- Wipe down all toys and books; place toys back in correctly labeled containers.
- Notify parents and coordinator of any incidents (excessive crying, falls, injuries, biting)

### **Childcare Coordinators**

- Coordinator for the week serves as the childcare "go to" person.
- Be available to serve one Sunday every month.
- Act as a liaison between parents and the Director for Childcare and Kids Discipleship.
- Assist with childcare check-in.
- Distribute name tags and direct volunteers to their assigned classroom.
- Maintain proper ratios in childcare rooms.
- Ensure volunteers are following IDC childcare policies and procedures.
- Resolve issues that require contacting parents/guardians (sickness, disruptive behavior, persistent crying)
- Help Discipleship Hour Teachers find any supplies they may need.
- Implement Worship Hour Curriculum during the 11:00am and 5:00pm services (helping volunteers take children to large group time, playing the Bible story video and music videos, and making sure the volunteers understand how to do the small group activities).
- Turn in incident reports and report supply needs to the Director after service
- Remain in Childcare area throughout service, acting as a "runner" and helping with diapering and bathroom visits.
- After the services, make sure toys are wiped down and put away and trash is taken out to the dumpster.

### **IDC Kids Discipleship Hour Volunteers**

- Prepare in advance by accessing the Gospel Project Curriculum provided by the Director electronically.
- Attend all trainings and meetings.
- Communicate any supply needs with the Director.
- Arrive on time and stay until every child is picked up.
- Interact with children and their parents.
- Pray for the children in your small group and ways to serve their families.
- Commit to serving every week for one semester.

*Note: The Discipleship Hour takes a winter and a summer break for approximately six weeks*

*each time.*

## **Volunteer Requirements**

- Be a member of Imago Dei Church with a background check on file.
- Review and follow IDC Policies and Procedures outlined in the handbook.
- Complete a Video Volunteer Training

In addition to the above requirements, Childcare Coordinators and IDC Kids Discipleship Hour Teachers must:

- Complete Volunteer Application.
- Have an interview with the Director for Childcare and Kids Discipleship.
- Complete an extended training.

## **Expectations for Quarterly Childcare Volunteers**

Prior to your serving date:

- At the beginning of each quarter, a schedule will be sent to volunteers through Planning Center indicating the date, time, room, and role of service. Volunteers are responsible for blocking out dates that they can not serve in advance.
- In the event that you cannot serve as scheduled on any particular Sunday, you are responsible for finding a covenant member to switch with, then notify the Children's Director. Begin by checking with other members of your growth group to find someone to switch with. If you cannot find someone in your growth group, access the full Childcare schedule and contact someone who is serving in the same position at the same time on a different Sunday and ask them to switch serving dates with you. All contact info for members can be found in Elexio. Please let the Children's Director know of the switch no later than Saturday afternoon prior to Sunday. Please note there are no exceptions, such as sickness or moving or leaving IDC for another church, as you are expected to find a replacement to fulfill your covenant member obligations.
- All volunteers must have a background check on file.
- Volunteers should view the childcare video and/or policies and procedures provided by the director.

On your serving date:

- Wear comfortable clothing and plan to be on the floor interacting with children.
- Arrive on time and ready to serve
  - Coordinators should arrive 45 minute prior to service time.
  - Caretakers should arrive 30 minutes prior to service time.
- Immediately upon arrival, volunteers must check in with the coordinator to receive a name tag and special instructions.

## **Children of Volunteers**

- Volunteers may choose whether or not to serve in the room with their child. Please indicate your preference with the Director at the beginning of each scheduling quarter. If you choose to serve with your child but are unable to perform your volunteer duties, due to distraction or lack of attention for other children, you will be asked to move to a different room.
- Older children (kindergarten and up) may serve in the room with their parents excluding the baby room, but are not permitted to change diapers, perform restroom duties, pick up children, or be alone with a child. If you have been scheduled for the infant room and have an older child who must come with you, please notify the Childcare Coordinator immediately upon arrival for your shift and she will make the appropriate adjustments.

### **Expectations for IDC Kid's Discipleship Hour Teachers**

We expect our leaders to live their lives in a way that shows they have been changed by the gospel and have a desire to help others do the same.

Volunteers are required to review and follow all policies and procedures detailed in the IDC Kids Policy and Procedure handbook. This includes but is not limited to diapering and restroom policies, discipline procedures, as well as security and emergency procedures.

Volunteers should have the ability to communicate with children on their level and interact with parents. Because our kids are at a vulnerable time of developing an understanding of who God is, those serving in the Children's Discipleship Hour should have a good understanding of the Scriptures with an ability to clearly present the Gospel to a child.

## **General Procedures**

### **Crying Children**

If a child has been crying consistently for 15 minutes, notify the Childcare Coordinator, who will call the child's parent.

- Please tend to immediate needs before notifying the Childcare Coordinator:
  - Change diaper
  - Offer a drink
  - Comfort (pick up, hold, rock child)
  - Attempt to engage child in an activity (toys, looking out window, singing, reading)
  - Children asking for the parent may be comforted by your reassurance that the parent will return. They may respond to knowing the schedule (what is next) and when the parent will come.
- If a parent is notified, explain that the child was crying and that you made every attempt to meet their needs and engage them in activity. Tell the parent that he/she may stay with his/her child. If a parent stays, please get him/her a visitor name-tag from the Check-In Area. If the parent decides to leave with the child, let the

parent and child know how much we enjoyed him/her and we look forward to seeing him/her again next week. Encourage the parent and child to come back. Also, be sensitive to answer any other questions the parent might have.

### **Diapering Policies\***

\*Covid-19 Update: to limit contact with bodily fluids between volunteers and children, we will only change bowel movements or extremely full urine diapers during the service.

- \* Only females may change diapers.
- \* Use diapers and wipes provided by parents.
- \* Place a Changed with Love sticker on each child you have changed.

### **Safe and Healthy Diapering to reduce the spread of germs**

#### **Keep a hand on the child for safety at all times!**

##### **1. PREPARE**

- Cover the diaper changing surface with disposable liner.
- Bring your supplies (e.g., clean diaper, wipes, diaper cream, gloves, plastic or waterproof bag for soiled clothing, extra clothes) to the diapering area.
- Put on gloves.

##### **2. CLEAN CHILD**

- Place the child on diapering surface and unfasten diaper.
- Clean the child's diaper area with disposable wipes. Always wipe front to back!
- Keep soiled diaper/clothing away from any surfaces that cannot be easily cleaned. Securely bag soiled clothing.

##### **3. REMOVE TRASH**

- Place used wipes in the soiled diaper.
- Discard the soiled diaper and wipes in the trash can.
- Remove and discard gloves, if used.

##### **4. REPLACE DIAPER**

- Slide a fresh diaper under the child.
- Apply diaper cream, if needed, with a freshly gloved finger.
- Fasten the diaper and dress the child.
- Return the child to a supervised area.

##### **5. CLEAN UP**

- Remove liner from the changing surface and discard in the trash can.
- Wipe up any visible soil with damp paper towels or a baby wipe.
- Wet the entire surface with disinfectant; make sure you read and follow the directions on the disinfecting spray, fluid or wipe. Choose disinfectant appropriate for the surface material.

##### **6. WASH YOUR HANDS**

- Wash your hands thoroughly or use hand sanitizer in between each diaper change.

## **Bathroom Policies**

Maintain the two volunteers in the classroom at all times rule. If necessary, notify the coordinator to take the child to the bathroom.

Bathroom Procedures:

- If child needs assistance in the bathroom (i.e. needs help with underclothing and wiping), leave the stall door open, and assist the child as needed.
- If child can attend to him/herself (i.e. can manage underclothing and wiping alone), do not allow child to lock the bathroom door and stand beside the stall door.
- One child per stall.
- Both adult and child should thoroughly wash hands with soap and water when child is finished.
- Bathroom areas are frequently patrolled by security personnel.

## **Toilet-Trained Children Who Have Accidents**

When a child who is toilet-trained has an accident:

- Notify the Childcare Coordinator, who will notify the parents.
- Parents can assist their child and comfort them.
- Offer the child dry clothes to change into (some children may be embarrassed, and not want to change).
- If parents appear upset or angry, please help diffuse the situation by reassuring parents that this happens to all children.
- Child may return to the classroom as long as he or she has changed into dry clothes and new underwear. No child will be allowed to enter the classroom without underwear/pullup.

## **Feeding Policies**

Children in the baby room may be fed bottles/baby food/snacks in the classroom; all other aged children should be fed outside of the room, unless it is during a designated snack time for all of the children in the room.

- Children may be fed the snack that has been provided by their parent, following the parent's specific instructions, or the provided Cheerios and water.
- Be sure to check for allergies (listed on the child's name tag sticker) before giving any food or drink to a child.
- Make sure that the bottle or food that you are feeding the child belongs to them.
- Burp infants ½ way through and at the end of their bottle.
- Do not share one child's snacks with other children.

## **Clean Up Procedures**

- Wipe toys with disinfecting wipes.
- Clean up any trash/craft materials that may be on the floor.
- Bag all trash and set outside of the room at the end of the day. Replace trash bag with new liner.

## **Discipline Procedures**

- Never use corporal punishment or spanking of any kind.
- Do not use words or a tone of voice that shames or frightens a child.
- Do not use sarcasm or scream at a child.
- Never make remarks that put down the individual as a person or make negative references about appearance, race or gender.
- Do use a firm but gentle voice to address the behavior.
- Do remove the child from the activity and isolate child from the group if necessary.
- Do focus your remarks on the behavior you want to see.
- If the child will not listen, then notify the Childcare Coordinator who will notify the parents.
- Persistent disobedience during the service will result in notification of parents by the Coordinator.

## **Biting, Hitting, and Other Injurious Behavior**

- A child who purposefully injures another child will be isolated in a time out area with a caretaker. Persistent disobedience during the service will result in notification of parents by the Coordinator. The witnessing Volunteer, the Coordinator, and parents of involved children will complete an Incident Report for any injurious behavior.
- For biting, notify the Childcare Coordinator immediately of the details. The Coordinator will notify the parents of both children immediately and discuss the issue with them separately. As this behavior may cause strong emotions, point the parents not to each other but to the Coordinator to discuss details of the incident. For safety reasons, do not divulge the identity of the biting child, or vice versa until the Coordinator is ready to discuss the incident.
- For the bite, wash the wound with soap and water. Apply a cold compress if available. If skin is broken, put on gloves before treating wound. Do not squeeze a bleeding bite wound. Advise parent of the bitten child to consult a doctor for tetanus and Hepatitis A and B vaccinations if the bitten child is not up to date. Repeated episodes of biting may result in removal of child from class until biting is resolved.

## **Wellness Guidelines**

- We ask that volunteers find a substitute for their shift and that parents not bring children to IDC childcare if any of the following exist:
  - Less than 5 days have passed since the first symptoms of a cold or flu began and the child has not seen a doctor
  - Fever (over 100.4 degrees) within the past 24 hours
  - Vomiting or diarrhea within the last 24 hours
  - Yellow or green runny nose
  - Any symptom of childhood diseases such as scarlet fever, German



- measles, mumps, chicken pox or whooping cough
  - Common cold, including colored runny nose
  - Sore throat
  - Croup
  - Any unexplained rash
  - Any skin infection - boils, ringworm or impetigo
  - Untreated pink eye or any other eye infection
  - Any communicable disease
  - Lice, including the presence of eggs or nits
- If a child appears to be sick at check-in, the Coordinator should ask when the child first showed symptoms. If symptoms started less than 5 days ago, we must kindly refuse to admit the child to nursery for the safety of the other children. If volunteers are unsure whether to admit the child, ask the Coordinator. If parents are unhappy with the Coordinator's decision, notify the Director.
- In the event of a contagious disease (lice, chicken pox, etc.), volunteers should notify the Coordinator, who will notify the parent to pick up their child.
- Parents, please notify the Coordinator if your child is found to have been contagious while attending IDC Childcare. The Coordinator will notify parents of other affected children while maintaining confidentiality.

### **Playground Guidelines**

Our playground is available to children under 6 years of age. We share the playground with the YMCA Preschool, so certain guidelines must be followed.

- Before leaving the room, volunteers should do a head count and make sure each child has a name tag-this ensures that each child returns to the appropriate classroom after leaving the playground.
- Leave a note on the classroom door stating your location in the event that a parent were to come by while you were away from the classroom.
- Volunteers should space themselves around the playground so all areas can be seen. Many of the most serious accidents that occur on playgrounds can be related to lack of proper supervision. Instead of standing in one spot, workers should walk around the playground to properly supervise kids while they play. Workers should work together to keep all children within at least one staff member's line of sight.
- Do not allow children or adults to move any of the large playground equipment. Over time this will cause the equipment to become less stable and thereby unsafe.
- If a child needs to use the restroom while on the playground, alert the other volunteers that you will be bringing a child into the building for a restroom break. Follow the guidelines as stated in "Restroom Guidelines."
- While the playground is a safe environment, there will be the occasional skinned knees and elbows. When an accident does occur, follow the First-Aid guidelines in this book.
- Please exit the playground one class at a time. Small children often "follow the crowd" and can get mixed in with another class.
- When returning to your room, do another headcount.

- Make sure all children wash their hands when they return.

## Ratios

Imago Dei Church maintains that the ratios in each of our childcare rooms meet licensure standards for North Carolina childcare facilities (below).

Age Group	Teacher:Child Ratio	Maximum Group Size
Infants (Birth – 12 Mos.)	1:5	10
Toddlers (12-23 Mos.)	1:6	12
2 Years Old	1:10	20
3 Years Old	1:15	25
4 Years Old	1:20	25
School Age	1:25	25

The following lists maximum capacity in each of our childcare rooms based on North Carolina’s licensure recommendation of 25 sq ft per child:

Room Number	Sq Footage	Maximum Capacity
Room 108	306	12
Room 111	266	11
Room 113/114	595	24
Room 116	287	12
Room 117/118	525	21
Room 120	368	15
Room 121	336	14
Room 124	347	14
Room 125	347	14
Room 131	315	13
Room 132	391	16

## Security Procedures

### Check-In

Check in opens 15 minutes before the service/scheduled event. Volunteers should be ready to receive children twenty minutes prior to service.

### First-Time Guests:

- Register child at the first time check in desk, notifying coordinators of all relevant information, allergies, etc. that they are to be aware of.

- You will receive 3 stickers: one for your child’s back, your child’s bag, and to show at pickup.
- A coordinator will walk you to your child’s classroom.
- Inform room volunteer of any special instructions.

**Regular Attenders:**

- Utilize self check in.
- You will receive 3 stickers: one for your child’s back, your child’s bag, and to show at pickup.
- Take your child to their appropriate room and notify room volunteer of any special instructions.

*Note: Parents may choose to observe/stay with their child in the classroom; however, IDC Childcare will use discretion in this matter. In addition, if a parent does not have an application on file, they are not allowed to be alone with, lead in activities, or care for any other child except their own.*

**Check-Out**

- Children will only be released to an adult with a matching sticker (the numbers must match up, not just the names). Only adults ages 16 and up are permitted to pick up children.
- A Caretaker will ask parent for sticker and attach match stickers to one another before children leave room.
  - If a parent forgets or loses the sticker, and is not personally known to the Volunteer, tell them: “I understand the inconvenience, but for everyone’s safety, I have to ask you to please get it and come back for him/her.” The other option is that the Volunteer can reach out to one of the Coordinators to see if the parent is personally known by the Coordinator. A parent may also provide a driver’s license as a proof of identification.

**Medical Procedures**

**Medication**

- Volunteers will not administer any medication to children except in life threatening situations when there is not enough time for a parent to come to the room and give it.
- If a child has a potentially life-threatening condition and medication may need to be given:
  - A Medication Authorization Form will be completed and signed by the parent and kept for IDC records.
  - Each time a parent drops off a child and his/her medication, clear directions must be written out by the parent outlining the symptoms present when medication is needed and how it is to be given to the child. The form is to be

given directly to a Volunteer by the parent so the caregiver can read the directions and ask for clarification if necessary. Since medications can change frequently, it is imperative that parents keep IDC updated.

## **Accidents/Incidents**

- If you encounter a life threatening situation (loss of consciousness, significant blood loss, difficulty breathing, choking, severe allergic reaction):
  - Immediately call 911
  - Notify Childcare Coordinator that 911 has been called
  - Notify one of our nurses for treatment (see Contact Info)
  - Childcare Coordinator will notify parents
- If a potentially harmful substance is ingested by a child:
  - Immediately call Poison Control for instructions (800) 222-1222 (National hotline that will connect you to the nearest center).
  - Do not attempt to make child vomit or drink anything until you have spoken with Poison Control, as these actions can make the situation worse.
- Minor accidents (bumps, bites, bruises, scrapes, etc.) can be handled in the room. First aid kits are kept in the Preschool & Children's Offices. You may wash a wound with soap and water, but do not apply any other first aid medication (Neosporin, alcohol, hydrogen peroxide) due to parental preferences and potential for allergic reactions. Band-aids may be used and are kept in each room's first aid kit. Always contact the parent in these situations to make them aware of the minor accident. When body fluids are involved, always wear gloves, remove other children from area, clean area with bleach solution, and let air dry.
- Any person who witnessed an accident needs to fill out an Incident Report with the Coordinator and parent before leaving for the day. Record the situation and details to the best of your recollection. Be honest with the parents about the situation that occurred; reassure them of our desire to provide the best care possible. Recognize that parents may be upset but do not let that deter you from being honest with them. Do not offer medical advice to parents. Simply offer your apology or concern.

## **Emergency Procedures**

### **Fire**

In the event that a fire is discovered in any part of the building, the fire department shall be called immediately after the signal is given to evacuate the building.

In case of an actual fire emergency, the following actions will be taken:

- Sound fire signals.
- Call 911.
- Children and Teachers should evacuate the building immediately. Exit the nearest door that is not blocked by fire and get as far away from the building as possible.
- Count children and report missing children and provide assistance to injured children.

- Parents or guardians will be allowed to pick up their children from the outside location.

### **Severe Weather**

In the case of a tornado or other life threatening storm the follow actions should be taken.

- Take Cover
- Bring all children into safe areas-rooms or hallways away from windows and doors.
- Account for all children.
- Ensure that windows, blinds, and doors are closed.
- Do not allow for structures with large, open roof spans (such as the sanctuary) to be used as shelter.
- Be prepared to move quickly if flooding threatens.
- Remain in safe location until the passage of the storm.

### **Stranger or Intruder in the Building**

In the case that a threatening intruder enters the building, which will be determined by church security, the follow actions should be taken.

- Quiet children.
- Close and lock classroom doors.
- Have students sit on the floor in the deep corners.
- Close blinds and take any possible precautions to protect others from possible broken glass.
- Remain locked in rooms until advised to move personally by administration or public safety officer or an all clear signal or door option of door is unlocked by all of the above.

## **Special Circumstances**

### **Disabled Children**

- At this time, we do not have one on one care available. However, we will attempt to make reasonable accommodations for any child with a disability. It is our priority that all children are kept safe in the classroom and any issues that arise will be immediately addressed.

### **Reporting Potential Abuse\***

*\*See attached document for detailed mandatory reporting requirements*

- Report any suspicions of child abuse/neglect to the Childcare Coordinator who will report to the Wake County Department of Social Services at (919) 212-7000.
- When a child reports abuse:
  - Listen and respond calmly
  - Be sensitive to vague or partial disclosures
  - Do not ask shaming questions

- Report to supervisor and authorities
- Volunteers should abide the following practices in regards to reporting potential abuse:
  - Never investigate as a condition of reporting
  - Report Immediately
  - Dual report (supervisor + witness)
  - Allegations are considered reportable events
  - When in doubt report

## **Contact Information**

### **CHILDREN'S DIRECTOR**

Summer Crepelle  
423.596.3015  
summer@idcraleigh.com

### **FACILITIES**

Michael Britt  
601.757.7505

Brett Hart  
601.757.7942

### **NURSES**

Alex Britt  
601.303.1316

Alicia Shaddix  
720.454.8520

### **POISON CONTROL HOTLINE**

800.222.1222

### **ABUSE HOTLINE**

Wake County Department of Social Services  
919.212.7000



## **Mandatory Reporting Requirements**

### **Legal Requirement**

Any person or institution who has cause to suspect that a child under age 18 is abused, neglected or dependent must make a report to the county department of social services (G.S. 7B-301). As long as the reporter is acting in good faith, they cannot be held liable (G.S. 7B-309).

### **Imago Dei Church Requirement**

In addition to and after reporting the suspected abuse or neglect to the civil authorities, any volunteer, leader, deacon, pastor, or staff of Imago Dei Church must report the suspected abuse or neglect involving an IDC member (or their child), regular attender, or visitor to their direct supervisor or a pastor. Reports of suspected abuse should first be made to civil authorities (CPS, contact information below) and then to Imago Dei Church leadership immediately following.

The following document will provide procedures on how to report suspected abuse to civil authorities and Imago Dei Church leadership.

### **Reporting to Child Protective Services (CPS)**

Information needed to make a report to CPS:

- Name, address and age of the child(ren)
- Name and address of the child's parent, guardian or caretaker
- The child's condition, including the history, nature and extent of the injury or maltreatment – this could include information about the home environment or events that the child has witnessed (such as domestic violence).
- Information known about the family that could affect the safety of the child, and perhaps the safety of a social worker.

### **How to make a report to CPS:**

**By Phone:** Call the CPS Report line

Wake County: 919-212-7990 (English) or 919-212-7963 (Spanish)

Durham County: 919-560-8424

Orange County: (919) 968-2000

**In Person:** During normal business hours (Monday through Friday, 8 a.m. to 5 p.m)

Wake County: fourth floor of the Human Services Building at 220 Swinburne St., Raleigh, NC.

Durham County: 220 E. Main Street Durham NC

Orange County: 113 Mayo Street, Hillsborough NC

**After hours, weekends and holidays:** Call 911 and say you wish to make a report of child abuse. The 911 operator will contact an after-hours social worker who will return your call.

### **Reporting to Imago Dei Church (IDC)**

Information needed to make a report to IDC:

- Name of the child
- Name of parent, guardian, or caretaker
- Description of the nature and extent of the injury or maltreatment
- Location of the suspected incident
  - Did this occur offsite?
  - Did this occur on IDC property?
  - If so, where?
    - Parking lot?
    - Playground?
    - Which room?
- Date and time of the suspected abuse
  - If at the building, during what event?
  - A worship service?
  - Another event?
- Name of the suspected of abuser

### **How to make a report to IDC:**

#### **Option #1- In person report (for on-site reports)**

- Find an elder, deacon, or staff member to report
  - Ask to speak privately before discussing specifics.

#### **Option #2- Phone call (for off-site reports)**

- Call an elder, deacon, or staff member to report
  - Have pertinent information ready to share.

#### **Option #3- Email a staff pastor**

- If no one can be reached by phone, email a staff pastor to report the incident
  - After email is sent, please continue to try and make contact by phone to confirm the report was received.